RESOURCES HANDBOOK FOR VOLUNTEERS (RHV)
(formerly known as H.A.P.)

MICHIGAN ASSOCIATION OF HEALTHCARE ADVOCATES
Affiliate of the Michigan Health and Hospital Association

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F
ifty years ago, in 1967, a group of dedicated MAHA Board Members put together the Handbook for Auxiliary Presidents (HAP) and distributed it to the membership. Since that time there have been three revisions; the last revision completed in 2002.

T
he current MAHA Board appointed a review committee to bring the document up to date and make it more relevant for the volunteers in the 21st century. When first formulated, all hospitals with volunteers had auxiliaries; therefore, the manual related only to that type of organizational type; i.e., auxiliaries. Today, the volunteer groups throughout the state vary greatly. There are for-profit organizations with volunteers, not-for-profit organizations with both volunteer and auxiliary groups. Even those healthcare institutions who have only volunteer groups vary greatly in that some have established leadership roles with boards, and some have no boards.

I
n revising this manual, the revision team has retained the information within the original manual which would apply to any organization’s volunteer group/auxiliary setting. It is to be viewed as a resource manual rather than a road map for establishing a board-based auxiliary. The MAHA Board members are always available for consulting on organizing a traditional auxiliary or for problem solving within an established auxiliary.

We have divided this document into three distinct sections:
1. Definition of MAHA and its relationship to the individual volunteer groups
2. Broad topics that are common to both auxiliaries and volunteer groups
3. Resource and forms

W
e acknowledge and thank those individuals who have produced the first H.A.P. Manual and those who later revised that document. The editorial board used much of the
original manuscript and revisions from the previous three revisions to produce this document.

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Section I
INTRODUCTION TO MAHA

The Michigan Association of Healthcare Advocates is an organization that was formed in 1948 to help member auxiliaries better serve and support their institutions. Today, the organization encompasses both auxiliaries, and volunteer groups from both for-profit and not-for-profit hospitals.

MAHA is affiliated with MHA, from which it receives staff support and legislative information. The affiliation helps to further the objectives of each organization, especially MAHA’s efforts to enhance patient and community health, and help communicate the Community Benefits of the local hospital to each community and MHA’s efforts to represent its member hospitals. Funding for MAHA is generated by the sponsorship of MHA and conference fees from the Annual and Fall Conferences.

Membership is open to any auxiliary or volunteer organization of a healthcare facility which is a member of the Michigan Health & Hospital Association.

MAHA is governed by a Board of Directors comprised of 17 members represented by: President, President Elect, Vice President of Education, Secretary, Treasurer, Counselor, Conference Coordinator, Legislative Advocacy Director, Membership Director, Communications Director, Vendor Coordinator and six District Presidents.

MAHA is divided into six districts: East Central District, North Central District, Southeast District, Southwest District, Upper Peninsula District and the West Central District. Each district has its own elected officers, board of directors, bylaws, meetings, workshops and programs. District activities are funded by local auxiliary dues which are paid to their respective districts. Each district sets the amount for the dues of their district.

MAHA offers training in leadership skills and organizational management, program and project ideas, health care information, educational and service opportunities and legislative information. MAHA educational opportunities include:

• Annual Meeting and Educational Institute held in June of each year. This conference includes workshops and speakers on all phases of volunteer activity for all member auxiliaries and volunteers organizations. This conference also includes the election and installation of the MAHA State Officers.

• Annual Fall Conference is held in October of each year. This conference includes gift shop vendors, workshops, networking and speakers on all phases of volunteer activity for all member auxiliaries and volunteer groups.
**MAHA’s MISSION**

The Michigan Association of Healthcare Advocate’s Mission is to provide guidance and education to its member hospitals and their communities, thus enabling each institution to maintain its highest standards in health care.

**MAHA’s PURPOSE**

This organization, formed under authority granted by the MHA, shall assist its members to give the highest possible standard of services to their hospitals. The MAHA shall:

A. Provide support to the MHA and the American Hospital Association.
B. Provide service, education and leadership training to the MAHA membership.
C. Expand the vision and involvement of the MAHA membership.
D. Facilitate the exchange of ideas and information between district, local auxiliaries/volunteer organizations, and other health related organizations.

**ROLE OF THE AUXILIARY/VOLUNTEER ORGANIZATION**

The ultimate role of each auxiliary/volunteer group is to promote and support the health care institution and its services, being responsible to this institution and its mission and responsive to the changing needs of the community. In order to fulfill this role, the auxiliary/volunteer group needs a close working relationship with members of top management of the institution.

It must be stressed that the healthcare institution governing body has the ultimate authority regarding the operation of the corporation and the relationship of the auxiliary/volunteer group to the corporation.
MAHA Hospital & Health Systems Regions
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Section II
Section II contains subject, topics and tasks which are found in either auxiliary or volunteer organizations. Some information is germane to assignments at the district level as well as at the local level. Every effort has been made to make the information presented generic to fit both types of organizations but also helpful to both.

**ANNUAL MEMBERSHIP REPORT**

Each year members of MAHA are asked to submit an annual membership report on number of the organization’s members, hours worked, money raised (if a not-for-profit hospital), and number of hospital beds, etc. This report gathered from all volunteer groups throughout the state make it possible to show the effectiveness of volunteer efforts on a statewide basis. The annual membership report gives a very spectacular picture of what auxiliary members in Michigan do each year for the hospitals in the state. Millions of dollars have been donated to our hospitals and millions of hours have been volunteered. In the interest of accuracy and to make preparation easier, a few guidelines for the annual report are given here.

- Number of Auxiliary members
- Hours of Service
- Moneys donated to hospitals
- Scholarship dollars given
- Number of beds in hospital

It is the responsibility of the organization to mail the annual membership report to the District Membership Chairperson who forwards the information to the MAHA Membership Director. Worksheets for this project are provided by MAHA Director Membership.

A copy of a typical Hours and Dollars Report has been included in Section III.

**AUDIT**

Many auxiliaries do not warrant a full audit. Often a simple review will suffice. Contact a CPA or the HCDS financial department for advice as to which records will be needed to perform an audit or review. An auxiliary may be able to have its financial records audited along with those of the HCDS. Audits or review should be done annually. The completed audit or review should be reviewed by the auxiliary board and/or the executive committee. The recommendations by the auditor or reviewer can be considered in planning for the following year.

**BONDING**

All members of an organization who handle money need to be bonded. Check with the HCDS financial department to ascertain if the HCDS covers the volunteer organization’s members and its employees. If not covered by the HCDS bond, the auxiliary must
provide its own bonding. A blanket bond will protect all auxiliary members and auxiliary employees.

**BUDGET**

A budget is an important tool for the responsible management of auxiliary funds. A budget is a guideline for the coming year based on the past year’s budget and financial reports. Budgets should be as realistic as possible.

The budget should be prepared by the finance committee and the treasurer. Officers and committee chairpersons should be consulted concerning expenditures and anticipated income.

The completed budget must be submitted for approval and adoption to the auxiliary board and membership according to the bylaws. Expenditures not in the budget must be voted upon by the voting body before payment can be made. The HCDS financial department can be a resource in budget preparation.

A sample Budget Sheet is contained in Section III

**BYLAWS**

Bylaws are the auxiliary’s/volunteer group’s expression of formal organization. They also represent agreement among the members as to regulation of the group’s internal affairs and its relationships to others. The bylaws establish the specifics under which the group must operate unless, and until, the membership agrees to change them. The process for amending bylaws must be included in the bylaws. Bylaws also should contain the system by which the meetings will be conducted; e.g., Roberts Rules of Order, Newly Revised.

The corporate bylaws will provide ground rules for the volunteer group. Before presenting new bylaw amendments to the membership, the approval of the governing board of hospital must be obtained. **Auxiliary/volunteer group bylaws should not conflict with the bylaws, regulations, or policies of the hospital.**

As a legal instrument, bylaws are made to be observed. They also are a dynamic instrument that must change and grow if they are to reflect the growth of the auxiliary/volunteer group as it adapts to meet the evolving needs of its institution and the community. Conversely, bylaws that are in perpetual state of change and amendment are probably too restrictive and cluttered with details which interfere with the efficient operation of the organization.

A copy of the current MAHA Bylaws are included on the MAHA website at mahaonline.org.

**COMMITTEE TYPES**

Committees are appointed for a variety of reasons: to study, plan, act or recommend action on specific matters. They are the “workhorses” of any organization. The two
most common types of committees are standing, and special or ad hoc. The bylaws of an organization state who shall appoint committees. This is usually the president.

**Standing (Regular) Committees** – are identified in the bylaws of an organization. Standing (Regular) Committees have a continuing purpose. The duties, and term of standing committees are described in the bylaws. Usually, the memberships of the standing committees are outlined in the Policies and Procedures. Some examples of standing committees are: finance, membership, and bylaws. The chairs of the standing committees are chosen by the President UNLESS the chair is specifically designated in the organization’s bylaws.

**Special/Ad Hoc Committees** are appointed to perform a specific task within a designated time frame. For example, a committee that is appointed to plan a special project or event is an ad hoc committee. The committee is dissolved when its task is completed.

**Focus Group Committees** are appointed to perform a specific task within a designated time. They differ from an Ad Hoc Committee in that a focus group is a demographically diverse group of people assembled to participate in a guided discussion about a particular product, idea, etc., and to provide feedback. The importance of the focus group is on the fact that the participants must be demographically diverse.

The chair of any committee has the duty to:

- Call and conduct meetings
- Define the committee’s purpose
- Appoint appropriate subcommittees
- Represent the committee’s viewpoint at meetings
- Report to the main group as a whole

The chair of any committee has the same right to discuss and vote as any other committee member has.

**INSURANCE**

Check with the HCDS to determine if auxiliary members are covered under the HCDS liability insurance policy. If not covered, the auxiliary must provide its’ own liability insurance. Off campus events may require short-term rider liability insurance.

Investigate the need for property, fire, theft, travel, workers compensation, and directors’ and officers insurance with the Healthcare organization’s financial department.

**LEGISLATIVE ACTIVITY**

Auxiliary/volunteer group members care about legislation because it is so important to their hospitals and communities. Health care institutions are increasingly affected by laws and regulations passed by governmental bodies. MAHA, working with MHA and the AHA, is constantly in touch with legislation to ensure that laws and regulations are
conducive to good health care. Because of their numbers and informed interest, volunteers can exert considerable “clout” with legislators.

MAHA has an effective network designed to provide its members with information about legislative activities. This includes:

• MHA Liaison
• MAHA Legislative Chairperson
• Six district legislative chairs

Auxiliary/volunteer group members can influence legislative decisions by:

• Becoming informed on issues and their importance to good community health care
• Making their views known through letters to the editor and by speaking to friends and at civic and community groups
• Writing to and/or meeting with legislators and urging others to do the same
• Using the resources of MAHA, MHA and AHA

Detailed information regarding governmental representatives can be found on the MHA website at www.MHA.org

**MEETING TYPES**

*Normally, meetings within the auxiliary/volunteer organizations fall within the following categories:*

- **Regular** – It is described as a periodic business meeting held at a stated time with quorum as prescribed by bylaws. It usually is called to discuss the business of the organization: administrative, future plans, and projects or for education and information sharing. It is important that regular meetings be scheduled on a yearly calendar stating date, time and location. Advance information on topics will stimulate interest.

- **Special** – It is a separate session held at a time different from regular meeting, convened to discuss one or two specific topics. It is called by the president or at the written request of membership as prescribed by the bylaws, with adequate notice given of time, place, and purpose.

- **Annual** – It is usually called to install officers and to receive officers’ and committees’ reports, to review auxiliary’s achievements of the past year to outline future objectives.

It is important that regular meetings be scheduled on a yearly calendar stating date, time and location. Advance information on topics will stimulate interest. Items to be considered include:

- **Date:** Establish a regular date which does not conflict with the date of
another organization with overlapping membership. Be willing to move a traditional meeting date to provide a more convenient time.

• **Time:** Select a time convenient for most members. Change a traditional time, if more convenient. Alternate day and evening meetings, if this is practical.

• **Location:** Consider parking, accessibility and safety. Use an easily accessible, appropriately sized room in the health care facility for large meeting, or the HCDS board room for auxiliary board meetings.

• **Programs:** Topics should relate to auxiliary members interests in health care. Information may be given on new programs in the facility, i.e. health promotion, community relations, new procedures available, new staff members, patient services, affiliations, etc. Programs should include training for auxiliary members, i.e. leadership, finance, fundraising, legislation, etc.; auxiliary members who are well informed are the best link.

• **Agendas:** It is the president’s responsibility to make up an agenda for the meeting and distribute copies of it to those attending the meeting. An agenda is a useful tool for the president to use to take marginal notes as a reminder of business that is to be done before the next meeting.

By timing an agenda each person and committee knows for how long they have the floor. A meeting should not last more than 90 minutes to be productive. Timing gives those committees who fall at the end of the agenda the opportunity to report.

An example of a typical agenda is included in Section III.

- **Minutes:** are the official record of business conducted at a meeting and become the history of the organization. Personal comments and general discussion are omitted from the minutes. Those recording the minutes are urged to transcribe the minutes as soon as possible after the meeting has occurred. The organization’s policies and procedures will dictate the method of approval for the minutes.

A suggested outline for recording minutes is included in Section III

**MEMBERSHIP CATEGORIES**

The different types of memberships will be stated in the bylaws or the policies and procedures of the organization. The most common types of volunteer group memberships include:
• **Active** – Members who participate in the activities of the volunteer group, serve the number of hours required, fulfill the requirements of active status as required by the volunteer group.
• **Associate** - The definition of this membership will vary. It could include past members who are inactive temporarily or permanently; employees of the healthcare institution who sometimes volunteer; members who wish to support the organization by providing monetary contributions only.
• **Honorary** - This type of membership might be extended to an individual who supports the volunteer group in an outstanding way without fulfilling other membership requirements. This type of membership might include former members or members of the community who have never been members.
• **Life** - These members usually are those who have accumulated a large number of volunteer hours or have made a significant financial contribution to the healthcare institution.

**NEWSLETTERS**

A newsletter is a timely and informative item for conveying pertinent news to auxiliary members whether on the local, district or state level. It is also an item that can be used for potential members to introduce them to your organization. The newsletter is an excellent public relations item.

Items to keep in mind in the planning, production and distribution of your newsletter:

- Copy preparation, printing, eye appeal, headlines, illustrations, and photography.
- Make sure your articles are accurate, readable and newsworthy.
- Make sure you prominently display: name of the newsletter, the name of the hospital, name of auxiliary president, name, address, and telephone number of the editor.
- Date of publication and volume and issue number.

Contents of newsletter:

- President’s message, message from CEO or administrator, Calendar of Events.
- Reports such as financial, legislative, health promotion, gift shop, community projects, in house service projects, and fundraising activities.
- Organizational features, MAHA state and district news, features of special persons or events, deadline for next issue.

Mailing and distributing newsletters:

- The editor is responsible for organizing.
- Distribute to members, potential members, allied organizations, and state and district officers.
- Have updated list of recipients.

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Examples of State and District Newsletters are included on the MAHA website at [www.mahaonline.org](http://www.mahaonline.org)
**NOMINATION COMMITTEE**

This committee has been given its own section in the Resource Handbook because of its importance. It is the responsibility to “fill the right position with the right person.” Nominating and electing officers is vital to the life and progress of every organization. Talented leaders are necessary to achieve the plan and purpose of the group. A nominating committee is one of the most important committees of an organization because it is its duty to find and nominate the best candidate.

The bylaws should state the size of the committee, how and when chosen, and when it reports. The nominating committee should be elected, where possible, unless the bylaws state the method of appointment. It is strongly urged that to protect the president and the committee from accusations of favoritism the president should not serve on the committee, take part in its discussions, or give instructions. The committee should be representative of the entire organization and knowledgeable of its operation.

The responsibilities of the Nominating Committee usually assigned are:

- Study the problems and the leadership requirements of the organization
- Be familiar with the assignment guides for each position to be filled
- Select nominees who have the experience and qualities needed by the organization
- Describe the duties of the office to prospective nominees
- Secure the nominee’s consent to serve if elected
- Prepare a report listing the office and the name of the nominee
- Submit a report to the Board and/or the general meeting as directed by the bylaws

**IMPORTANT:** If the Nomination Committee’s report is merely read and adopted, there has been no election. An election must be held following the presentation of the report or at a time specified in the bylaws.

Specific election procedures and types of installations are listed in Section III

**OFFICERS OF AN ORGANIZATION**

Typically, all or a combination of the following officer classifications are included on a board of an organization. The individual duties for these officers are contained in the Policies and Procedures of an organization.

- President
- President Elect
- Secretary
- Counselor
- Treasurer
- Counselor
- Historian
- Chairs of Standing Committees

It is recommended that a board contain no more than seven to nine elected individuals.
Presidents from all local auxiliary/volunteer organizations are strongly encouraged to complete the MAHA officers listing which will be emailed to all member organizations in the state. The listing of the officers within each member hospital will be forwarded to their district membership director. The district membership directors will tabulate the information and forward it to the MAHA Membership Director who will update the gmail account for MAHA and excel sheet listing. These two documents will be used to disperse information to the membership throughout the state. Information including legislative e alerts, routine legislative activities, conference information and Highlights are normally sent through email to the membership.

**PARLIAMENTARY AUTHORITY**

Basic knowledge of parliamentary procedure is necessary to get business accomplished in an efficient, orderly manner, expressing the will of the majority, while protecting the rights of the minority, individuals, and absent members, and maintaining harmony among members.

Each organization should adopt a parliamentary authority such as “Robert’s Rules of Order Newly Revised” and/or the “Standard Code of Parliamentary Procedure” by Alice Sturgis. These books cover procedural questions not covered by the charter, bylaws or adopted rules of the organization. In conflict, the organization’s bylaws supersede the parliamentary authority.

A Parliamentarian may be appointed by the President. A voting member may retain the privilege to vote while serving as Parliamentarian.

A basic chart for Robert’s Rules of Order, Newly Revised, can be found on the MAHA website at www.mahaonline.org.

**POLICIES AND PROCEDURES**

Working in conjunction with the organization’s bylaws are the policies or and procedures. These policies and procedures delineate the specific duties and functions of the officers and other basic policies of the bylaws. They may NOT supersede the authority established in the bylaws.

The policies and procedures are more flexible than the bylaws because they can be changed by action of the Board of Directors without a vote from the MAHA membership. They have the advantage of including most procedural details, especially those likely to require frequent alteration. This eliminates the obvious hazard of continually having to change the bylaws as new situations arise.

A copy of the MAHA current Policies and Procedures is included on the MAHA website at mahaonline.org.
PROGRAM PLANNING

Programs are tools for educating auxiliary members and the public, and the effectiveness of a program is greatly increased by good planning and management.

Things to keep in mind when planning programs:
- Be realistic.
- Base the programs on the needs and expectations of the public.
- Set target dates for achieving them.
- Decide of number of programs and target dates.
- Alternate programs between straight information and audience involvement.
- Use a variety of meeting techniques - speakers, films, tours, and luncheons.
- Appoint a chairperson or planner for the program.
- Contact people to be involved.
- Enlist help of the auxiliary public relations chairperson in publicizing the programs.
- Plan details of the meeting.

Ideas for programs:
- Health care legislation.
- Fundraising
- Geriatric care and volunteer help.
- Health education.
- Community participation in healthcare.
- Improving ties between the auxiliary and the hospital staff.
- New developments and technology at the hospital.
- Interesting people: teens and retirees in the hospital volunteer work.
- Films, slides or VCR programs.
- Keynote speakers.

Evaluate your programs:
- Did the program fulfill the objectives set?
- If not why?
- How could the program be improved?

A checklist to evaluate your program is included in Section III

SCHOLARSHIPS

Scholarships extend the volunteer group’s/auxiliary’s contribution to the health care needs of the community by:
- Encouraging young people to go into health care careers.
- Helping those already in health care jobs to get advanced training and further their careers.

It is important that policies regarding scholarships be written so that they best serve the hospital, the auxiliary, the community, and the recipient.
Some suggested guidelines:
- Consult with hospital and legal counsel when planning the scholarship policies.
- Develop a comprehensive application.
- Develop a system of providing information on scholarship availability.
- Set a deadline for receiving applications.
- Be sure there is a broad distribution of applicants.
- Develop an effective means of evaluating the applicants.
- Select recipients based on merit (including academic performance), demonstrated health career interest, financial need and personal interview.
- Award the scholarship fairly and impartially based on criteria that are clearly established and set forth on the application.
- Consider providing scholarship funds directly to established schools, with the restriction that the scholarship is given to students pursuing certain careers. For the purpose of public relations within the auxiliary and the community, the students can be identified as “XYZ” Auxiliary Scholars.
- Evaluate the scholarship program periodically to make sure it is relevant in terms of value and purpose.

**STRATEGIC PLANNING (LONG RANGE PLANNING)**

Strategic Planning or Long Range Planning is a plan for success – a map to guide your organization in fulfilling its mission. Long Range Planning will help an organization set goals and establish priorities. Usually, a committee is appointed for this purpose. This committee will recommend an action plan to the Board of Directors as a result of the planning process:

- Establish a Long Range Planning Committee. This committee might include present and future volunteer leadership, and representatives from the management staff of the healthcare facility.

- Determine who will lead, or facilitate, the planning discussions. This might be someone from within the group or a qualified outside person.

- Decide on a meeting format. There could be a series of meetings or a planning retreat.

- The planning process should begin with an examination of the organization’s purpose, or mission statement. If the organization does not have a formal mission statement, this is the time to develop one. A mission statement is a board statement of the organization’s reason for existence and its goals.

- Consider the opportunities and threats, or problems (from outside the organization).

- Identify strengths and weaknesses (inside the organization. “What are we doing well?” and “What could we be doing better?”
• Identify the critical issues facing the organization.

• As a result of its discussions, the Strategic Planning Committee may decide to revise the mission statement of the organization based on the current needs of the healthcare facility.

• Decide what the organization’s goals or “strategic objectives” should be, and prioritize them. For example, a goal might be “To revise and update the bylaws”. It is recommended that an organization not have more than three goals at any one time.

• Develop an action plan, and put it in written form. What are the first steps to make it happen? Ask: What? – What is the Goal? Who? – Who will begin work on this issue? When? – When will this work be completed?

**TREASURER’S REPORT**

A financial report should be given at each meeting of the board and membership. The report should contain the bank balance at the beginning of the period, the receipts, disbursements, the balance at the close of the period, and total assets.

| A sample Treasurer’s report is contained in Section III. |
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Section III
SAMPLE CALENDAR FOR THE PRESIDENT

The sample calendar is merely a suggestion of how you may keep reminded of things that need to be done during the year. It is based on a May to June term, but can be easily adjusted for your term. With the addition of your organization’s health promotion and fundraising projects other annual events, this can be a handy checklist for you and your successor.

Members should be notified of meetings and events by mail. Inform your members of all special meetings planned, not only for your organization, but also for the district and the state. Give them plenty of advance notice and encourage their attendance.

MAY
a. Annual Meeting
   1. President’s annual report
   2. Installation of officers and board or directors
   3. Acceptance speech
   4. Give past president gift, if this is your custom
   5. Announce all committee chairpersons
b. Arrange for audit or review of books
c. Send list of new officers to district membership director
d. Auxiliary board meeting

JUNE & JULY
a. Executive committee meeting
b. Go over assignment guide with each new board member
c. Check with newsletter editor, if you have one, concerning fall issue
d. Plan year’s projects
e. Check on district meetings; urge attendance, make reservations

AUGUST
a. Auxiliary board meeting
   1. Orientation of new board members
b. Make reservations for Fall District meeting
c. Make reservations for Fall MAHA meeting
d. Executive Committee meeting

SEPTEMBER
a. Auxiliary board meeting
   1. Treasurer presents annual financial report
b. Attend fall district meeting

OCTOBER
a. Auxiliary board meeting
1. Determine if board meeting is necessary in December
   b. Attend Fall MAHA conference

**NOVEMBER**
   a. Auxiliary board meeting
   b. Plan spring issue of newsletter with editor

**DECEMBER**
   a. Activate nominating committee
   b. Auxiliary board meeting
   c. Plan for spring election meeting
   d. Executive Committee meeting

**JANUARY**
   a. Auxiliary board meeting
   b. Nominating committee meets. President does not attend, but should give chairperson information as to which offices need to be filled.
   c. Announce date of MAHA ANNUAL Meeting and urge attendance

**FEBRUARY**
   a. Auxiliary board meeting
   b. Prepare and mail letter to auxiliary members regarding election meeting
   c. Make plans for MAHA Annual Meeting
   d. Prepare and send check for district dues
   e. Check dates for Volunteer Week in April and make plans
   f. Announce spring district meeting; urge attendance
   g. Executive committee meeting

**MARCH**
   a. Auxiliary board meeting
      1. Treasurer presents proposed budget
      2. Remind committee chairperson that their annual reports are due by end of May.
   b. Auxiliary election meeting
   c. Executive committee meeting

**APRIL**
   a. Make reservations for MAHA Annual meeting
   b. Make reservations for spring district meeting
   c. Fill committee positions for next fiscal year
   d. Auxiliary board meeting
      1. Vote on budget
   e. Executive committee meeting
   f. Prepare to turn over all records to new president
HELP FOR SECRETARIES

Minutes of a meeting should be a factual record of proceedings and actions taken. Minutes should not contain personal opinions or interpretations. Copies of approved minutes should be kept in an official minute book or preserved on a computer disk. Instructions for saving minutes should be specifically listed in the Secretary’s Policies and Procedures description.

Minutes should include:

• Name of the organization and type of meeting (board, committee, etc.)
• Date, place and time of the meeting
• Name of presiding officer
• Action taken on the minutes of the last meeting (approved, corrected: when approved, the minutes should be initialed by the secretary and the date of approval should be recorded
• A record of those in attendance by name or the number in attendance if the meeting is a large one.
• A statement of facts regarding each item on the agenda, including announcements, and action taken.
• The correct wording of all motions and the outcome of those motions; the name of the person who made the motion is recorded, but not the name of the person seconding the motion.
• Time of adjournment.
• Signature of the person taking the minutes.
INSTALLATION CEREMONIES

Some organizations desire to have a formal installation ceremony, although it is not a necessary requirement.

PURPOSE
• Marks the official change in administration
• Serves as an opportunity to thank outgoing officers and membership
• Provides opportunity at annual membership meeting to motivate officers and members to new challenges.

VALUES
• Lends dignity to the change of administration
• Allows for serious thought and the duties that officers are assuming • Promotes service, fellowship and recognition
• Establishes and/or emphasizes tradition.

FORMAT / STYLES
• May be simple and dignified with the new president receiving the gavel from the retiring president.
• May be more ritualistic, using set verbiage and flowers or lighted candles.

INSTALLER
Usually the incoming president is given the opportunity to select who will perform the installation.
• May be the district president
• May be a past president of the organization
• May be some other appropriate person within the hospital system
• Will be advised of the type of ceremony and whether additional remarks are to be made.

TYPES OF CEREMONIES

LONG VERSION
• Each officer is recognized separately and given the charge
• Officers are administered the oath of office
• The incoming president outlines the objectives of the new administration and then concludes the meeting, unless this is traditionally done by the outgoing president.

SHORT VERSION
• New officers come forward in a group
• Officers are administered the oath of office
• The incoming president outlines the objectives of the new administration and then concludes the meeting, unless this is traditionally done by the outgoing president.

SAMPLE INSTALLATION CEREMONIES

LONG VERSION

Installing officer might say the following after calling the newly elected forward:

To the President: Only those who have stood in your place can fully appreciate the privilege which is yours in having been elected to the highest office your auxiliary can bestow. You will faithfully fulfill the duties and obligations of your office with courage. At times your path may be difficult. May you have the courage, understanding and determination to overcome all obstacles.

To the President Elect: You must be ready at all times to take over the duties of the president when called upon to do so. You will assist the president as requested and assume the office in the absence of the president.

To the Vice President: You will assist the president-elect and the president as requested in carrying out the purpose of this auxiliary.

To the Secretary: It is your duty to keep exact records of the proceedings of this auxiliary and its executive board. The effectiveness of the action of this auxiliary depends upon the completeness of your records.

To the Corresponding Secretary: It is your duty to handle all correspondence of this auxiliary.

To the Treasurer: It is your duty to deposit and pay all obligations of this auxiliary promptly and to give an accounting of same. The financial reputation of your auxiliary depends upon the ability with which you conduct your office.

To all: Repeat after me the Oath of Office: “I solemnly promise to fulfill the obligations of my office and to promote the goals and ideas of the (insert name) Auxiliary. As your installing officer, I declare the installation concluded and extend my best wishes to you.”

SHORT VERSION

Installing officer might say:

To these officers who have so faithfully and diligently served the (insert name) Auxiliary for this past year, we offer our thanks for a job well done.”
Will the new officers please come forward as I read your names?” Do each of you sincerely promise to maintain, support and enforce the bylaws of the (insert name) Auxiliary?”

“Do you promise faithfully to the best of your knowledge and ability to discharge the duties of your respective office? If so, answer YES.”

“Members of the (insert name) Auxiliary, I present to you the new officers you have chosen. It is your duty to loyally support their efforts and to help achieve the purposes and aims of the (insert name) Auxiliary.”

“I now declare these officers duly installed and extend to them and to the (insert name) Auxiliary best wishes for a successful year.”

**OPTIONS**

**Installing officers may:**

Use flower symbols:

1. **Yellow** for secretary denoting vigilance and alertness
2. **Red** for vice president denoting courage
3. **Royal Blue** for president elect denoting trustworthiness
4. **Purple** for president denoting leadership
5. **Gold** for counselor denoting wisdom
6. **Silver** for treasurer denoting responsibility
7. **Pink** for program director representing faithfulness
8. **Green** for fund-raising director representing dependability

Present small appropriate gifts, for example:

1. Key for the treasurer
2. Record book for the secretary
3. Tiny gavel for the president
4. Permanent gavel to the president

Devise other means of acknowledging the various offices. Acknowledgments should be in good taste and not excessive in value. Do not establish a precedent that might become difficult to follow in the future.
SAMPLE AGENDA
for the (insert date) Meeting of the
(insert name) Auxiliary

I. Call to Order

II. Approve minutes of the previous meeting
   (minutes may be read by the secretary or approved as mailed or circulated)

III. Secretary’s Report

IV. Treasurer’s Report

V. President’s Report

VI. Reports of Standing Committees

VII. Reports of Other Committees

VIII. Unfinished Business

IX. New Business

X. Adjournment
HOW TO CONDUCT A MEETING

• Call to Order
The presiding officer calls the meeting to order at the designated time with one tap of the gavel. (Words in quotes indicate those used by the presiding officer.)
“The meeting will please come to order.”
Wait for perfect order and ascertain if a quorum is present. A quorum is necessary in order to conduct business. Traditionally, the secretary will inform the presiding officer whether a quorum is present.

• Reading and Approval of the Minutes
If the minutes are mailed or circulated at the meeting it is not necessary to read them aloud. Otherwise the secretary reads the minutes.
“Are there any corrections?”
“The minutes stand approved as read.”
When corrections are made: “If there are no further corrections, the minutes stand approved as corrected.” (Additions to the minutes are considered corrections.) If the minutes have been mailed or circulated: “The minutes stand approved as mailed (or circulated).”

• Treasurer’s Report
“The treasurer will read the treasurer’s report.” The treasurer reads the report.
“Are there any questions? This report was read for your information and will be placed on file for audit or financial review.”

No motion to accept the report is required on the unaudited report of the treasurer. If a budget has been adopted, no motion is needed to pay the bills unless funds are not provided in the budget or the bills are over the budgeted amount.

• Correspondence
“The secretary will read the correspondence.” Any action that may arise from the reading of correspondence is deferred until unfinished or new business is considered.

• Committee Reports
The presiding officer calls on individual chairpersons and asks each to present his/her committee report.

Committees report in the following order
1. Executive Committee
2. Standing Committees
3. Special Committees

Reports which contain only facts, opinions or information require no action.
Reports which contain recommendations or resolutions require action. They should be presented at the end of the report, and the reporting should move that the recommendation be adopted. If there is more than one recommendation, each should be considered separately. A motion from a committee does not need a second. Action on a report may also be considered under new business.

No action is taken on the initial report of the nominating committee.

- **Unfinished Business**
  The presiding officer has a record of unfinished business on the agenda and presents it for consideration and action. It includes:
  1. Any motion or report postponed from the previous meeting.
  2. Business on which action was not completed at the previous meeting.

- **New Business**
  “New business is now in order” New business is introduced by a motion or resolution using the following procedure:

  The member must
  1. Be recognized by the chairperson
  2. Address remarks to the presiding officer with courtesy
  3. Confine discussion to the motion on the floor
  4. Wait for every other member to have an opportunity to speak to the motion before speaking for a second time.

  Motion is made. **“I move that…”**
  Motion is seconded. A member without addressing the chairperson says, “I second the motion.” If the motion is not seconded, the presiding officer states, “There being no second, the motion is lost.”

  The motion is restated by the chairperson. **“It is moved and seconded that…”**

  There are times when it is desirable to have discussion of a problem precede the proposal of a motion concerning it so that some agreement may be reached on the type and wording of the motion that is needed. There are also times when it is wise to set aside the formal rules governing discussion and debate. Both of these objectives may be accomplished by a motion to consider motion subject, or problem informally.

  State the motion. **“All those in favor of the motion say aye. Those opposed say no.”** If the result of the vote is doubtful, the presiding officer calls for a rising vote, “The affirmative has it, and the motion is carried,” or “The negative has it, and the motion is lost.” When the vote is a tie, the motion is lost unless the presiding officer votes in the affirmative to confirm the vote.
• **Announcements**
Announce the time and place of the next meeting and any other other important announcements.

• **Program**
The program may be held prior to or following the business meeting. The program chairperson, after being introduced by the president, introduces the program. The program chairperson thanks the participants. NOTE: The presiding officer does not “turn the meeting over” to anyone.

• **Adjournment**
The meeting may be adjourned by general consent. The chairperson says, “if there is no further business and no objection, the meeting will be adjourned.” A meeting may also be adjourned by a motion for adjournment.

For more specific information regarding the order of business, refer to “Robert’s Rules of Order Newly Revised,”
SAMPLE TREASURER’S REPORT

TREASURER’S REPORT
(INSERT NAME) AUXILIARY

Balance in checking account, (date) $15,310.22

Receipts:
- Membership Dues 199.00
- Baby Pictures 873.23
- Canteen Vending 1,879.84
- Transfer from Gift Shop 4,000.00

**TOTAL RECEIPTS** 6,952.07

Disbursements:
- Commonwealth of PA
  - Charitable Organization fee 100.00
  - Bonding Fee 150.00
  - Yard Sale Ad 5.00
  - License, small games of chance 10.00

**TOTAL DISBURSEMENTS** 265.00

Subtotal, checking account (date) 21,997.29

Transfer to hospital 20,000.00

Checking account balance (insert month and year) $1,997.29
### SAMPLE BUDGET

**(INSERT NAME) AUXILIARY** Budget for *(Insert Auxiliary Fiscal Year)*

#### INCOME

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
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<tr>
<td>Membership Dues</td>
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<tr>
<td>Baby Pictures</td>
<td>10,000.00</td>
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<tr>
<td>Canteen Vending</td>
<td>4,000.00</td>
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<tr>
<td>Snack Shop</td>
<td>22,000.00</td>
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<td>Gift Shop</td>
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<td>Jewelry Sales</td>
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<td>Yard Sale</td>
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<td>Fund Raisers</td>
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**TOTAL INCOME** $91,800.00

#### EXPENSES

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<th>Description</th>
<th>Amount</th>
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<td>District Dues</td>
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<tr>
<td>MAHA Conference Delegate Expenses</td>
<td>2,400.00</td>
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<td>200.00</td>
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<td>Charitable Organizations Annual Fee</td>
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<td>Small Games of Chance License</td>
<td>10.00</td>
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<td>Contribution to Hospital</td>
<td>87,390.00</td>
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**TOTAL EXPENSES** $91,800.00
CHECKLIST OF DETAILS FOR PROGRAM PREPARATION (Event Planning)

Program Arrangements - Make sure you:
- Set date and check conflicts such as holidays and other major events.
- Choose time.
- Arrange place.
- Determine program content and format.
- Make arrangements with program participants.
- Send written confirmation to speakers including date, time, place, payment of expenses or honorarium, topics to be addressed, time allocated, objectives of meeting, type of audience expected, copy of invitation.
- Print programs or handouts if needed.

Invitations and announcements - Include:
- Place, date, and starting and ending times.
- Directions to locations and parking arrangements if needed.
- Program content and speakers.

Physical arrangements - make sure you have:
- Number of rooms needed
- Specific rooms for each program event
- A room which will hold expected number of attendees
- Good seating arrangements—classroom, theater style, conference or boardroom, horseshoe, etc. Informal seating is best.
- Registration space, when needed. Name tags helpful.
- Time when room is available.
- Proper lighting for presentations.
- Dimming or shut-off system for lights for audio-visuals
- Podium, lectern, and microphone system
- American flag
- Room temperature control.
- Seating for speakers, VIP’s.

Food and Beverage Arrangements - Determine:
- Type of refreshment function (coffee, lunch, tea, dinner, dessert).
- Where Served.
- Menu.
- Number to be served.
- Cost per meal per person including tax and tips.
- Silverware dishes, serving containers, utensils, ways to keep food hot and cold.
- Table settings and decor-flowers, cloths, napkins, place cards, etc.
Publicity - make use of:

- Auxiliary Newsletter.
- Healthcare facility publications.
- Invitations, posters.
- General Media - newspapers, TV, radio.
# 2016 MAHA Hours and Dollars Report

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<th>NCD</th>
<th>SED</th>
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<td>16</td>
<td>17</td>
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<td>5,518</td>
<td>962</td>
<td>2,839</td>
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<td>126,361</td>
<td>509,316</td>
<td>604,394</td>
<td>84,509</td>
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<td>10</td>
<td>6</td>
<td>8</td>
<td>7</td>
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<td>1,930</td>
<td>222</td>
<td>454</td>
<td>418</td>
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<td>5</td>
<td>1</td>
<td>4</td>
<td>3</td>
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<td>200</td>
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<td>7</td>
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<td>5</td>
<td>1</td>
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<td>Money Donated to Hospital</td>
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<td>893,745</td>
<td>106,547</td>
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<td>15,000</td>
<td>$39,300</td>
<td>69,381</td>
<td>31,605</td>
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## Five Year Totals Comparison

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<tr>
<td>Number of Hospitals</td>
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<td>88</td>
<td>86</td>
<td>83</td>
<td>86</td>
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<td>Number Reporting</td>
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<td>Number of Beds</td>
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<td>2,119,976</td>
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<td>6,289</td>
<td>4,367</td>
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<td>Volunteers on MAHA State Board</td>
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<td>20</td>
<td>18</td>
<td>17</td>
<td>19</td>
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<td>Total Number of State Board Hours</td>
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<td>Volunteers on AHA Board</td>
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<tr>
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<td>0</td>
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<td>Member Presidents on Hospital Boards</td>
<td>15</td>
<td>15</td>
<td>15</td>
<td>12</td>
<td>24</td>
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<tr>
<td>With Voting Privileges</td>
<td>9</td>
<td>11</td>
<td>11</td>
<td>11</td>
<td>19</td>
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<tr>
<td>Money Donated to Hospital</td>
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<td>$4,190,473</td>
<td>3,974,419</td>
<td>3,600,470</td>
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<td>Other Monies Donated</td>
<td>$324,218</td>
<td>$294,657</td>
<td>232,781</td>
<td>271,113</td>
<td>230,211</td>
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PRAYER FOR HOSPITAL AUXILIARIES

Almighty God and Heavenly Father of Mankind, bless, we pray Thee, our endeavors in the respective hospitals 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, we beseech Thee, both the wisdom and humility in directing our united efforts to do for others only as Thou would have us do.

Note: This is the prayer that is used at all MAHA functions. At the local and district level meetings, it is suggested that this version be used when MAHA Board members are present.
Frequently one of the most frustrating things about joining an organization is becoming familiar with the various acronyms, which are used. Listed below, with their definitions, are the majority of the acronyms with which you will come in contact:

- **AHA** American Hospital Association
- **AHVRP** Association of Health Volunteer Resource Professionals  
  (this is the national organization for the Directors of Volunteer Services in our member hospitals)
- **DVS** Director of Volunteer Services (see MHVRP)
- **HAP** Handbook for Auxiliary Presidents  
  (this document was renamed to Resource Handbook for Volunteers)
- **MAHA** Michigan Association of Healthcare Advocates
- **MHA** Michigan Health & Hospital Association
- **MHVRP** Michigan Hospital Volunteer Resource Professional  
  (this is the state of Michigan organization for the Directors of Volunteers in our member hospitals)
- **RHV** Resource Handbook for Volunteers (revised former HAP Manual)
- **SAL** State Auxiliary Leaders  
  (these individuals are the President, President Elect and Legislative Director on the MAHA Board)
- **SHVL** Society of Healthcare Volunteer Leaders  
  (This is a conference comprised of the southeastern states and includes DVS group and auxiliary and volunteers attendees.)