

# **CULPEPER REGIONAL HEALTH SYSTEM AUXILIARY**

*Never doubt that a small group  
of thoughtful, committed  
people can change the world.  
Indeed, it is the only thing  
that ever has.  
- Margaret Mead*

## **HANDBOOK**

# 2010

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SECTION I

CULPEPER  
REGIONAL  
HEALTH  
SYSTEM  
AUXILIARY

**AMERICAN HOSPITAL ASSOCIATION EMBLEM****ANISI DOMINUS FRUSTRA****WITHOUT GOD WE CAN DO NOTHING**

We wear the hospital auxiliary insignia of the American Hospital Association on our uniform. Did you ever wonder what it symbolizes?

Through the center of the emblem is the double barred Cross of Lorraine, which is the emblem of relief of the unfortunate. (In red, it is also the official sign of the American Tuberculosis Association.)

Above this, the American Eagle symbolizes the United States; on the sides of it, the Maple Leaves represent Canada.

In the upper left corner is a Caduceus (the staff of Mercury) along with the Serpent Aesculapius (the symbol of healing for thousands of years), and emblem of the medical profession.

In the upper right is the Maltese Cross - emblem of St. John of Jerusalem since the year 1092, used by the St. John Ambulance Service for several hundred years.

In the lower left corner is the Greek of Geneva Cross - international emblem of the sick and wounded.

In the lower right is the Urn Lamp - universal symbol of knowledge, and the official emblem of the Florence Nightingale Nurses.

## **VOLUNTEER PLEDGE**

Believing that this hospital has a real need for my services as a volunteer worker:

I will be punctual and conscientious in the fulfillment of my duties and accept supervision graciously.

I will conduct my self with dignity, courtesy, and consideration.

I will consider confidential all information which I may hear directly or indirectly concerning a patient, doctor, or any member of the personnel, and will not seek information in regard to a patient.

I will take any problem or concern to the Chairman of Volunteers.

I will endeavor to make my work of the highest standards.

I will uphold the traditions and standards of this hospital, and will promote them to the community at large.

## **AUXILIARY PRAYER**

Almighty God, our heavenly father of mankind, bless we pray thee, our endeavors in those hospitals in which we strive to bring comfort and hope to all who are in distress of mind and body.

Guide us 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 wisdom and humility in directing our united efforts to do for others only as thou would have us do.

Amen

# **CULPEPER REGIONAL HEALTH SYSTEM AUXILIARY, INC.**

## **Vision Statement**

The vision of the auxiliary is to support and assist Culpeper Regional Health System as we work together to achieve optimal health for our community.

## **Mission Statement**

As the Auxiliary of Culpeper Regional Health System we accept our mission to support the improvement of health and well being of the communities Culpeper Regional Hospital serves. This purpose is accomplished by upholding the standards with the 4-Cs: Care, Competence, Compassion and Courtesy. This charge we pledge to do faithfully, diligently and willingly.

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## **CULPEPER REGIONAL HEALTH SYSTEM AUXILIARY OPERATING BOARD CHARTER**

### **ARTICLE I: PURPOSE**

This Operating Board is organized to oversee and supervise the operations of the Culpeper Regional Health System Auxiliary (the "Auxiliary"), an organization of Culpeper Regional Health System ("CRHS"), which operates to support the charitable missions of CRHS and Culpeper Memorial Hospital, Inc. through service to the hospital and its patients, and through fund-raising for the hospital, CRHS and for the benefit of community health.

### **ARTICLE II: MEMBERSHIP**

**2.1 Active Members.** Active members shall be those who pay annual dues and who shall participate in not less than the minimum number of hours established by the Auxiliary Operating Board in the active services of the programs of the Culpeper Memorial Hospital, Inc. or its successor organization(s). Any active member in good standing shall have the right to vote, to participate in meetings, and to hold office in the Auxiliary. To become eligible for benefits one must work a minimum of twelve (12) hours in one ninety (90) day period in two (2) consecutive ninety (90) day periods. To continue in an active status you must work a minimum of *24 hours in a 6 month period.*(approved 12/21/11)

**2.2 Contributing Members.** Contributing members shall be those members who pay their annual dues and who shall be interested in the purposes of the Auxiliary but who do not actively participate in its activities. Contributing members do not have a right to vote.

**2.3 Life Members.** Life members are individuals who shall pay an amount set and on a time schedule approved by the Auxiliary Operating Board. A life member shall be exempt from the further payment of dues. Further, that individual shall have all full benefits entitled to active members set forth herein.

**2.4 Honorary Members.** Honorary members shall be nominated by the Operating Board of Directors of this organization and voted on at the annual meeting of Culpeper Regional Health System Auxiliary. They shall be selected for their distinguished services to this corporation, community, state and nation. All past Operating Board Chairs shall automatically become Honorary members. All Honorary members will be exempt from paying annual dues. Names of all deceased Honorary members shall automatically be placed in a memorial roll.

**2.5 Meetings of the Members.** There shall be at least two regular meetings of the membership each year, one of which shall be designated as its Annual Business Meeting. The time and place of the meetings may be designated by the Operating Board Chair and/or the Executive Committee. The Annual Business Meeting shall be held before the Annual Meeting of the CRHS Board of Directors meeting, for the selection of the slate of officers of the Operating Board for presentation to the CRHS Board, as well as receiving reports of officers and standing committees and other such business as may properly come before the annual meeting. The Chair or a majority of the Operating Board may call a special meeting of the general membership for the transaction of business.

**2.6 Quorum.** A quorum shall be 25% of the voting membership.

## **ARTICLE III: DIRECTORS**

**3.1 Responsibility and Authority of the Operating Board.** The executive power of the Auxiliary shall be vested in the Operating Board of directors who shall have charge of the affairs and funds of the Auxiliary and shall have the power and authority to do and perform all the acts and functions in accordance with this Charter. The Auxiliary Operating Board shall have the authority to allow the Chairs of the standing committees to participate and vote. Other than regular Auxiliary membership dues, all fund-raising activities, as well as all educational and charitable efforts of the Auxiliary, shall be subject to the oversight and approval of the CRHS Board. The Operating Board shall utilize Auxiliary funds in the following manner:

- i) All funds raised through Auxiliary membership dues shall be used for regular expenses of the Auxiliary, including dues to organizations of which the hospital is a member.
- ii) The proceeds from all fund-raising, other than dues, shall be expended only in accordance with this Charter or for purposes approved by the CRHS Board.

**3.2 Composition.** The Operating Board shall consist of no less than 15, and no more than 21 directors.

**3.2 Terms.** The directors of the Operating Board shall be elected for three years, one-third being elected each year, but shall not be eligible to serve more than two successive terms of three years. A member of the Operating Board who has completed two successive terms is not ineligible for election as an officer of the Auxiliary.

**3.4 Vacancies.** Any vacancy occurring among the Directors prior to an election shall be filled by the selection of the Operating Board from candidates presented by the Auxiliary Nominating Committee and endorsed by CRHS. Such Director shall serve for the unexpired term of the predecessor.

**3.5 Meetings.** The Operating Board shall meet regularly on the third Wednesday of each month, except July and August, to transact such business as may come before it. Special meetings of the Directors may be called by the Chair for the transaction of business and must be called by the Chair at the request of the Operating Board or at the written request of any three members of the Operating Board. The time and place of such special meeting shall be determined by the Chair. Notice of all special meetings of the Operating Board shall be given by the Corresponding Secretary. Notice of regular meetings will be made in a manner set forth by the Operating Board.

**3.6 Parliamentary Authority.** “Robert’s Rules of Order, Newly Revised” shall govern the Auxiliary, provided they are consistent with this charter. When a conflict occurs, this charter will control. The Chair shall appoint a Parliamentarian.

**3.7 Auxiliary Handbook.** The Auxiliary Operating Board may execute and publish a handbook or other such rules and guidelines as may be necessary for the operation of the activities of the Auxiliary, provided such operations are consistent with the provisions of this Charter.

## ARTICLE IV: OFFICERS

**4.1 General.** The officers of the Auxiliary shall be a Chair, two Vice-Chairs, a Corresponding Secretary, a Recording Secretary, and a Treasurer, who shall be selected by the Operating Board. Except for the Chair, there is no requirement that an officer be a member of the Operating Board prior to their election as an officer.

**4.2 Terms.** The officers of the Auxiliary shall serve for a term of one year. Officers shall not be eligible to serve for more than four consecutive annual terms. This limitation shall not apply to the office of Treasurer.

**4.3 Chair.** The Chair shall be the chief executive officer of the Auxiliary. The Chair shall preside at all meetings of the Operating Board and the Auxiliary Executive Committee. The Chair shall be a member of all committees except the Nominating Committee. The Chair shall appoint the chairman of all standing committees subject to the approval of the Operating Board. The Chair shall render a report on the activities of the Auxiliary annually to the CRHS Board and to the Auxiliary membership at its annual meeting. The Chair shall appoint the chairmen of the standing committees.

**4.4 Vice-Chairs.** The Vice-Chair shall be designated in numerical order. The duties of Vice-Chair shall be to perform all duties and exercise all powers of the Chair in the Chair’s absence and to perform such duties as may be delegated to them by the Chair of the Operating Board. In addition, the First Vice-Chair shall serve as the Membership Chairman and the Second Vice-Chair shall serve as the Program Chairman.

**4.5 Treasurer.** The Treasurer shall be the chief fiscal officer of the Auxiliary. The Treasurer shall receive all funds paid to the Auxiliary and shall deposit such funds in the name of Culpeper Regional Health System Auxiliary, as designated by CRHS policy. Subject to CRHS policy, the Treasurer shall pay all bills for the Auxiliary, after these bills have been certified and approved for payment by the Chair and the chairman of the committee incurring the bill. The Treasurer shall keep or cause to be kept in suitable form detailed accounts of the assets, liabilities, receipts and disbursements of the Auxiliary. The Treasurer shall prepare an annual budget to be presented to the Operating Board for approval. The budget must then be endorsed by CRHS. The books shall be open at all times for examination or audit by the auditors or such representatives of the Executive Committee as it may designate from time to time. The Treasurer shall render an annual report to the Auxiliary members and to the CRHS Board and the books shall be audited annually.

**4.6 Recording Secretary.** The Recording Secretary shall keep an accurate record of the proceedings of all meetings of the Auxiliary members, the Operating Board, and Executive Committee. The records shall be open at all times to reasonable inspection, by any member of the Auxiliary. In the absence of the Recording Secretary, a Temporary Recording Secretary shall be appointed by the Chair.

**4.7 Corresponding Secretary.** The Corresponding Secretary shall give notice of the special meetings of the Auxiliary members, the Operating Board and Executive Committee. The corresponding secretary shall carry on the general correspondence of the Auxiliary, the Operating Board, and the Executive Committee.

**4.8 Execution of Papers.** All documents made, accepted or executed by the Auxiliary shall be signed by the Chair or its representatives. All checks drawn against funds of the Auxiliary shall be signed by the Treasurer and countersigned by the Chair or by any two of the following officers: the Chair, the Treasurer, and the Recording Secretary.

## ARTICLE V: COMMITTEES

**5.1 General.** There shall be such standing committees as are necessary to conduct the business and program of the Auxiliary. The Chair shall appoint the chairman of each committee with the approval of the Operating Board. The determination of the standing committees and the appointment of chairpersons shall be made as soon as possible after the annual meeting of the Operating Board. Special committees may be created as needed by the Chair with the approval of the Operating Board. Chairs of the committees shall report on their activities at such times as the Chair may designate.

**5.2 Executive Committee.** The Executive Committee shall consist of the officers of the Auxiliary, the Immediate Past Chair of the Auxiliary, the President/CEO of CRHS, and such chairs as the Chair may designate with the approval of the Operating Board. The Executive Committee shall exercise all powers of the Operating Board during the interim between meetings of the Operating Board. Meetings of the Executive Committee shall be called by the Chair or two members of the Executive Committee. All actions of the Executive Committee shall be subject to ratification by the Operating Board.

**5.3 Nominating Committee.** There shall be a Nominating Committee elected annually by the membership. It shall consist of five members. Two of these members shall be members of the Operating Board, two shall be from the active membership, and one shall be the Chairman of the outgoing Nominating Committee. The committee shall elect its own chairman, who shall not serve more than one term as chairman. Terms of other nominating committee members shall be restricted to two years.

**5.3.1** The Nominating Committee shall prepare a single slate of nominees for the Operating Board, the Incoming Nominating Committee and for the officers to present to the membership at the Annual Business Meeting.

**5.3.2** Nominations may be made from the floor. A majority vote of those present and voting is necessary in order to place these names on the ballot.

**5.3.3** The Nominating committee shall function throughout the year to name candidates for any vacancies among the officers of the Operating board and to submit these names for approval to the Operating board to fill the unexpired terms. These names will then be submitted to CRHS for endorsement.

**5.4 Branch.** A branch shall be defined as a sub-organization which operates independently in structure from, but under the control and auspices of, the Operating Board. The chairman of such branch shall have the same standing as the chairman of a standing committee.

## **ARTICLE VI: INDEMNIFICATION**

Each person who is or was a director, officer, employee, volunteer, or agent of the Auxiliary, shall be deemed to have been serving at the request of the CRHS Board and indemnified against such cost, expense, and claims to the full extent permitted under the Code of Virginia as set forth in the Articles of Incorporation of Culpeper Regional Health System, effective December 31, 2008, and to the full extent permitted by the Code of Virginia.

## **ARTICLE VII: AMENDMENT**

This Charter may be amended by two-thirds of the members present, voting at any regular or special meeting of the membership, provided that the amendment was approved by the Operating Board, is subject to the approval of the CRHS Board of Directors.

The Auxiliary Operating Board adopted this Charter on 4-22-09.

The Culpeper Regional Health System Board of Directors approved this Charter on 6-10-09.

## **THE LEGACY PROGRAM**

**Purpose** To allow older volunteers who are no longer able to work to remain involved in Culpeper Regional Health System Auxiliary

### **Requirements**

- Must have at least five years and at least 500 hours of service.
- Must no longer be able to work due to health or age concerns.

### **Privileges**

- Receive a lapel pin at a CRHS Auxiliary Board meeting.
- Invitation to attend all regular monthly board meetings, awards banquet and Christmas banquet. *\*Transportation will be provided to these events if necessary.*

This amendment was adopted by the Auxiliary Operating Board on 12/16/09 and the Culpeper Regional Health System Board of Directors on 3/3/10.

## AWARDS AND RECOGNITION

Awards for service rendered are made to Volunteers at the Annual Awards Meeting in the spring of each year according to this plan:

### ADULTS:

Each adult, upon completion of 50 hours of service, will be awarded the Emblem of the American Hospital Association. When she/he has contributed 100 hours within 365 consecutive days, she/he will receive the 100-hour pin of the American Hospital Association.

The emblem should be worn on the uniform just above the heart and the pin should be worn in the center of the neckline of the pinafore or on the collar of all other uniforms. The Identification Badge must be worn at all times.

Pins are presented to those giving 1000 hours and for 2000 hours, as well as 1500, 2500 (or more hours.)

Auxilians begin acquiring hours when they become members of the Culpeper Regional Health System Auxiliary.

Bonus hours are awarded as follows:

### Bonus Hours Office Held

75	Chairman
40	First Vice Chairman
40	Second Vice Chairman
40	Treasurer
40	Recording Secretary
40	Corresponding Secretary
40	Volunteer Chairman
40	Volunteer Co-Chairman
40	Jr. Volunteer Chairman
40	Jr. Volunteer Co-Chairman
20	Cleaning

### Bonus Hours Office Held

20	Chaplain
20	Parliamentarian
40	E. R. Chairman
40	E. R. Co-Chairman
40	Gift Shop Chairman
40	Gift Shop Co-Chairman
40	Gift Shop Treasurer
30	Liaison Chairman
40-2.5	per Sock Doll Chairman
40-2.5	per Sock Doll Co-Chairman
40	Pet Therapy Chairman

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20	Beautification	40	Pet Therapy Co-Chairman
40	Desk Chairman	30	Publicity Chairman
40	Desk Co-Chairman	30	Publicity Co-Chairman
40	Floor Chairman	40	Records
40	Floor Co-Chairman	**	Board Members with no extra duty (each)

*\*\*change made on 12/21/11 Board meeting as follows: actual hours spent at the Board meetings will be recorded instead of 15 hours\*\**

*Change made at 12/21/11 Board meeting as follows Volunteers attending called Department meetings can record their hours.*

**Bonus Hours Office Held**

20	Clerical
40	Coffee Shop Chairman
40	Coffee Shop Co-Chairman
40	Coffee Shop Treasurer
30	Scholarship Comm - (each)
40	Knitting/Sewing Chairman
40	Lights of Love Chairman
20	Customer Relations
40	Thrift Shop Chairman
40	Thrift Shop Co-Chairman
20	Medical Imaging
20	Handbook

**Bonus Hours Office Held**

20	Nominating Comm. 5 members, each
30	Scrapbook
40	Admissions/Escort/Chairman
10	Callers
40	Knitting/Sewing Co-Chairman
40	Lights of Love Co-Chairman
40	Memorial Book Chairman
40	Thrift Shop Treasurer
20	Legislative
20	Surgery Center
40	Legacy

**JUNIOR AUXILIANS:**

Each Junior Auxilian upon completion of fifty (50) hours of service will be presented the Junior Volunteer Emblem of the American Hospital Association. Each is presented a certificate upon the completion of thirty (30) hours of service. When she/he has contributed 100 hours, she/he will receive the 100-hour pin of the American Hospital Association and a certificate upon completion of one hundred fifty (150) hours of service.

Revised and approved by the Board on December 20, 1990

Revised and approved by the Board on March 16, 1998

Revised and approved by the Board on March 24, 1999

Revised and approved by the Board on March 17, 2004

## **BENEFITS**

### **1. Exercise Room**

Auxilians have the privilege of using the exercise facilities and equipment available in the CVPR (Cardiac Rehab) Exercise Room once the following requirements are met:

- a. They are an active auxilian, seventeen or older.
- b. They have viewed a video, reviewing the proper use of equipment.
- c. They have signed a waiver form.
- d. They have received the door combination (for their use only).

Exercise Hours: Monday, Wednesday, & Friday before 6:30 AM and after 3:30 PM  
Tuesday & Thursday before 9:30 AM and after 6:30 PM  
There are no time restrictions on Saturday and Sunday.

### **2. Powell Wellness Center (PWC)**

Auxilians are eligible for a 20% discount off the dues at PWC. In order to become eligible for benefits, one must work a minimum of 12 hours in one 90 day period in 2 consecutive 90 day periods. Please contact Kim Stewart for questions with eligibility, and please contact Kelly McBride and Sherri Azais for more information about the PWC membership at 829-4741.

### **3. Flu Shots**

Employee Wellness offers flu shots to volunteers in the fall. Exact dates are posted in the volunteer room as soon as available.

### **4. IRS Deduction (per HR – CRH does not offer tax advice)**

Under Federal Tax Law, a taxpayer can claim mileage deductions for transportation expenses incurred while traveling between your residence and your volunteer assignment location.

The purchase price of your uniform is also deductible in connection with rendering gratuitous services to a charitable organization.

### **5. Mammography**

A baseline mammogram screening is offered to women between the ages of 35 and 40, and a yearly mammogram screening is offered to women over 40. If you have insurance or Medicare, which covers your mammogram, you can choose not to use this benefit.

Auxiliary members, who want to have a mammogram screening through Wellness, should come by the Wellness office for an X-ray slip. The appropriate slip will be completed for them to take to registration with them. This benefit goes into effect after the completion of one year of service.

#### **6. Meals**

Auxiliary members may receive a free meal during time periods in which they are volunteering their time. Each meal is restricted to a maximum of \$6.00. A meal log sheet will be used by the Hospital for tracking Auxiliary meals. The Dietary Department will be responsible for completing the log when Auxiliary personnel arrive at the cash register. The log will be sent monthly to accounting that will charge Administration for the Auxiliary meals.

#### **7. On-site Accident Insurance**

Culpeper Regional Health System has purchased an accident insurance policy sponsored by the American Hospital Association and the Healthcare Financial Management Association for CRHS volunteers when they are engaged in authorized volunteer activities. While the insured is confined to a hospital, the benefits are payable for expenses in excess of any other valid and collectible benefits under any group, blanket or franchise insurance or Blue Cross or Blue Shield group plan or Medicare. When not hospital confined, benefits are paid on a primary basis, regardless of any other applicable coverage. Please remember to sign in as you come to work and sign out as you leave. To be a member in good standing, dues must be paid.

#### **8. Tuberculosis Evaluation**

Tuberculosis is an extremely contagious disease, and is transmitted through the air. Due to the increase in tuberculosis cases and the emergence of multiple-drug resistant strains of tuberculosis, stringent efforts are made to prevent/control the spread of tuberculosis in healthcare facilities.

It is a requirement of Culpeper Regional Health System for auxiliary members to be evaluated for tuberculosis on a yearly basis. This is done through a test called PPD. The test is administered by injecting a small amount of solution under the skin; the test is then evaluated in Health Promotions 48 to 72 hours later. The PPD is repeated on a yearly basis for those who continue to have a negative test. At the recommendation of the Center for Disease Control (CDC), CRHS policy requires that all persons who have not had yearly PPDs, or a PPD in the past year get a second PPD. This second test is referred to as a booster.

A positive reaction does not mean that an individual has tuberculosis. The germ that can cause the disease is carried in the body, meaning that the individual is infected. The individual is not sick because the germ is inactive; nor can the germ be spread to others. There is a ten percent (10%) risk of getting active tuberculosis over the remainder of the life span. For this reason, a person who has a positive PPD, or converts from a negative to a positive status, will be required to have a chest x-ray to rule out active tuberculosis as well as acquire medical follow-up with their physician. There are medications available that can prevent TB disease from becoming active. Your physician will discuss these options with you. Once you have a positive PPD, we will not continue to evaluate you with a skin test. However, you will be required to meet with an Employee Wellness nurse to be evaluated for signs and symptoms of tuberculosis every six (6) months.

#### **9. Auxiliary Discount Policy**

Culpeper Regional Health System offers a **15% discount on the self-pay balances** for current members of the CRHS Auxiliary.

1. Payment in full, or acceptable financial arrangements, must be made within 30 days of the statement date.
2. The Auxiliary member will be responsible for notifying the Cashier to apply the discount at the time of paying the bill, or upon making payment arrangements with the Business Office.

*Note: Any arrangements outside of the above guidelines will not receive the auxiliary discount.*

3. The discount is a benefit for Culpeper Regional Health Services Auxiliary members and may be revised or rescinded at the discretion of Hospital Administration. (Adopted 10/1/07)

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## **GENERAL PRACTICE AND REQUIREMENTS**

All volunteers are required to study the following, so that they will be well acquainted with these requirements.

1. Volunteers must be members of the Culpeper Regional Health System Auxiliary. To become an Auxiliary member, individuals must:
  - a. Submit a completed application for membership to Culpeper Regional Health System Auxiliary, along with membership dues for the current year, which are due thereafter on January 1<sup>st</sup>.
  - b. Obtain from the Security Office a Picture Identification Badge, which must be worn when serving as an Auxiliary volunteer at Culpeper Regional Hospital.
  - c. Contact the hospital's Employee Wellness Office for a PPD test, which is required of all volunteers annually.
  - d. Attend orientation, which will include infection control, confidentiality, safety (fire and hazardous material), back safety and guest relations.

### 2. Official Uniforms

#### Adult Volunteer

White Shirt or Blouse *WITH SLEEVES*

Choice of pink or red smock, pinafore, vest, cobbler's apron, director's dress or jacket. *MEN MAY WEAR BURGUNDY JACKETS.*

Preferably *FULL LENGTH* white slacks, *FULL LENGTH* light khaki slacks, skirts and white shoes.

*NO* jeans, shorts, stretch pants, *CAPRIS, OR CROPPED PANTS* may be worn.

*\*CHANGES IN ITALICS MADE 11/7/11\**

Junior Volunteer

Must purchase your own uniform to wear over white shirt, slacks, or skirt

White shoes

3. Volunteers are required to be well acquainted with all the items in this handbook, the Volunteer Pledge, and the requirements of each service. Volunteers are expected to observe all practices as outlined.
4. State regulations require volunteers to sign-in when arriving for duty and sign-out when leaving. Also, in order for volunteers to be insured while on duty, the time cards must be signed each time a volunteer starts and ends his/her duty period. Sign-in cards are kept in the volunteer lounge or in the service area where the volunteer is working. Appropriate awards are presented to the volunteer based on the hours shown on his/her sign-in card.
5. Volunteers are expected to be on duty at the assigned hours unless a substitute has been arranged. Volunteers are expected to find a substitute to work their shift. Names and phone numbers of other volunteers trained in a service area and substitutes are available either in the service area or from the appropriate chairman. Substitutes should be found as soon as possible and assistance requested from the service chairman if a substitute is not found. Failure to report, without properly notifying the respective chairman or arranging for a substitute will be considered a violation of the Volunteer Pledge.
6. All volunteers are required to attend the in-service training sessions when offered, as well as additional training provided by the chairman in the service area to which they have been assigned.
7. Each shift is for a minimum of two hours. A volunteer may work a longer period of time if he/she prefers and the time schedule is coordinated with the respective service chairman.
8. If (when) it becomes necessary for a volunteer to terminate his/her service, or to have a leave of absence for a definite period of time, the volunteer should notify his/her chairman and Director of Volunteers. In the event service is being terminated, the volunteer should return his/her identification badge to the Security Office.
9. A volunteer can work in more than one service if he/she has had the training required. The Director of Volunteers will keep a record of those trained for various services and those who are available for extra hours in emergencies or where substitutes are needed.
10. Volunteers are required to know and follow disaster procedures as follows:

- In the event of a disaster, Auxiliary members will be notified by radio or telephone, if their support is needed and asked to report to the hospital, wearing their uniform and identification badge as a means of identification. This will provide for appropriate and instant recognition upon arriving at the hospital, as well as identification while there.
- Auxiliary members report to the Auxiliary Lounge, just off the main lobby, upon arrival. A centralized reporting area would give the capability of drawing upon personnel as needed and also provides a place of return as assignments are completed.

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## **CONFIDENTIALITY**

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### **POLICY:**

Recognizing that health care information is personal and sensitive information that if improperly used or released may do significant harm to patient relations and the patient's well being, clear and specific procedures are established for disclosure of such information.

It is the legal and ethical responsibility of every hospital employee to assure that the confidentiality of both written and verbal information concerning all patients is protected.

### **PROCEDURE:**

This hospital will comply with the Uniform Health Care Information Act of 1985. Upon being employed all employees will be oriented by the Human Resources Department to the hospital confidentiality philosophy and this policy. Any breach in this policy is a serious offense and could result in termination of employment.

The Medical Records Department is charged with the responsibility for maintenance, confidentiality and security of all medical records. This Department will also be responsible for being cognizant and knowledgeable of laws and regulations pertaining to and governing confidentiality. Questions regarding procedures of disclosure of information should be addressed to this Department.

Information about a patient may not be disclosed to any other person without authorization from the patient. The authorization must be signed, dated, and identify specific information to be disclosed as well as identify the person to whom information is to be disclosed.

Questions regarding diagnosis of a patient's condition by family or other should be referred to the physician caring for the patient. Only a patient's name and condition (fair, poor, satisfactory, critical) may be given by a hospital employee.

Questions regarding a patient's condition by the news media should be referred to the Marketing/Planning Department or in their absence, the Nursing Supervisor. The individual releasing the information will be guided by the hospital's news media policies.

Adopted: 9/87  
Revised: 4/90/1/02

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## **SECURITY AND CONFIDENTIALITY AGREEMENT**

I understand and agree that any medical information and/or other information of any nature that I come in contact with will be held in strict confidence. I also understand that I am only authorized to access the computerized or hard copy patient information that is specific to my job responsibilities. I agree to only discuss patient and other proprietary and employment information with those individuals who have a right to know such information. I also agree to discuss this information, if it is a part of my job, in areas where this information cannot be overheard. I also agree to share or give my computer password or access information to anyone.

I understand that intentional or involuntary disclosure of any confidential information may result in the termination of my relationship with Culpeper Regional Hospital. I understand that if I access any information without justification, this too may result in the termination of my relationship with Culpeper Regional Hospital.

### **DISCIPLINE**

The privilege of serving as an auxilian with Culpeper Regional Health System may be withdrawn upon the approval of the Board of Directors of the Auxiliary and upon the recommendation of the Chairman of Volunteers. This action will follow any breach of any part of the *Volunteer Pledge*, or the violation of any of the *General Practices and Requirements* or continued violation of any of the *Do's and Don'ts*.

A volunteer whose privilege of service has been withdrawn because of his/her failure to observe the Pledge or to abide by the General Practices, may be reinstated upon written request to the Director of Volunteers and majority vote of the Auxiliary Board of Directors. Reinstatement requires that the volunteer agree to observe the Pledge and established practices and regulations.

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## **DO'S AND DON'TS FOR VOLUNTEERS**

### **DO'S**

1. Know and respect practices and procedures established for volunteers
2. Cooperate with your fellow volunteers and hospital staff.
3. Be dependable, prompt, reliable, responsible – the assignment you have accepted is important.
4. Report for duty in complete uniform – neat and clean with comfortable shoes.
5. Maintain a pleasant attitude at all times; reflect enthusiasm for the work you have undertaken.
6. Speak in well-modulated tones – avoid excessive conversation in corridors and utility rooms.
7. Be courteous, considerate, and tactful with every one, especially patients, their families and other hospital visitors.
8. Keep inviolate all hospital matters that may come to you directly or indirectly.
9. Be a good listener.
10. Follow hand-washing procedures.

### **DON'TS**

1. Smoke.
2. Chew gum.
3. Discuss patients' illnesses with either the patients or their families or friends, or with your family or friends.
4. Seek information about a patient.
5. Visit with patients on a personal or social basis while you are on duty.

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6. Ask a nurse on the floor for any kind of medication.
7. Ask for a doctor's professional advice or opinion for either yourself or any member of your family while on duty.
8. Reveal to anyone any information you may have heard from or about patients, their families, doctors, nurses, staff, or hospital personnel.
9. Give food or beverages to patients without prior clearance with nurse on duty.
10. Use perfume, this could be irritating to patients.

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### PROCEDURES FOR MEMORIALS CULPEPER REGIONAL HEALTH SYSTEM AUXILIARY

1. Deceased Members: Send a card. Put name in memorial book. There will be no memorializing by naming anything after an individual.
2. Hospitalized Members: Send a card only.
3. Deceased ex-member: Send a card only.
4. There will be no memorial services as such. At the annual meeting a candle will be lit for each member who has past away since the previous annual meeting. A suitable short reading (prayer, poem, or essay) may be read.
5. Memorial Fund: The Memorial Fund is a separate accounting by the treasurer and consists of funds donated to the auxiliary in the member's memory. The auxiliary acts as a conduit in seeing this money is spent appropriately. Unless otherwise stated by the next of kin, anything purchased from this fund will be labeled from the Memorial Fund of the Culpeper Regional Health System Auxiliary with no individual's name on it.

### **UNIFORM SOURCE INFORMATION**

Uniform order forms and guide are located in the Auxiliary Lounge on the back wall in the Plexiglas holders. Please complete the order form and leave it in the Director of Volunteers mailbox. Payment should be made upon receipt of uniform.

## SECTION II

# AUXILIARY SERVICE AREAS

## **AUDITOR**

### **PURPOSE:**

To verify Auxiliary account books.

### **DUTIES:**

1. Conduct formal examination and verification of the books of account held by the Auxiliary, Gift Shop, Thrift Shop, and Coffee Shop Treasurers.
2. Prepare a final report of accounting by audit and present at Auxiliary Board of Directors meeting.

### **QUALIFICATIONS:**

1. Knowledge of basic accounting principles.
2. Ability to conduct methodical review of various Auxiliary accounts.

## **CHAPLAIN**

### **PURPOSE:**

Conduct religious activities during Auxiliary functions.

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**DUTIES:**

Lead prayer during Auxiliary functions.

**QUALIFICATIONS:**

Must possess the ability to pray in public or group settings.

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## **CLERICAL**

**PURPOSE:**

Provide clerical support to various administrative staffs within the hospital.

**DUTIES:**

1. Perform clerical functions such as filing, photocopying, sorting, collating and keyboarding.
2. Draft written material such as reports or responses to suggestions or queries.
3. Prepare large volume mailings: addressing and stuffing envelopes.

**QUALIFICATIONS:**

1. Ability to interact well with and follow guidance of hospital staff personnel.
2. Ability to perform clerical skills involving alphabetizing, photocopying, and typing.
3. Some knowledge of basic computer skills helpful, but not always required.
4. Ability and willingness to shift tasks and assignments, as staffing needs change.

## **COFFEE SHOP**

### **PURPOSE:**

To provide a varied menu of food and beverages to CRH staff and visitors at a reasonable price in an efficient, prompt, helpful, and courteous manner while maintaining a safe, clean, and pleasant environment.

### **STAFFING:**

1. The Chairman of the Coffee Shop will maintain a current roster of regular and substitute coffee shop volunteers. A staffing sheet will be posted in the coffee shop workroom showing the names and phone numbers of the volunteers scheduled during each segment that the facility is open.
2. Volunteers who have sufficient notice that they will not be able to work their normal duty time are expected to make every effort to arrange for another volunteer to take their place. Alternatives may include trading shifts with another regular worker or asking someone from the substitute list to work.
3. If advance notice is not possible, notify the Coffee Shop staff as soon as possible. This alert will let them know that a particular shift will be working shorthanded and perhaps an earlier shift volunteer will be able to extend their shift a little longer or a volunteer coming on to the next shift could come in early.

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**DUTIES:**

**OPENING SHIFT:**

1. Get cash box/soft bag with door key from the Office of Security in the first floor lobby.
2. Make coffee (regular and decaffeinated) and turn on toaster.
3. Turn on dishwasher for subsequent use throughout the day.
4. Open shop, turn sign to "OPEN", turn on the lights, and put the till in the cash drawer.
5. Put out creamer containers on counter tops and check sugar containers, mustard and catsup containers, napkin containers, straw and stirrer supplies, and salt and pepper containers as necessary.
6. Set-up and prepare, as necessary, the beginning supply of sandwich materials in the plastic boxes under the hooded area and in the underneath refrigerator. Recipes are found in back kitchen area. Fresh supplies are in the stainless steel refrigerator.
7. Check dry supplies in closet along wall in eating area; such as, napkins, paper plates, hot and cold drink cups, paper towels, etc.
8. Most supplies are furnished by Hospital Dietary, but some items come from Merchants. This information is posted in the back kitchen.
9. Set up left sink with soapy water. Leave right sink empty for rinsing purposes. Set up the square metal container with the disinfectant solution. This solution is about four inches of water with a splash of bleach added to the water. Place container of disinfectant next to the dish strainer on the right sink ledge.
10. An opening and closing check list is posted in back kitchen area.

**CUSTOMER SERVICE:**

1. Take and fill orders from customers, either at the counter or over the telephone. On phone orders, get the name of person ordering food/drink and total the billing.
2. In-house orders are served on the hard service with silverware as required.

3. Take-out orders are served on/in paper, disposable service, covered with either plastic wrap or aluminum foil, and appropriate plastic ware.
4. Soft drinks, water, and iced tea are served in one of two sizes of paper cups with lids.
5. Hot coffee, hot tea or soup for take-out is served in one size Styrofoam cups with lids. Hot drinks or soup for in-house orders are served in china or Styrofoam cups.
6. When computing customer bills, double check menu prices, especially the pre-packaged foods from the external vendors. (NOTE: The coffee shop does not charge taxes to customers even though the hospital pays taxes on the sales.)

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**HOUSEKEEPING:**

1. All dishes and flatware are to be washed in the dishwasher.
2. Other support utensils should be washed, rinsed, dipped in bleach solution and put in drainer to air dry OR dry with PAPER TOWELS.
3. Sandwich boards are to be kept as clean as possible throughout the day by wiping with paper towels during usage and should be hand washed, bleached, and air dried by closing shift.
4. All counter and tabletops should be kept clean by using the bleach solution in spray bottle or using Fantastic. Do not use Fantastic on surfaces which have direct contact with food. When using Fantastic, a dish cloth is okay per health regulation. This may also be used to clean microwaves. This cleaning includes the tables on the patio.
5. When time permits, restock supplies, fresh and dry.
6. Problems with soft drink dispenser (weak syrup, no fizz), call maintenance. Phone extensions are posted at telephone location.

**CLOSING SHIFT:**

Duties are posted in the Coffee Shop.

**ADMINISTRATIVE DUTIES:**

1. Person acting as Chair should try to schedule two meetings a year, October and March. This person works closely with the Treasurer to establish prices and menu changes. Input from other volunteers is important.

2. A cash register and credit card machine are anticipated to be installed in the very near future.
3. Hospital staff can charge by swiping I. D. Badges on a special device installed in the Coffee Shop.

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**QUALIFICATIONS:**

1. Visual skills sufficient to avoid accidental injury and ensure personal safety.
2. Ability to communicate clearly, both on the telephone and in person to accurately understand customer orders.
3. Ability to stand, walk, and work with others in a confined space for an extended period.
4. Ability to accurately prepare and serve a variety of food and drinks.
5. Ability to operate appliances such as toasters, microwave ovens, dishwasher, coffee makers, milkshake mixers, etc.
6. Ability to compute charges and make change for payment of services rendered.
7. Ability to interact and serve customers in courteous and friendly manner.
8. Ability to maintain calm demeanor under pressure created by customer volume and/or complexity of orders.
9. Understanding of and ability to adhere to CRH infection disease control and food handling policies.

## **CUSTOMER RELATIONS**

### **PURPOSE:**

To serve as liaison and communicate customer relation needs between the hospital and Auxiliary.

### **DUTIES:**

1. Report Customer Relations Committee meeting results and issues to the Auxiliary Board.
2. Identify customer relation issues appropriate for Auxiliary member support.

### **QUALIFICATIONS:**

1. Ability to communicate clearly.
2. Knowledge of the Auxiliary and its varied volunteer services.

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## **DIRECTOR OF VOLUNTEERS**

### **PURPOSE:**

To increase the number of CRHS auxiliary volunteers through ongoing recruitment activities; serve as initial point of contact for prospective members. Incumbent facilitates movement through each step of the Auxiliary applicant process from the time of application through orientation program, to assignment into a volunteer service.

### **DUTIES:**

1. Pick up completed applications in chairpersons' mail box.  
(Application forms are kept at the reception desk and applicants must pick them up – we do not mail them.)
2. Check the applicant's references.
3. Return completed form to hospital's Education Liaison.
4. Forwards the names and dues of all new members to the Auxiliary Treasurer.

5. Notifies the appropriate Service Chairperson of the interest of the new member and provides name and telephone number. (The specific Service Chairperson is responsible for the scheduling of hours and training of the new volunteer once hospital orientation has been completed.
6. Notifies the Membership Chairperson and Newsletter Chairperson of the name and address of the new applicant/volunteer.
7. Order Uniforms as requested. When orders arrive, call volunteers to let them know they can pick up their uniform. Let the Treasurer know the amount of payment expected from each volunteer on each order.

**QUALIFICATIONS:**

1. An understanding of the CRHS Auxiliary's organization structure, mission and functions, application process, and service areas.
2. Strong interpersonal and communication skills with emphasis on public speaking, listening, and persuasive abilities.

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## **EMERGENCY ROOM**

**PURPOSE:**

To provide supplemental support to the Emergency Room medical staff, patients and their families/friends.

**DUTIES:**

**ER VOLUNTEER CHAIRMAN:**

1. Recruit and train new ER volunteers and when qualified, recommend to ER directors.
2. Keep abreast of new rules and changes in procedure in the ER, and inform ER volunteers in timely manner.

**EMERGENCY ROOM VOLUNTEER:**

1. Report to nurse in charge to let them know you are ready to work.
  2. Check with departing auxilian to see what has to be done first.
  3. Clean rooms and remake beds when patient has been discharged or moved.
  4. Put soiled linen in linen hamper and trash in trash container.
  5. Clean containers when needed and refill them.
  6. Assist with transporting of patients to Medical Imaging (x-ray) and Lab areas.
  7. Check rooms for supplies (i.e. thermometers, tongue depressors, sheets, soap, etc.). Refill as needed.
  8. Empty trash cans as needed.
  9. Assist in maintaining clear access in hallways and ER treatment areas.
  10. Monitor ER waiting room to improve public relations aspect of ER care.
  11. Offer reassurance to those waiting for medical care and support to family/friends of patients.
  12. As appropriate, assist in making patients in the treatment area feel more at ease, thus creating more hands-on time for the staff. (Serve as messenger between patients and waiting family/friends, and/or assist patient in making/receiving phone calls).
  13. Wear gloves and wash hands frequently using proper technique as directed by CRH infection control policies.
- 
14. To maintain patient privacy:
    - a. Answer the telephone ONLY when asked to do so by an ER staffer.
    - b. Enter treatment room ONLY when the patient is alone or on request of staff member.
    - c. Allow sufficient separation from doctor/patient conversation to avoid overhearing.
    - d. Extract ONLY need-to-know data from patient charts and restrict sharing of data to those individuals with similar need-to-know.
    - e. Talk quietly and in discrete areas to avoid disturbing patients and accidental sharing of private information.
    - f. Avoid discussions with patients or their families of specific medical problems and treatment details, or requests for medical advice.

**QUALIFICATIONS:**

1. A minimum of thirty (30) hours in another Auxiliary service area and approval after training for service in the ER by designated ER personnel representatives.
2. Ability to remain calm and maintain appropriate demeanor in high stress environment.
3. Ability to identify, adjust and react quickly and appropriately (within ER volunteer constraints) to continually changing environment and needs of the ER staff, patients and their visitors.
4. Thorough understanding and ability to appropriately implement hospital infection control policies using rubber gloves and appropriate hand washing techniques.
5. Ability to push stretchers and wheelchairs containing weights in excess of 100 pounds.
6. Ability to perform lifting, bending and stretching duties as needed for restocking and cleaning activities.
7. Familiarity with hospital floor plan and mobility to traverse to all areas.
8. Ability to interact and communicate clearly, concisely, and firmly with individuals who are physically, emotionally, and/or mentally stressed.

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## **FLOOR SERVICE**

### **PURPOSE:**

To provide supplemental care to patients and assist floor service staff.

### **DUTIES:**

#### **FLOOR SERVICE CHAIRMAN:**

1. Maintain a current list of floor service volunteers to include full name, address, and phone number.

2. Maintain an assignment sheet and provide a copy to each floor service volunteer.
3. Inform volunteers of meetings and in-service training sessions.
4. Attend all meetings pertaining to policy and procedures.
5. Serve as liaison between hospital staff and floor service volunteers.

#### VOLUNTEERS:

1. Make sure uniform conforms to Auxiliary regulations: pink smock/red vest, white top/blouse, white skirt or light khaki slacks, hose or white socks, and white shoes.
2. Log start and finish time on your time card at the beginning and end of each shift.
3. Collect newspapers (am) from auxiliary lounge and deliver to patient rooms, Family Birth Center (FBC) desk, Intensive Care Unit (ICU) desk, Outpatient desk, Lab, Oncology, etc. Attach labels to newspapers. Deliver to all departments and waiting areas. A list will be posted with the labels.
4. Freshen water pitchers. Check with nurses to identify patients who cannot have ice. Use ice unless directed otherwise.
5. Patients on Intake/Output monitoring have a sign on their door.
6. Intake/Output sheet is located on patient's bulletin board in their room.
7. Fluid restriction instructions:
  - a. "NPO" - Nothing by mouth
  - b. Clear liquid - apple juice, cola, coffee, grape juice, ginger ale, tea, iced tea
  - c. No Salt - Cannot have milk or tomato juice
8. Pick up mail and flowers at the reception desk, deliver to patients on floor and offer to read mail to patient if assistance is needed. Leave mail and flowers for OB patients at the nurses' station.
  
9. Transport patients to Medical Image (X-ray) when requested by nurse, if you have received mandatory wheelchair transport safety training provided by the Rehabilitative Services Unit and you are certified. Chart goes with patient - **do not give chart to patient**. Check with nurse to confirm if patient needs help getting in or out of wheelchair.
10. Transport discharged patients in wheelchairs, if you have received mandatory wheelchair transport safety training provided by the Rehabilitative Services Unit and you are certified. Give their name and room number to the receptionist before taking patient outside.
11. Restock gloves in patient's room as needed. **DO NOT DOUBLE STACK THE GLOVE BOXES.**

12. Always knock on patient's door before entering. **DO NOT ENTER ROOM IF PATIENT IS IN ISOLATION, OR IF A DOCTOR OR NURSE IS IN THE ROOM.**
13. Never carry food or liquid from one patient's room to another.
14. Do not adjust patient's bed without nurse's permission.
15. Carry out all duties and responsibilities with compassion, loving deeds, kind words and warm smiles!!
16. Before exiting patient's room, always ask **"IS THERE ANYTHING ELSE I CAN DO FOR YOU?"**

**QUALIFICATIONS:**

1. Satisfactory participation in floor in-service training sessions, with a minimum of 12 hours, including both morning and afternoon shifts.
2. Ability to maintain composure at all times.
3. Physical ability to lift, carry, bend, and stretch as required..
4. Thorough understanding and ability to appropriately implement hospital infection control policies using rubber gloves and appropriate hand washing techniques.
5. Ability to interact and communicate clearly with patients and hospital visitors.

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**GIFT SHOP**

**PURPOSE:**

1. To offer a convenient gift purchasing opportunity to visitors and employees.
2. To extend caring, courteous and knowledgeable personal service toward every shopper.
3. To stock a variety of items for all age groups in all price ranges.
4. To present an attractive and well-maintained shop for the public.

**DUTIES:**

**GIFT SHOP CHAIRMAN:**

1. Create a sound buying, merchandising, and sales plan for each year.
2. Establish good communication with all Gift Shop volunteers and arrange two (2) meetings a year with entire group.
3. Establish a yearly budget based on sales from previous years.

4. Select other volunteers to serve as Trainer/Scheduler, Treasurer, and several Buyers from among Gift Shop volunteers.
5. Create a handbook of current Gift Shop procedures to be given to each shop volunteer.
6. Send request for service to Facilities Management for repairs needed within the shop.
7. Stay attuned to monthly income and expenditures and stay close to budget.
8. Pick-up mail from Auxiliary lounge and distribute as appropriate.
9. Attend monthly Auxiliary Board meetings and give updates.
10. Oversee display areas within the shop to create a pleasant appearance and stimulate sales.

TRAINER/SCHEDULER:

1. Provide each new volunteer with a list of procedures and review the list with them.
2. Provide training for each new volunteer by spending ample time with them in the shop to explain the various shift routines, stock areas, cash register, telephone etiquette, who to call for questions, etc.
3. Schedule new workers with another volunteer for several shifts, or until they are comfortable working alone.
4. Set up a weekly schedule of volunteers:  
M-F 10-1:30, 1:30-5, 5-8 pm  
Sat & Sun 1-4  
and provide a copy in the sign-in binder in the gift shop.
5. Maintain a list of substitutes.

TREASURER:

1. Create a sound record keeping account of Gift Shop monies and open a checking account with a local bank.
2. Pick up and review the sealed cash and cash register tape envelopes from each shift worked and verify accuracy.
3. Receive and review invoices from vendors and verify that all items were received and in good condition. If breakage has been noted on invoice, contact vendor for credit or replacement and remit accordingly.
4. Deposit monies and pay bills at appropriate times during the month.
5. Record all transactions in a ledger and provide a monthly financial report for the Auxiliary Board.
6. Donate profits to the Auxiliary at monthly Board meetings.
7. Reconcile checking account statement each month.
8. Pay sales tax to the state of Virginia at designated intervals.
9. Prepare an annual report for the end of each year for the Auxiliary Board.
10. Provide all records for annual audit by Auxiliary Board.

**BUYERS:**

1. Order a variety of merchandise in your category to provide both high quality and competitive cost items for sale.
2. Actively review stock on hand to prevent duplication.
3. Plan to have seasonal items and holiday appropriate items available at the correct weeks throughout the year.
4. Arrange attractive displays throughout the store and in the Coffee Shop and Birthing Center display areas.
5. Consider and implement special sales of slow moving items and if the season is ending with merchandise still unsold (i.e. Christmas week half-off ornaments, etc.)
6. Provide a notebook for salesclerks to use for communicating requests and whenever the last of an item is sold.
7. Change appearance of shop displays throughout the year and oversee cleanliness of all areas.
8. When merchandise arrives in the shop, either personally inspect each box or request assistance from volunteer working to verify the invoice is correct. Using the invoice, the Buyer will establish the price for each item. Using the pricing gun, label each item and the box with sales price. (Designate another trained volunteer to do this if appropriate).
9. Pricing gun label will have month, year, and department on the top line and price on the lower line.
10. Evaluate donated items and determine prices if accepted.

**GENERAL DUTIES:**

**OPENING SHIFT:**

1. Pick up two money boxes and key bag from Security Office and sign their log sheet.
2. Unlock shop, secure door open and turn on lights.
3. Count your money box (A for morning and evening shift) (B for afternoon shift) to verify there is \$100.00 in bills and change. Get change for large bills from hospital cashier, if necessary.
4. Place money in cash register and turn key on register to #1. Display should be lighted and scroll a message of Good Morning or Good Afternoon. Close drawer.
5. Sign in schedule book log sheet noting date and shift.
6. Check stock of merchandise on shelves and replace as necessary.

**ALL SHIFTS:**

1. Look over shop merchandise to notice new arrivals and displays.

2. Observe if there are any cleaning or straightening projects to attend to and work them in to your time on duty.
3. Place notes or messages for Chairman, Treasurer, Scheduler, and Buyers in orange file folder on desk by cash register.
4. Greet each visitor to the shop and offer help with finding items and suggesting gift ideas.
5. Try to be knowledgeable about our merchandise and what we have available and suggest ideas for gifts.
6. If requested to put something away for a customer to buy later, fill out a lay-away slip and place item in a bag, tape request slip to bag, and place on shelf behind door in office.
7. No returns are allowed, so check for damage on each item before selling.
8. Checks and cash are acceptable for purchases. Have customer make check out to Culpeper Regional Hospital Gift Shop for total sale price, and verify the customer's address and get telephone number to write on check. Check photo ID. Initial check with your initials – to left.
9. Call the chairman when boxes of new merchandise arrive, and write date and time called on boxes.
10. If you need to leave the shop, close and lock the door and put a note BE BACK SOON on the door.
11. If a customer wants an item from the upstairs display area, which is not available in the shop and you are working alone, ask them to come up with you, take the key to the display case, and the door key and lock the shop. The customer can show you the item to retrieve from the case and come back to the shop to purchase it.
12. At close of each shift, turn the cash register key to Z and it will print out a report of your sales, separating cash, charge, and checks and open the drawer. Feed tape out to allow room to cut it off, remove cash and checks to appropriate box and close the register, returning key to off.
13. Make out a shift money envelope with your name, date, and shift and Sales Total written on outside. Place money, checks and register tape in envelope. Seal with tape. Count out your remaining \$100.00 change for the box and enclose an adding machine tape with your name, date and each category of coins and dollars noted. Lock box and return to drawer under cash register. Drop shift money envelope into locked box under counter at rear of store.
14. Record your sales total on schedule and log sheet.

CLOSING:

1. Do usual end of shift money routine, as noted in the list of procedures provided by the trainer.
2. Survey shop; turn off revolving display, radio, calculators, cash register, fan and lights.
3. Lock shop door securely.

4. Take both cash boxes and blue key bag to Security office to go into their safe.
5. Sign in on their log sheet.

**NEW POLICY TO USE WITH EMPLOYEE BADGE SWIPE TRANSACTION**

**IF USING CASH REGISTER:**

1. Enter each item, giving 10% discount **ONLY** on items \$10.00 or more.
2. Push SUB total with tax key.
3. Use the employee badge to enter their ID in our DEDUCT IT READER unit. Simply place the badge against the number area. Reader says **AUTHORIZED.**
4. **THEN** enter the amount to charge on the keypad and press ENT key.
5. Reader says **ACCEPTED.**
6. Go back to cash register and enter amount tendered and press **CHARGE** key.
7. Have the employee sign on our charge list, including date and amount.

**This type of sale will be listed on the Z printout as CHARGE (and no money)**

**At end of shift write the amount of CHARGE sales on your envelope for Inez.**

**IF USING MANUAL METHOD (adding machine)**

1. Add up complete sale giving 10% discount **ONLY** on items over \$10.00.
2. Use the employee badge to enter their ID in our DEDUCT IT READER unit. Simply place their badge against the number area. Unit says **AUTHORIZED.**
3. **THEN** enter the amount of the total sale on the keypad and press ENT key.
4. **READER** says **ACCEPTED.**
5. Have the employee sign our charge list, including date and amount.

**Write this sale on the bottom of your manual sheet and identify it as a BADGE SWIPE SALE.**

**Also, write this amount on the front of your envelope.**

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## **HANDBOOK**

### **PURPOSE:**

To provide an Auxiliary handbook containing current information about the CRHS, the Auxiliary, and volunteer service opportunities.

### **DUTIES:**

1. Periodically review handbook to ascertain need for revision.
2. Stay abreast of CRH and Auxiliary policy and procedural changes necessitating handbook revisions.
3. Initiate timely revisions and ensure appropriate draft review process is completed by appropriate hospital officials and Auxiliary board members prior to publication.
4. Maintain adequate supply of handbooks.

### **QUALIFICATIONS:**

1. Understanding of document draft review, approval, publication and distribution process.
2. Ability to organize large volumes of data in cohesive, logical format.
3. Ability to work collaboratively during the editorial and publication process with hospital staff personnel and Auxiliary members.

2010

## **JUNIOR AUXILIARY**

### **PURPOSE:**

To provide the opportunity for Junior Auxilians to explore various careers in health care and related fields; to provide guidance in making health career decisions; to explore feelings about being in a “service to others” career; to foster a “mentor” connection that will continue until high school graduation and to demonstrate the value of volunteerism to the hospital and the Community.

### **DUTIES:**

#### **CHAIRMAN:**

1. Provide information about the Junior Auxiliary service through the public relations department of the Hospital.
2. Distribute and collect applications from interested young people.
3. Schedule and conduct pre-orientation/service placement interviews.
4. Schedule orientation and notify junior volunteers.

5. Refer junior volunteers to the appropriate service chairman for service-specific training and scheduling.
6. Maintain an accurate record of junior volunteers including their names, addresses, telephone numbers, service assignment and years of volunteer service.

**JUNIOR VOLUNTEERS:** (Duties will vary according to service assignment.)

1. Answer phones, act as receptionist and greeter and assist with supervision of children.
2. Direct visitors to locations within the hospital.
3. Help customers and maintain a neat environment in a retail setting.
4. Work with an adult volunteer in preparing and dispensing food to customers.
5. Under the direct supervision of nursing personnel, take temperatures with IVAC, make beds, carry food trays to and from patients, answer call system (including emergency light), transport discharged patient (wheelchair) to exit, fill ice pitchers and record consumption data, help with swing bed activity and perform other functions as requested in support of the medical staff.

**QUALIFICATIONS:**

1. Must be between 14 and 17 years of age. (Assignment options vary with age.)
2. Must complete application including parental permissions and adult reference and submit prior to yearly-established program deadline.
3. Must participate in scheduled interview prior to acceptance into the Program.
4. Must have PPD test and receive a negative reading. (CRH will provide test.)
5. Must attend orientation class at the time and date provided by Chairman of the Junior Auxilians Program.
6. Must be willing to follow the principles, practices and procedures of the Auxiliary, such as appropriate demeanor and dress.
7. Must read and follow the requirements for volunteers in general and in the service to which they are assigned to work.
8. Must understand and be able to implement CRH infectious disease, hand washing, safety, and confidentiality policies.
9. Must exhibit mature behavior at all times.
10. Must be of good character, dependable and reliable.
11. Must be able to perform 40 hours of service within the three months of Junior Auxilian Program.

12. Must complete training as required for specific service areas.
13. Must be willing to accept guidance of and work with senior auxilian and/or medical personnel.
14. Must be willing to wear hospital ID badge and Junior Auxiliary uniform when working.

2010

## **LEGISLATIVE**

### **PURPOSE:**

To provide information to the Auxiliary members concerning legislation affecting the health care field.

### **DUTIES:**

1. Keep informed of legislative actions concerning health care.
2. Communicate with our representatives in Congress, General Assembly, the Culpeper County Board of Supervisors and Town Council.

### **QUALIFICATIONS:**

1. Ability to communicate clearly and effectively using multi-means including telephone, e-mail, postal service, and in person.
2. Knowledge of legislative processes.

3. Interest in government and its affect on the health care of the community and region.
4. Ability to interact comfortably and as appropriate, persuasively with legislative representatives and their staff members.

2010

## **EULA HENRETTY LIGHTS OF LOVE**

### **PURPOSE:**

To raise money for a special need of the Hospital by selling lights for the hospital's Christmas tree. These lights are given to honor or memorialize a loved one.

### **DUTIES:**

1. Mail out flyers announcing and telling about the program.
2. Collect money and prepare tabulation.
3. Send out thank you and acknowledgments of the gifts.
4. Plan program (with assistant from the Auxiliary 1<sup>st</sup> vice president) for the public tree lighting.

### **QUALIFICATIONS:**

1. Ability to handle money and maintain accurate accounting.

2. Good planning and organizational skills.
3. Ability to project positive Auxiliary image in communications with the general public, key hospital officials and other program participants.

2010

## **MEMBERSHIP**

### **PURPOSE:**

To maintain and make available as needed a current membership roster.

### **DUTIES:**

1. Perform update of membership roster adding new Auxilians and removing names as appropriate.
2. Make address and telephone changes as needed.

### **QUALIFICATIONS:**

1. Ability to maintain open communications with the Director of Volunteers and the Treasurer as source of new member information.
2. Ability to interact well with Auxilians and services chairmen to ensure accuracy of roster.

3. Ability to perform clerical functions as needed to maintain current listing and make copies available as needed.

2010

## **MEMORIAL**

### **PURPOSE:**

To maintain an accurate record of deceased Auxilians and to assist in choosing appropriate memorial gifts as directed by the Auxiliary Board.

### **DUTIES:**

1. Record names of deceased Auxilians in the memorial book kept in the display case in the main lobby.
2. Check with the corresponding secretary at monthly Auxiliary board meetings to see that both lists match.
3. Assist in choosing and ordering gifts to the Hospital from donations made in memory of deceased Auxilians.
4. Write a note to the family of a deceased Auxilian after decision has been made for use of the contributions given in that person's memory.

### **QUALIFICATIONS:**

1. Ability to write legibly.

2. Ability to update records in a timely fashion.
3. Interest in maintaining an accurate record by scanning obituaries in the daily newspaper and by checking monthly with the Auxiliary Corresponding Secretary.
4. Ability to work with committee members, Hospital staff, and Foundation staff in choosing memorial gifts.

2010

**KNITTING/SEWING**  
**BABY CAPS AND WHEELCHAIR/WALKER ACCESSORIES**

**PURPOSE:**

To provide a memento for each newborn baby's family.

**DUTIES:**

1. Buy specified knitting supplies needed to make caps.
2. Knit caps according to instructions provided by service chairman.
3. Put completed caps in designated desk drawer in volunteer's lounge.

**QUALIFICATIONS:**

1. Ability to do basic knit and pearl knitting to form ribbing pattern.
2. Ability to follow instructions for cap size and yarn color selection.

**WHEELCHAIR/WALKER ACCESSORIES**

**DUTIES:**

1. Call service chairman for pattern directions.
2. Provide own fabric scraps.
3. Stitch according to instructions.
4. Place completed bags in designated space in the Auxiliary room.

**PURPOSE:**

Provide support for patients using wheelchair and/or walker.

**QUALIFICATIONS:**

1. Basic sewing skills.
2. Ability to follow instructions.

2010

**NEWSLETTER/PUBLICITY**

**PURPOSE:**

To publish a quarterly newsletter (includes annual report); to communicate information to Auxiliary members; to facilitate community awareness and encourage support of CRHS Auxiliary activities.

**DUTIES:**

1. Collect articles for publication in the Auxiliary newsletter.
2. Consolidate, edit and prepare final copy.
3. Print and distribute newsletter.

**QUALIFICATIONS:**

1. Interest in communication and publication processes.
2. Ability to organize wide variety of articles in cohesive manner.
3. Ability to maintain positive interaction with other Auxilians and hospital personnel throughout the newsletter publication process.
4. Understanding of publication/broadcasting deadlines and willingness to work with their constraints.

2010

## **PARLIAMENTARIAN**

### **PURPOSE:**

To ensure parliamentary rules and usages of a deliberative assembly are correctly followed. Roberts Rules of Order will govern the Auxiliary.

### **DUTIES:**

1. Serve as parliamentary advisor to the Auxiliary President.
2. Serve as parliamentary authority during Auxiliary meetings.
3. Inform meeting chairman immediately when parliamentary process is not followed.

### **QUALIFICATIONS:**

1. Knowledge of Roberts Rules of Order and usages of a deliberative assembly.
2. Ability to communicate in clear, concise and authoritative manner.

2010

## **PROGRAMS/AGENDA**

### **PURPOSE:**

To provide support to the Auxiliary President and Chairmen of special Auxiliary programs scheduled throughout the year. The second vice-president of the Auxiliary serves as Programs Chairman.

### **DUTIES:**

#### **ANNUAL AUXILIARY MEETINGS - JANUARY**

1. Assist Auxiliary President with program arrangements.
2. Reserve meeting space and make any other special arrangements as needed.

#### **ANNUAL AWARDS BANQUET – APRIL**

1. Coordinate program with the Records and Recognition Chairman
2. Make all arrangements including room reservations and decorations as needed.

#### **LIGHTS OF LOVE - DECEMBER**

1. Assist Lights of Love Chairman with overall program arrangements.
2. Arrange music through schools.
3. Schedule clergy for invocation and benediction.
4. Identify public greeter.
5. Identify tree lighter.
6. Participate in discussion to whom the tree will be dedicated.

7. Prepare program with CRH support.

2010

## **PET THERAPY**

### **PURPOSE:**

The Auxiliary “Pet Rep” is to observe and assist the “Welcome Waggers” pet handlers as their dogs visit Culpeper Regional Hospital patients in their rooms. These dogs are certified and trained for therapy.

### **DUTIES:**

1. Meet the pet handler in the main lobby at the appointed time. Make sure security has been notified a pet therapy visit is in progress and the sign at the registration desk is displayed.
2. Proceed to the nurses’ station on the floor you are visiting. Ask if there are any rooms that you should NOT visit. In addition to ISOLATION ROOMS, these might include a patient who is there because of a dog bite or someone with pet allergies.
3. At each room, knock on the door before entering. Ask the patient (not visitors) if he/she would like a visit from a pet therapy dog.
  - a) If no, leave. DO NOT try to convince the patient that they would like a visit.
  - b) Do not disturb a sleeping patient or one who is receiving treatment from a nurse or visit from a doctor.
  - c) If yes, invite pet and handler to enter. They know what to do. Pet Rep’s responsibility is to observe; i.e., note that there is no incident that

- is detrimental to the patient such as a tube being knocked loose, scratch from claws, etc
- d) Do not assist patient in any way that might compromise health; such as, helping them sit up or moving an I.V. stand. The tray table can be moved aside to make room for the pet. Replace to previous position before leaving the room.
4. At all times, you are to protect and respect the patient's confidentiality.
  5. Lastly, remove sign – “Pet Therapy Visit in Progress”

**QUALIFICATIONS:**

1. Must have an enthusiastic love and respect for animals.
2. Willingness to take direction from pet handlers and to aid them with their dogs if needed.

2010

**RECEPTION DESK**

**PURPOSE:**

Provide support and assistance to CRH visitors.

**DUTIES:**

1. Provide assistance, information, and escorts to CRH visitors in an efficient, prompt, helpful, and courteous manner.
2. Protect patient information and privacy according to CRH privacy regulations.
3. Check with previous volunteer for any pertinent information; e.g. messages, pick ups, meetings, special patient requests, etc.
4. Greet visitors by saying, “Good morning/Good afternoon, May I help you?”
5. Answer the phone by saying either, “Information” or “Reception Desk”.
6. If unable to answer a question, check with the switchboard operator, or call the appropriate department.
7. Accept flower deliveries and ensure florist personnel complete the sign-in sheet by signing and indicating the time of drop off.
8. Deliver flowers to patient's room within one hour of receipt. If Information Desk coverage is not available, notify the floor volunteer or the Office of Security of the need for assistance.
9. Indicate on the florist sign-in sheet the time flowers are delivered to patients.
10. Leave Information Desk tidy and clean.
11. Check computer for patient Cheer Card new requests. Print and deliver to patient. (For instructions, see detailed manual which is kept next to the printer.

**NOTE:** Cheer Cards are printed on the HP PSC 1610 printer.)

**QUALIFICATIONS:**

1. Thorough understanding of CRH patient privacy policies.
2. Excellent interpersonal and communication skills.
3. Ability to maintain positive interaction with individuals from wide variety of backgrounds and communication skill levels.
4. Knowledge of the physical layout of Culpeper Regional Hospital and ability to provide clear, concise directions.
5. Ability to sit for extended periods and mobility to access all areas of the hospital.
6. Knowledge of and ability to use the hospital's paging system.

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**RECORDS**

**PURPOSE:**

To accurately record hours volunteered by each auxiliary member and to ensure appropriate recognition is given.

**DUTIES:**

1. Collect all time cards from service areas for the previous year as soon as possible after January 1<sup>st</sup> of New Year.
2. Keep cards for each volunteer service area separate until each is marked with the correct service area.
3. Add hours on each card if not already done, confirm extra hours are added on for serving as Board officer, Board member, committee and/or as chairperson of a service.
4. Put all adult and junior auxiliary cards in alphabetical order. Junior auxiliary cards are kept separate.
5. Record present hours and add to previous hours, if any. Besides totaling the previous and current hours, the current hours for each individual are also recorded under each specific service area in which the volunteer worked. This is done for adult and junior auxiliarians.
6. Record awards for the previous year and order awards for both the adult and junior auxiliarians to be presented at their designated awards ceremony.
7. Upon receipt of awards, arrange for presentation at the adult auxiliarians' awards banquet and at the reception for the junior auxiliarians.

8. Prepare an annual report for the President, each Service Chair and the permanent file. This report indicates by individual names, previous hours, current hours and total hours and the award received in the past or for the current awards year.
9. Present service awards to the recipients at the awards banquet for adults and at the reception for the junior auxiliary members.

**QUALIFICATIONS:**

1. Ability to organize and accurately maintain records.
2. Understanding of the Auxiliary awards/recognition policies and ability to fairly implement.
3. Ability to accurately order awards in a timely manner.
4. Public speaking skills sufficient to make awards presentations.

2010

## **SCHOLARSHIP**

**PURPOSE:**

To provide funds each year to graduating seniors from Culpeper, Madison, Orange, and Rappahannock, who are planning to pursue a career in a health-related field. The recipient(s) must have applied and have been accepted at an accredited institution of learning.

**DUTIES:**

1. Announce scholarship program and send criteria for application and selection to high schools' guidance directors.
2. Review qualifications of all scholarship candidates.
3. Participate in Scholarship Committee final selection process.
4. Notify guidance directors of scholarship recipients as soon as selections are made.
5. Prepare award letters for recipients and send to guidance directors for presentation at schools' awards convocations.
6. Prepare letters to be sent to colleges of recipients and work with the Auxiliary Treasurer to write the checks to be sent to the colleges.

**QUALIFICATIONS:**

1. Interest in supporting career goals of young people.
2. Thorough understanding of the selection criteria.
3. Ability to adhere to nondiscriminatory selection process.

2010

## MARY MCNEIL WILLIS SCHOLARSHIPS

### **PURPOSE:**

To provide funds each year to graduating seniors planning to pursue a career in a health care related profession. The recipients must have applied and have been accepted at an accredited institution of learning.

### **APPLICATIONS:**

Applications may be obtained from the high school guidance office. The completed application must be returned to the guidance office by a date determined at the time applications are distributed.

### **SELECTION:**

The selection of the recipients will be determined by a committee appointed by the president of the Culpeper Regional Health System Auxiliary.

An application will be evaluated on the following points: academic record, financial need, student's written statement concerning plans in a health career, school and community activities and awards, letter of recommendation from guidance counselor, and completeness of application. **An application lacking requested information will be considered incomplete and will not be considered for a scholarship.**

### **INFORMATION CONTACT:**

Current chairman of the Scholarship Committee

2010

## **SCRAPBOOK -2010**

### **PURPOSE:**

Maintain an informative historical record of past CRHS Auxiliary activities, functions and membership.

### **DUTIES:**

1. Collect photographs, special program agenda and other memorabilia from Auxiliary members.
2. Peruse and clip newspaper articles referencing the CRHS Auxiliary.
3. Arrange amassed memorabilia in a neat, orderly, chronologically appropriate format.
4. Maintain scrapbook on regular basis.
5. Present current scrapbook at Auxiliary board meetings for review.

### **QUALIFICATIONS:**

1. Interest in records maintenance process.
2. Basic understanding of archival storage issues.
3. Ability to arrange memorabilia in an interesting and appropriate manner.

## **SOCK DOLL -2010**

### **PURPOSE:**

To provide dolls for small children admitted to the Hospital or treated in the CRH emergency room.

**DUTIES:**

1. Provide instructions to individuals who are interested in making dolls.
2. Buy supplies of socks and stuffing.
3. Make dolls according to directions provided.
4. Inspect dolls before placing them in distribution drawer.
5. Maintain record on calendar of number placed in distribution drawer.

**QUALIFICATIONS:**

1. Ability to sew by hand and machine.
2. Ability to follow instructions provided by sock doll chairman.
3. Interest in crafts.

**SURGICAL WAITING (ASU)**

**PURPOSE:**

To facilitate communications between the ASU medical staff, patients and waiting family members and/or friends; to provide assistance as needed to visitors seated in or passing near the second floor hospital waiting area; to communicate through interactions with waiting family members ASU's recognition of their issues and concerns and to provide assistance to ASU medical staff as needed.

**DUTIES:**

1. Report to and pick up a copy of the schedule of surgeries from the ASU Charge Nurse. (Note names of patients and their surgeon(s). (To ensure confidentiality of patients, keep schedule in uniform pocket, do not leave out on desk or show to individuals in waiting area or to other volunteers.)
2. Introduce yourself to waiting area visitors and inform them that you are there to assist them.
3. Determine which surgical patient a visitor is accompanying by *discreetly* asking the patient's name. Respect the privacy of patients and visitors by keeping names and "overheard" conversations confidential.
4. Answer telephone located in surgical waiting area, "Surgical Waiting Volunteer, (your name)."
5. Locate visitors to receive phone calls or to relay message from the surgical staff.
6. Present friendly demeanor, open to conversation, but sensitive that some visitors may not want to talk.
7. Answer only *non-medical* questions of family members and other hospital visitors. (Do not provide estimated length of surgical procedure or discuss any procedure

based on personal experience. Do not offer personal opinions regarding a particular doctor, hospital staff member or policy.)

8. Direct visitors to the ASU, patient rooms and other hospital areas as needed.
9. Maintain surgical waiting area to include supply of magazines, notepaper for phone messages, pencils and tissues.
10. At the end of a shift, return the schedule of surgeries to the ASU Charge Nurse and inform her of what patient's have family or visitors in the waiting area.
11. Escort pre-surgery patient and/or family from Admissions to ASU and/or the waiting area.
12. Direct family members to ASU area. (If multiple visitors, hospital policy is a maximum of two at one time. Questions regarding this policy are referred to the ASU Charge Nurse.)
13. Escort post-surgery patient (in wheelchair) from ASU to the desired hospital exit and assist the person into their vehicle as needed. Return the wheelchair to ASU.

**QUALIFICATIONS:**

1. Ability to communicate clearly and discreetly and accurately relay messages.
2. Strong interpersonal skills and the ability to recognize varying needs of individuals.
3. Ability to sit with minimal exercise for extended period.
4. Familiarity with key hospital facilities and visitor-related policies.
5. Basic understanding of outpatient surgical process, i.e., when visitors might be called to visit with patient or receive information about an on-going procedure.
6. Ability to push wheelchair with weight in excess of one hundred pounds.

## **TELEPHONE CALLER**

### **PURPOSE:**

To provide timely reminders for scheduled and called Auxiliary meetings.

### **DUTIES:**

1. Contact each Board member and service chairman prior to scheduled meetings to confirm date and time of meeting.
2. Contact each Board member and service chairman to inform them of date and time for special called meetings.
3. Maintain current list of Board members and service chairmen's names and telephone numbers.

### **QUALIFICATIONS:**

1. Ability to communicate clearly and concisely over the telephone.
2. Ability to respond in timely fashion to called meeting telephone service requirements.

2010

## **THRIFT SHOP**

### **PURPOSE:**

To supplement Auxiliary funds that are used by the hospital to provide needed equipment and/or supplies and to provide good used clothing, personal items, and household items at reasonable cost to persons in the community.

### **DUTIES:**

#### **THRIFT SHOP MANAGER:**

1. Overall responsibility for the smooth operation of the shop.
2. Keep a record of thrift shop volunteers; their names, addresses and phone numbers.
3. Maintain volunteers work schedule and arrange for substitutes as needed.
4. Plan essential training for all volunteers who desire to work in the shop.
5. Work with the Thrift Shop Treasurer to ensure accurate financial records, have receipts counted and deposited at the Stellar One Bank on designated days.
6. Report monthly to the Auxiliary Board of Directors.

#### **VOLUNTEERS:**

1. Opening of Shop - 9:00 AM Monday through Saturday
2. Closing of Shop - 5:00 PM Monday through Friday - 3:00 Saturday.
3. A key is provided to each volunteer responsible for opening and/or closing the shop.

4. Assist customers.

**REGISTER VOLUNTEERS:**

1. Check out customer purchases and make change.
2. Total receipts for shift; post, and put receipts in safe.
3. Check appearance of shop and as time permits keep shop neat and attractive while ensuring customers needing to check out are given priority.
4. Maintain general knowledge of available merchandise and prices.
5. Perform other duties as assigned by manager.
6. Refer any irresolvable problem to manager.

**RECEIVING/SORTING ROOM VOLUNTEERS:**

1. Assist in keeping shop neat and attractive.
2. Sort donations for acceptable items and put them in the shop in appropriate places.
3. Perform other duties as assigned by the manager.
4. Refer any irresolvable problem to the manager.

**QUALIFICATIONS: (Vary according to assignment)**

1. Ability to operate cash register and accurately handle money.
2. Strong interpersonal skills and willingness to interact with customers in a pleasant and courteous manner.
3. Ability to communicate clearly.
4. Ability to bend, stoop, lift and stretch as needed to sort and display donated items.