Presidents/Vice Presidents/Policies, Procedures/
Bylaws and other fun topics!!

BCAHA 2026 CONFERENCE Shannon Toop

We make a living by what we get, but we make a life by what we give.

-Winston Churchill

* My perspective comes from volunteering at a Thrift Shop.
* I know some of you volunteer at "Gift Shops" I hope that this information can also assist you. Please let us know what your specific concerns are.

* Presidents/Vice Presidents
* How many have some type of service description for your executive/board?
* Can you share with us what these look like?
* How about the various other roles in your organization such as cashier, pricers, floor walkers, maintenance & security etc...?

* We are going to start by getting into groups and writing a service description for the President or Vice President.
* Think about core values
* Term - How long should their position be and can or should it be extended
* Key Functions
* Specific Duties
* How do they interact with paid employees if you have any?

* Service Descriptions for other roles in your organization.

- Cashier
- Lead Pricer
- Health and Safety Officer
- Convener
- Floor Walkers

* Let's discuss some of these and how they can help your organization.
* How can service/board positions help when finding volunteers to run as President or Vice President or other board positions.
* Clear defined roles let volunteers know what is expected.
* Position descriptions are especially valuable for new volunteers.
* It lets volunteers see what they will be doing before choosing a position.

* Are there gaps in your current organization that you think you need to fill with a service description?
* Who writes them and who approves them?
* How often do you review your service descriptions?
* Would you be willing to share your service descriptions with other Auxiliaries?

* Where do you keep your service descriptions?
* Are they readily available for volunteers?
* How can you share this information with your board members.?
* We have to start somewhere are you going to be the one who does it???

Policies and Procedures

"Rules and regulations are a necessary evil.
If people were perfect, they wouldn't be needed
but we're not, so they are."
Quora User

Top 5 Reasons
We Need to Write A Policy

1. They help us adhere to current regulations and can protect the organization in case of legal disputes.
2. They can help when handling disputes between members.
Note: This is only effective if followed for every volunteer regardless if they have been in the organization 3 months or 20 years.
3. They offer Consistency & Fairness within our organizations.
4. When we have clear policies to follow it allows for better communication.
5. Provides consistency with our Constitution and Bylaws.

* How many of you have policies and procedures in your organization?
* How many policies do you have?
* Are your policy and procedures easily accessible for the volunteers?
* Do you feel you need more policies and procedures or do you feel you have too many rules?

* Do you have a "Code Of Conduct"?
* Can you give us an example when having a Code of Conduct has helped you with a difficult situation?
* The Code of Conduct is given out during the volunteer orientation along with a package of information.

* What is the procedure to get a policy passed in your auxiliary?
* Discussion about when to write a new policy and procedure? This usually happens following an incident...examples of what precipitated this.
* One of the problems if you don't have consistency is you end up having the recurring issues. These issues never get solved to anyone's satisfaction. This can lead to the loss of a volunteer.

Board Members How to find them?

"I don't think I'll ever stop volunteering...because it's a deep deep part of who I am and I get to live my values."
Jackie Specken
Canadian Red Cross

* At our AGM this year we had to elect 6 board members.
* Firstly how did we end up with all new board members?
* This was an incredibly daunting task and this is how we did it.

* Our current procedure for attracting new board members?
    * The Past President is chair of the Nominating Committee.
    * We pick 2-3 volunteers to be on the nominating committee.
    * There is a procedure which begins three months before the AGM.
    * It details what needs to be done each month leading up to the AGM.
    * One month prior to the AGM at our general meeting the candidates get 5 min the to talk to members. They tell us about themselves and why they want the position and their qualifications suited to the position.

* We talk to volunteers but mostly we listen...there's always someone who has said they might consider being on the board.

* Does technology stop some volunteers from taking board positions?

* We give potential candidates a copy of the position description for that particular role.
* Give them time to think about it.
* We answer any and all questions truthfully. I cannot stress the importance of this. We have learned from past mistakes. Don't sugar coat how much time the role will require. This only leads to an early resignation if the role becomes overwhelming.

* First place to look is the past board members.
* Leadership roles in your organizations
* New volunteers

* Who are your volunteers that attend the meetings on a regular basis?
* Volunteers that have attended BCAHA conferences.

Conclusion

* Executive Members without them our organizations would fold.

* So take a chance and offer your services. You may even find you're enjoying yourself.

Constitution and Bylaws

These should be reviewed by your executive very 5 years.

Depending on how many sections you plan to update or revise you may want to do this in stages.

We had several of changes that needed to be revised so we split it into 3 steps.

The members were emailed the 1st section we wanted to change along with the proposed revisions.

This happened 30 days prior to our General Meeting to give lots of time to for members to review.

We then voted using a secret ballot.

At the AGM we presented all the changes again and adopted them.

Each member was emailed a copy of the revised Constitution and Bylaws and a printed copy was made available to those who wanted it.

Each Executive Member is given a copy of the Constitution and Bylaw in their binders.

This helps to keep us on track at our executive meetings.

Every new volunteer is emailed a copy of the Constitution and Bylaws after completing their orientation.

If you think you're too small to make a difference then you haven't spent a night with a mosquito.

African Proverb

Questions???