

Caregiver Coalition of San Diego County



Policies and Procedures September 2016

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Mission Statement

To identify and address the needs of Caregivers through advocacy efforts and collaboration of a broad coalition membership in order to improve the overall quality of life for Caregivers, their families and the community.

Membership

Members of the Caregiver Coalition of San Diego work together to achieve more in concert than we could as individuals. In 2007, we seek to refine our goals and direct our attention to the best steps to achieve our common objectives.

General Members are defined as individuals who actively participate in projects, programs, and activities of the Coalition and attend at least 50% of monthly meetings. Members typically are providers (or consumers) of services for older adults and/or adults with disabilities. Active members have access to resources and activities developed by the coalition, as determined by the Steering Committee. Allied associations, groups, and coalitions are welcome partners, but are not considered members nor are represented as a membership category. Partners are an entity assisting or working with the Coalition on an ad hoc project.

General Membership Categories

- Private, non-profit social and health services providers
- Public health and human service providers
- Private businesses (Institutional, Individual, or Company)
- Education institutions (public and private); students, instructors
- Service consumers (general public)

Governing Guidelines

As a broad community collaborative of individuals representing a variety of agencies, municipalities, and communities, we rely on consensus, consent, and compromise. The following guidelines provide a majority-rule structure within which consensus may thrive: The Caregiver Coalition is directed by a Steering Committee representing the broadest possible geographic and topical interests of active members. New Steering Committee members will be added by invitation of the existing Steering Committee, who will arrive at invitation through consensus. If consensus does not exist, agreement for the invitation will take place by majority rule, as determined by a vote. Votes can be determined by proxy, avoiding the necessity of a quorum meeting. The same procedure will exist for any Steering Committee decision.

A – The Steering Committee will be comprised of 7 to 9 members, including committee chairs (below) and provide equal representation of general membership categories. The Steering Committee (SC) will communicate regularly and convene as needed to monitor activities toward goals and objectives, including the maintenance and revision of these

guidelines. It will further specify the charters and guide the progress of Sub-committees working toward collaborative goals and objectives and resolve concerns that arise in committees. The SC secretary will also serve as secretary for the Coalition.

To balance continuity & experience with opportunity & growth, Steering Committee and Committee leaders are selected as follows:

- Open Steering seats selected by active general membership (election timeline and procedure below).
- Committee Chairs and co-chairs to be selected by active committee members
- Coalition Co-Chair (who is in-line for chair position following year) selected by Steering.
- Former chair (remains for 1 year after term) rotates off steering but can be nominated to run for an open seat

Elections timeline: September, call for nominations; October, accept nominations; November, close nominations, begin election at monthly meeting; Votes are tabulated online; December, close elections; Committees chose chairs; January, announce new positions. Nominations drawn from active members.

B – Chair and Co-Chair The SC shall be headed by a Chair and a Co-chair, who facilitate meetings, help establish agendas, and seek consensus among participants (job descriptions below). The co-chair is selected by the Steering Committee in December following election of a new Steering Committee. After serving one year, the co-chair becomes chair the following year.

C – Committees as chartered will be comprised of active members and carry out the projects of the collaborative. The committees will be self-guided in their pursuit of the goals and objectives specified in their charters. The number and charters of committees can be modified by the Steering Committee as circumstances warrant. Each committee shall appoint a chair, or co-chairs, one of whom will also serve as a member of the SC. Chartered committees include Education and Corporate Outreach.

D – Monthly Meetings will convene general members and provide opportunity for education programs and for reports of committee progress. The current meeting date (subject to modification by the Steering Committee) is the last Thursday of each month. Meetings will generally consist of 1) an education program, and 2) opportunity for committees to report to the coalition as a whole. Generally, the education program will provide opportunity for active members to educate their peers. The program may also consist of guest speakers and panels to spotlight vital issues outside the scope of expertise of members. Participants may bring flyers and handouts to share.

E – Other Meetings may occur in addition to monthly meetings. Committees will find convenient times and places to meet for the purpose of carrying out collaborative business. As possible and appropriate, members will provide resources to accomplish convenient meetings (rooms, teleconference facilities, web-based media, etc), to prevent unnecessary travel and to add to the efficiency of our organization. As appropriate,

committees may carry out business through e-mail correspondence or teleconferencing. Correspondence relating to general Coalition business should include all members of that committee in its distribution, including at least one member of the Steering Committee.

F – Coalition Supported Events – One of the benefits to the community and to Coalition members is participation in projects, conferences, seminars, trainings, and other activities related to Coalition membership. Signage, logo placement and other acknowledgements are generally based on individual sponsorship and/or active support of projects and may vary from one activity to the next. Committees and leadership shall always endeavor to be fair in appropriation of publicity materials.

The San Diego Caregiver Coalition: Guidelines for Professional Behavior

The San Diego Caregiver Coalition regards the following as guidelines for Professional behavior. Members are expected to show professional behavior with (or in front of) other coalition members, community members, other professionals, and the caregiving families whom we serve.

Professional Character

- Never misrepresents or falsifies information and/or actions.
- Does not engage in unethical behavior.
- Makes appropriate attempts to establish rapport with coalition members, outside professionals, and families.

Maintains Professionalism

- Maintains professional demeanor even when stressed; not verbally hostile, abusive, dismissive or inappropriately angry.
- Never expresses anger physically.
- Accepts professionally accepted boundaries.
- Never misuses professional position for personal gain.
- Is not arrogant.
- Appearance, dress, professional behavior follow generally accepted professional norms.

Demonstrates Dependability

- Completes tasks in a timely fashion.
- Appropriately available for professional responsibilities.
- Takes on coalition responsibilities willingly.

Interacting with Coalition Members

- Communicates with coalition members in a professional manner at all times.
- Shows sensitivity to the needs, feelings, wishes of coalition members.
- Relates and cooperates well with coalition members.

Miscellaneous

- Members cannot distribute materials publicizing non-Coalition events individually to participants. Members can have these materials at their vendor tables for participants to pick up if they are interested.

Grievances Process

- Grievances shall be handled by addressing the person with whom the grievance is focused on *first*.
- If a resolution is not reached via the first step, the grievance should be taken to the chair of the steering committee. The chair will then mediate a meeting between the two parties in an effort to reach a resolution.
- If the second step does not result in a resolution, a written request should be drafted and submitted to the steering committee for review.

The Discipline Process

1) Verbal; 2) Written; and 3) Excused from membership in the Caregiver Coalition.

Job Descriptions

Steering Committee Chair/Co-Chair:

- Facilitate monthly meetings – Attend meetings regularly, call to order, run meeting according to agenda, build consensus, develop new members and leaders; between monthly meetings, communicate with SC members and committee members to assure progress in designated projects. Through communication with Steering Committee, help to set agenda and to schedule monthly educational programs, based on input from SC and general members. Also back-up other committee members as needed. Attend at least 75% of general meetings.

Steering Committee Members:

- Help decide and set agenda items
- Establish and provide guidance for permanent and ad hoc committees
- Provide input on issues under consideration,
- Help build consensus and vote when called upon
- Help plan, promote, organize and execute events.
- Attend at least 75% of committee meetings and provide reports consistently.
- Notify committee chair if unable, for any reason, to attend scheduled meeting.

Permanent and Ad Hoc Committees:

- Under guidance of Steering, chartered committees will plan, promote, and operate activities of the Coalition to meet goals and objectives and achieve its mission and purpose.
- Each committee will establish and adhere to its governance and participation guidelines.

- Education and will be included as a permanent committee; ad hoc committees may include Speakers Bureau; Outreach; Marketing, Web, and/or other committees deemed necessary through consensus of Steering and members.

Project Participants:

- Coordinator: Guide Coalition projects (Education events, etc), communicate with project participants, attend monthly meetings regularly (and/or assure another member is prepared to report progress); Recruit and coordinate participants; develop plan, objectives, and present progress updates to General Members and Steering Committee. Organize acknowledgement of active project participants.
- Planners/Participants: Actively participate in planning and executing project, such as an education event. See Committee charters for procedures and activities for inclusion in ad hoc projects.
- *Always notify Project Coordinator if unable to fulfill planned role.*

Membership:

- A member is an individual representative who: attends meetings regularly; participates actively in Committee projects; regularly carries and disseminates Coalition pamphlets and educational materials; volunteers for Coalition Projects.
- **Active Member**: To be able to sit on any committee a member must participate in at least 50% of general meetings and 75% of committee meetings. Attendance is on a rolling basis, so for example, attending 3 meetings in a six-month period is a minimum standard for membership, based on 50%.
- **Associate Member**: An associate member represents an organization that accepts tax-deductible donations to fulfill its mission and provide services as a community benefit. Associates are eligible to participate in conferences and other outreach activities, provided they otherwise qualify (attend planning meeting; support the project in a tangible way, provide unique and substantial expertise, as determined by steering and/or conference leads).

Associate members

1. may not sit on Steering Committee nor vote for Steering members
2. participate in conferences by invitation
3. are not included on the Active member directory
4. are exempt from the 50% attendance rule
5. are included in Associate directory
6. are WELCOMED and encouraged to become active members and enjoy full benefits

Secretary:

- Attend monthly meetings; facilitate communication among Steering Committee members; help schedule programs; prepare agendas; maintain website; distribute meeting notices; prepare and disseminate meeting summaries; collect and maintain Coalition documents; tally ballots for votes, memorialize consensus decisions, and provide member access to available Coalition materials.

APPENDIX

Committees/Charters

With oversight of the Steering Committee each committee should maintain its own operating guidelines separate from the bylaws. All guidelines should be based on the same principles of consensus to fulfill the Coalition's mission.

Steering Committee

Purpose:

- To provide a collaborative environment to achieve shared objectives toward fulfilling the Mission, providing benefit to Family Caregivers.
- To implement strategy to publicize events and achievements of the Coalition; and to raise awareness to the general public of the important role of family caregivers and the value of services available to them.
- To increase membership and diversity of the Caregiver Coalition; to develop leadership within the Coalition; and to assure that the Coalition consistently meets the needs of its members and the community.

Education Committee

Caregiver Coalition's Mission:

- To identify and address the needs of Caregivers through advocacy efforts and collaboration of a broad coalition membership in order to improve the overall quality of life for Caregivers, their families and the community.

Goals for the Education Committee:

- Provide free education and training for family caregivers, their families and the community throughout San Diego County
- Promote collaboration amongst all Caregiver Coalition members and their corresponding agencies
- Support the educational efforts created through the Webinars

Guidelines for Participation in conferences and workshops

- A, B, C" Criteria for Member Participation in Caregiver Coalition's Caregiver Conferences
- A + B + C = Exhibitor Table
 - An active CC member, indicates an interest (signs up to attend planning meetings) and stays in touch with the event chair (communication). Member must attend at least 1 planning meeting to participate in a conference.
 - Each conference will hold two planning meetings; one of these must take place at the event site. All other communication should take place via emails

- Support the CC event by: 1) making a monetary or in-kind donation, 2) provide a service before or during the event, and 3) participate as a speaker at the event.

Allowances for Participation – in some cases, conference planners may allow speakers, exhibitors, and others to participate in a conference outside of the process described above. Conference leads may seek guidance from the Education Committee as a whole, who may in turn seek guidance from the Steering Committee to assure consensus.

- Speakers: A speaker may be invited because of an expertise that is unique and/or not represented or available within Coalition membership. The expertise should be on a topic of value to the mission of the Coalition.
- Exhibitors: With advance notice, a general member may be included because of illness or hardship preventing attendance at planning meetings. This does not exclude member from fulfilling obligations to support the conference and communicating with project coordinators.
- Speakers or exhibitors: When a conference is planned in partnership with another entity, conference participants may include organizations or individuals associated with the partner. Project coordinators should assure that partner organizations do not conflict with Coalition goals or member's interest. Partners include host (location) organization and their associates.

Outreach Guidelines

- Define and maintain a strategic outreach process
- Provide topical in-person education and training for groups and organizations
- Create and maintain a fair and effective guide for operations

Speakers Bureau Guidelines:

- Provide a variety of topics and speakers for the community at large
- Maintain speaker list – current and accessible on website
- Create and maintain a fair and effective guide for operations

Marketing Guidelines: Pending (June, 2016)

Webinar Guidelines:

- Produce online version of conference topics available on a regular basis
- Give priority to Speakers Bureau and conference topics
- Develop format to reach working caregivers and others through online access

New Member Form

Please provide the following information to be included in meeting notification and other activities of the Coalition:

Name:

Email:

Agency:

Phone:

Address:

Website:

Indicate Type of Member:

- Private, non-profit social and health services providers
- Public health and human service providers
- Private businesses (Institutional, Individual, or Company)
- Education institutions (public and private); students, instructors
- Service consumers (general public)

Note – With submission of form and attendance at a meeting, we will include this information on the Caregiver Coalition roster. Further attendance and active participation over the course of several months is required for inclusion on the Photo Roster.

Please bring completed form to a Caregiver Coalition meeting and submit to Member Chair or digitally through Member Chair Link on www.caregivercoalitionSD.org

