

Courtesy and Sunshine Committee September 6, 2018

PURPOSE:

The purpose of this committee is to be responsible for sending greeting cards to the members who are seriously ill or hospitalized and to make calls or make visits if requested.

PROCEDURE:

Each month, the committee will obtain from the program coordinator the names of the members who have been absent from the center for more than 30 days.

If it is immediately known that the member has passed away, a card will be given to the appropriate staff person to be mailed immediately to the family of the deceased.

If the reason is unknown and to comply with the Health Insurance Portability & Accountability Act (HIPAA), the committee will submit the names and cards to the appropriate LWSC staff member to send out the we miss you card. It will request a rsvp at 770/322-2900.

The committee will purchase several we miss you, get well, and condolence cards and submit an invoice for any related and relevant expenses incurred.

When the LWSC receives a response, the information will be placed in an envelope and be marked for the Courtesy & Sunshine committee and put in the Council of Excellence suggestion box. Depending on the circumstance, a second card will be sent to the member or family. If desired, a call or hospital visit can be made.

RESPONSIBILITIES:

The committee shall meet once a month at least one week prior to the Council of Excellence meeting. We will be using the Roberts Rules or Order to govern the meeting.

The committee chairperson shall attend all Council of Excellence meetings. (committee members can also attend)

The committee chairperson shall attend the Council of Excellence executive board meeting.

ACTIVITIES COMPLETED:

Organize the process and procedure.

Presently, there are four people on the committee. I have approached another person and will speak to her in depth in the near future.

Several names have been gathered before this process was put on paper. They will be submitted to the proper staff member