

**Commissioned Officer Association (COA)**

**Aurora Borealis Branch**

**Standard Operating Procedures (SOP)**

## SOP History Record

Document History Record for: <u>Aurora Borealis Commissioned Officer Association Standard Operating Procedures</u>			
<i>Revision number</i>	<i>Date of revision</i>	<i>Effective Date</i>	<i>Description of Changes</i>
00	12/18/2015	10/01/2016	Creation of Standard Operation Procedure
01	4/14/15	10/01/2016	Two recurring events/ activity items added
02	11/07/2016	12/21/2016	S2- intro, S2:3a, S2:D3bi, S2:D34a, S2:D35a, S3 intro, S3a, S3E, S3H, S3I, S5, S6, Article III SIA
03	11/7/2017	11/29/17	Added References, S2:A6, S2:B1, S2:B2, S2:E, S2:F, S3:D1, S3:D3, S3:D4, S3:F2e, S3:I5, S5:G, S5:H, S6, Article III C

\*S= Section

### SOP Approvals

Printed Name	Title	Signature	Date
Brittany Keener	Branch President	<i>Brittany L Keener</i>	03/30/2016
Brittany Keener	Branch President	<i>Brittany L Keener</i>	04/14/2016
Adam Harris	Branch President	<i>Adam Harris</i>	12/21/2016
Kathryn Jacques	Branch President	<i>Kathryn Jacques</i>	11/29/2017

## **Purpose**

The Commissioned Officer Association (COA) Aurora Borealis Branch Standard Operating Procedures (SOP) provides operational and procedural guidance for the Anchorage local COA Branch. This SOP provides guidance on matters not addressed by the Aurora Borealis COA Bylaws.

## **Scope**

This SOP applies to all activities and actions related to all functions within the COA Aurora Borealis Branch. This SOP does not apply to documents created by other organizations outside of the COA Aurora Borealis Branch. The COA Aurora Borealis Branch SOP complements the Aurora Borealis COA Bylaws. Please refer to the Aurora Borealis COA Bylaws for further guidance.

## **References**

Aurora Borealis COA Website:

<http://auroraborealiscoa.org/>

Aurora Borealis COA Bylaws:

<http://auroraborealiscoa.org/wp-content/uploads/2013/03/COA-Bylaws-signed2.pdf>

Commissioned Officers Association of the USPHS:

<http://www.coausphs.org/>

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# ARTICLE I

## MISSION STATEMENT

The primary mission of the COA Aurora Borealis Branch is the furtherance of the mission of the Commissioned Officers Association of the U.S. Public Health Service by extending the national organization's activity in the state of Alaska, as outlined in the JOAG Bylaws.

# ARTICLE II

## BRANCH RESPONSIBILITIES & ORGANIZATION

### *Section 1.* Branch Responsibility

The COA Aurora Borealis Branch shall work with the Commissioned Officers Association of the U.S. Public Health Service and local members to perform the following functions in accordance with the mission of COA Aurora Borealis Branch:

- A. Improve esprit de corps by fostering relationships among retired, active, and former officers of the PHS Commissioned Corps
- B. Serve as a resource by mentoring and counseling Branch members on Commissioned Corps matters
- C. Facilitate discussion and host social activities on behalf of Branch members
- D. Serve the community and nation by providing service opportunities
- E. Invest in Branch member careers by providing officership development guidance
- F. Advance the promotion of health and wellbeing through fitness events

### *Section 2.* Leadership

The COA Aurora Borealis Branch is governed by an Executive Committee which consists of a President, President-Elect, Secretary, Treasurer, Immediate Past President, and nine standing committee leads (or co-leads).

- A. **President:** The Branch President must be a proficient meeting manager. The President must understand the Branch's mission and objectives, plan/ reside over meetings, resolve conflicts, communicate effectively, ensure Branch participants follow-up on assigned tasks or projects, serve as an ex-officio member of all standing committees, and perform other functions as needed.

Because Branch participants are volunteers with many other responsibilities, the President should be respectful of time and keep meetings on schedule. The President must also guide the Branch to consensus. The Branch President has the following responsibilities:

1. Preside over monthly meetings and lead the agenda

- a. Collaborate with the Secretary to prepare the agenda at least one week prior to the monthly meetings.
  - i. Request updates from standing committee leads.
  - ii. Add any additional items that may need addressed since the last meeting.
- b. Respond to any e-mail requests for items to be added to monthly agenda.

2. Coordinate the Officer of the Branch Awards

- a. Solicit for nominations for both Junior Officer of the Branch and Senior Officer of the Branch beginning with the October meeting. Set a deadline for nominations of December 1<sup>st</sup> with presentation of awards during the December meeting.
- b. Criteria for nomination include: They cannot be on the Executive Committee, must display Officership on a daily basis, and be an active member of the Aurora Borealis Branch (including but not limited to volunteerism, committee lead, etc.).
- c. The Executive Committee (President, President-Elect, Secretary, and Treasurer) will vote on the nominations to select a deserving Senior and Junior Officer. In the case that no nominations are received for one of the awards, you can award only a Senior or a Junior Officer.
- d. Once selections are made, place an order (historically has been done through Bovey Trophies) for the award hardware to present to the awardees. Stock # CRY34 is a 3 ½ x 4” optical crystal award with the following engraved: RANK OFFICER NAME Senior/Junior Officer of the Branch YEAR.

3. Provide Letters of Appreciation (LOA)

- a. At the end of each operational year, a LOA will be

provided to each standing committee Lead, each member of the Executive Committee, and to those who lead/coordinated any other volunteer events as long as they have attended half or more of the Branch meetings. This can either be in-person attendance, teleconference attendance, or by submitted proxy.

- b. Preferably, print in color with Aurora Borealis COA letterhead, sign, and present to each officer. If necessary, scan and e-mail the LOA to each individual officer for inclusion into their e-OPF.

#### 4. National Quarterly Branch Meetings

- a. Ensure that at least the President, if not all Executive Committee members, attend the Quarterly Branch Meetings.
- b. Collaborate with Executive Committee members to complete Local Branch Quarterly Reports and submit to National COA.

#### 5. Standing Committees

- a. The President is responsible for presiding over Standing Committees.
  - i. Newly formed or dissolved Standing Committees will be at the description of the Branch President.
  - ii. Gather recommendations for appointing or changing the Lead of a Standing Committee and make a final determination as needed.

#### 6. Executive Committee Annual Task List. [Excel Spreadsheet]

- a. Update:
  - i. Monthly tasks and due dates for next OY.
  - ii. Committee and Subcommittee leads with point of contact.
  - iii. Information for room reservations.
  - iv. Add additional helpful resources.

#### 7. Mentor the President-Elect

- a. Review available resources
  - i. Bylaws
  - ii. The Standard Operating Procedure
  - iii. National COA website
    - 1. <http://coausphs.org/local-branches/branches-worldwide/>
  - iv. Aurora Borealis website
    - 1. <http://auroraborealiscoa.org/>

As outlined in the Bylaws, the term duration for Branch President shall be a one year term.

**B. President-Elect:** The Branch President-Elect is in a mentorship position. The President-Elect is mentored by the President in preparation to become the eventual Branch President. The mentorship period allows for a smooth transition during leadership change over as well as enhanced effectiveness in the Branch dynamics and leadership. The President-Elect shall act for the President in the absence of the President. The Branch President-Elect has the following responsibilities

- 1. Oversee Executive Committee Elections
  - a. Create a Nominating Committee by sending an email in April to the COA listserv requesting volunteers (typically five to seven officers).
  - b. Solicit nominations for available positions.
    - i. Send an email in mid-May to the COA listserv describing the upcoming COA Executive Committee Election.
    - ii. Task the Nominating Committee with encouraging good candidates to apply for the elections.
    - iii. Gather nominations until mid-June.
  - c. Notify the Branch via the COA listserv of running candidates and include nominating documents for candidates.
  - d. Hold elections at the June Branch meeting.



- e. Tally the results with the Nominating Committee after the June meeting.
  - f. Promptly forward final results to the Branch President for announcement on the COA listserv.
2. Coordinate updating the SOP
- a. Start this process in August after officers are familiar with their responsibilities.
  - b. Determine best approach to updating all needed sections.
  - c. Compile drafts as needed, creating a final SOP draft before the September COA meeting.
  - d. Present any changes or major updates at or before the September meeting for approval, allowing at least one meeting of wiggle room in case revisions are needed.
  - e. Have the Branch President approve the newest SOP version by sign and dating the document.
  - f. Send the finalized SOP to the Website Coordinator for inclusion on the website.
3. Observe the Branch President and gather the necessary information/knowledge to prepare for the upcoming term as Branch President.

As outlined in the Bylaws, the term duration for Branch President-Elect shall be a one year term.

C. **Secretary:** The Branch Secretary must be extremely organized and detail oriented. The Secretary must communicate efficiently, plan and prepare for meetings ahead of time, respond to requests of information in a timely manner, and ensure accurate documentation of Branch activities. The secretary shall maintain accurate minutes of the meetings and send reports to the national COA. The Secretary shall carefully preserve, on file, all reports and papers of every description presented to the Branch and shall be charged with the necessary business and professional correspondence. The Branch Secretary has the following responsibilities:

- 1. E-Mail monthly meeting agenda to all members
  - a. Communicate with COA President regarding agenda items.
  - b. Draft meeting agenda and electronically send it to all members at least one week prior to COA monthly meeting.

2. Compile meeting minutes
  - a. Keep records of all meetings of the Branch; this includes all previous meeting minutes. Keep files in a secure location.
  - b. Take minutes from any meetings of the Branch. This includes the monthly meeting and additional meetings for the Executive Committee.
  - c. If the secretary is not available to attend the meeting she/he must find a suitable replacement or make arrangements for meetings to be recorded, and is responsible for minutes being taken from the recordings.
  - d. Minutes of any meeting are first drafted and sent to the President for review and comment.
  - e. Distribute pending minutes for approval via the listserv to all members within a week after the meeting.
  - f. If there are any changes to the minutes that are recommended prior to approval and finalization at the next Branch meeting, the Secretary must document the recommended changes in the pending minutes to be approved at the next meeting.
  - g. After minutes are approved and finalized, send the minutes to the Executive Committee and Website Coordinator for uploading to the website. The website will serve as a permanent archive repository for meeting minutes.
1. Secure Branch meeting venue for the operational year and one month into the following operational year.
  - a. Contact Alaska Native Medical Center Office of the CEO and Administrator to reserve the conference room 2 at (907) 729-1997.
  - b. If ANMC Conference Room 2 is not available, Southcentral Foundation conference rooms can be reserved, preferably the Comorant Room or the Sophia Chase Board Room, through MSD Administration Department at (907) 729-3250.
2. Maintain attendance roster for monthly meetings
  - a. Obtain current list from Membership.

- i. Print-out membership list and have it available for members to sign in at the meeting.
- ii. Keep track of attendance including proxies and attach the list to the meeting minutes.

As outlined in the Bylaws, the term duration for Branch Secretary shall be a one year term. The maximum term limit for Secretary is two consecutive years.

D. **Treasurer:** The Treasurer must possess an attention to detail. The Branch Treasurer must handle money account effectively, execute transactions properly, track purchase and account history, and navigate monetary systems. The Treasurer shall take charge of the funds of the Branch. The Branch Treasurer has the following responsibilities:

1. Submit written monthly financial reports to the Association meetings
  - a. Reports shall include:
    - i. The bank statement period covered by the report (typically one month).
    - ii. The interest earned previous balance and new balance for each Association bank account.
    - iii. A list of all expenses, including the amount, the payee, and a description of what was purchased for each expense.
2. Maintain an orderly file of bank statements, check copies and monthly financial reports
  - a. This file, and the Association check book, must be given to the newly elected Treasurer at the end of the current Treasurer's term.
3. Write and distribute checks for Association-approved expenses
  - a. Reimbursement of approved expenses of Association members (versus directly purchasing goods or services) is prohibited unless a detailed receipt of the purchase is provided.
  - b. Expenses of \$300 or less can be approved by the President and President-Elect without a full Association vote for approval.

- i. These expenses must be presented at the next Branch meeting as an FYI.
  - c. Expenses over \$300 cannot be paid without a full Branch vote for approval.
    - i. Any expense expected to exceed \$300 should be planned in advance and presented for an Association meeting vote before purchase.
- 4. Maintain the Association-approved list of approved check signers with the Association's bank
  - a. This list will generally consist of at least the current Treasurer, Immediate Past President, President and President Elect.
  - b. Changing Association-approved check signers at the current bank requires:
    - i. Approved meeting minutes certifying the names of newly elected officers.
    - ii. All new Association-approved check signers, and at least one current Association-approved check signer, must appear in person at the bank together.
    - iii. All new Association-approved check signers must present 2 forms of ID at the bank.
- 5. Provide advice to the Executive Committee regarding appropriate levels of spending and financial reserves
  - a. The Association should retain financial reserves of approximately 2 years of revenue at all times, due to the very limited sources of Association revenue. Nearly all Association revenue comes from membership dues, currently \$20 per member, which is transferred, typically in July, from the national Commissioned Officer Association. The Treasurer must request these funds annually from the national Commissioned Officer Association. COA mails these funds as a check made out to the COA Aurora Borealis branch, but will only mail the check to the home address of an Aurora Borealis officer. Typically these funds are requested in July, but could be requested anytime throughout the year. The contact information at national COA is:

Erica N. Robinson  
*Executive Assistant of Administration*  
*Commissioned Officers Association &*  
*Commissioned Officers Foundation*  
8201 Corporate Drive, Suite 1170  
Landover, Maryland 20785  
**Phone:** (301) 731-9080  
**Fax:** (301) 731-9084  
[www.coausphs.org](http://www.coausphs.org)

- b. As outlined in the Bylaws, the term duration for Branch Treasurer shall be a one year term. The maximum term limit for Treasurer is two consecutive years.
- E. **Immediate Past President:** The outgoing past President shall serve on the Executive Committee and will assist with Branch affairs when needed. The Branch Immediate Past President has the following responsibilities
1. Function as a resource for the Executive Committee (specifically the Branch President) to reference when insight and unknown historical information is needed.
- F. **Standing Committee Lead(s):** The Branch President will designate Standing Committee Leads. The Standing Committee Lead(s) shall perform the following functions:
1. Assign specific tasks and responsibilities to individual standing committee members as needed.
  2. As appropriate, hold regular meetings, ensure effective communication amongst standing committee participants, and set project timelines to meet the overall expectations as set forth by the Branch President.
  3. Submit regular updates on standing committee progress to the Secretary for inclusion in the COA Aurora Borealis Branch meeting minutes. External communication representing the Branch must be pre-approved by the Branch President
  4. Review and revise the Standing Committee SOP as needed but not less than annually.

The term duration for Standing Committee Lead(s) shall be a one year term with potential annual renewal. There is no maximum term limit for Standing Committee Lead(s) as the President has discretion on lead(s) appointment. To ensure consistency within the committee, co-lead terms will be offset with resignation from the co-lead position occurring on alternating years and no two co-leads within the same committee resigning positions in the same year. This

may require an individual to stay on more than one year.

### ***Section 3.*** Standing Committee Responsibility

A Standing Committee is an established and recurring program within the COA Aurora Borealis Branch. Oftentimes, projects within the standing committees are identified. A project is defined as a short-term tasking or assignment that may or may not have a definitive termination date, depending upon the tasking and any applicable deadlines.

The COA Aurora Borealis Branch consists of nine standing committees: Officer Development, Membership, Publications, Readiness Advocacy Team (RAT), Community Outreach, PHS Athletics, Promotion/ Retirement Ceremony, Uniform, and Website. Responsibilities of each standing committee are outlined below:

#### A. Officer Development Forum

1. Mission Statement – To promote development of officers and inspire esprit de corps through various topic discussions and presentations which encourage mutual learning and shared practices.
2. Duties
  - a. Organize officer development meetings at least twice a year or more often if the need arises.
3. Committee Positions
  - a. The committee will be made up of two co-leads. The two co-leads will take the responsibility of organizing the officer development meetings.
4. Procedures
  - a. Organize officer development meetings at least twice a year or more often if the need arises.
    - (1) Determine the need of the meeting/forum from the members of the branch in order to promote a meaningful topic discussion.
    - (2) Find a guest speaker.
    - (3) Arrange a date, time and location of meeting/forum to be held.

- (4) Develop an attendance sheet and have officers who attend the meeting/forum sign-in to the event.
- (5) Complete presentation.
- (6) Follow-up as needed. i.e. report at the COA meeting, follow-up with attendees on any outstanding questions, etc.

## B. Membership

1. Mission Statement – Develop tools to interact and attract new member as well as retain current members.
2. Duties
  - a. Maintain the list of active members.
  - b. Update member status as needed.
  - c. Actively pursue new members.
  - d. Identify potential new members.
  - e. Identify mechanisms for membership retention and promotion.
  - f. Strive to ensure all PHS categories are represented within the COA.
3. Committee Positions
  - a. Membership Coordinator
4. Procedures
  - a. Access national COA website to get the list of active members. Active member for Aurora borealis can be found under “Directory” tab click on “Membership Directory” tab.
  - b. Complete and submit the Branch Officer Update form (<http://coausphs.org/local-branches/branches-worldwide/>) in October.
  - c. In case of any discrepancy in officer’s membership status contact Ms. Malissa Spalding (MSpalding@coausphs.org), Membership coordinator, National COA to update status of officer.

- d. Work with fellow officer to encourage any nonmember officer to join COA.
- e. If an officer is an active member or not can be easily identified though National COA data base.
- f. Encourage active member to get involve in program and activities organized by COA. Recognize the time and effort put in by fellow officer. Provide certificate of appreciation for to recognize the contribution of an officer. Provide financial assistance to interested and qualified officer to attend COA sanctioned activities as well as leadership training.
- g. COA Membership directory also provide the information about which category (e.g. nurse or engineer etc.) all active COA member belongs to. This information is valuable to identify how diverse any COA committee is. Diversity provides creativity as well as new attitudes, skills, understanding, opinion and new solutions to any situation/problems. If an elected committee does not provide desired diversity then committee should identify and encourage active member to join subcommittee.

### C. Publications

- 1. Mission Statement – The mission of the Publications Standing Committee is to publish articles in the COA *Frontline* and on the COA Aurora Borealis Branch website.
- 2. Duties
  - a. Publish articles and photos in multiple venues including the COA *Frontline* and the COA Aurora Borealis Branch website.
  - b. Communicate and work closely with branch leadership to ensure all activities COA Aurora Borealis Branch is involved with that are appropriate for publication be published.
  - c. Review and update Publications Coordinator section of the SOP annually.
- 3. Committee Positions
  - a. Publications Coordinator



- b. Interested members of the Aurora Borealis Branch
4. Procedures
- a. Publish articles and photos
    - (1) COA *Frontline*
      - a) Criteria for *Frontline* Articles
        - i. All officers mentioned in articles, authors of articles and “photo courtesy of” individuals must be current COA members or COF donors
      - b) Format
        - i. Article: Word format using Calibri, font 10; Article title: Century Gothic, font 14, italic, and bold
        - ii. Submit to [Frontline@coausphs.org](mailto:Frontline@coausphs.org); in the subject line: title of article, branch name
        - iii. Max 1000 word count
        - iv. Provide author information
      - c) Photos
        - i. Submit as a jpeg and attached to the same email submission
        - ii. Provide a suggested caption
      - d) Deadline
        - i. 15<sup>th</sup> of the month prior to the next *Frontline* publication
    - (2) COA Aurora Borealis Branch website
      - a) Send articles and photos for publication on the COA Aurora Borealis Branch website to the Website Coordinator.
  - b. Communicate and work closely with branch leadership

- (1) Ensure all activities COA Aurora Borealis Branch is involved with are appropriately pursued for publication.

D. Readiness Advocacy Team (RAT)

1. Mission Statement – To promote basic readiness, communicate RedDOG updates and host events to complete readiness requirements
2. Duties
  - a. Communicate reminders and/or updates regarding basic readiness requirements. Serve as readiness subject matter expert(s) for the branch.
  - b. Coordinate Annual Physical Fitness Test (APFT) and/or fitness events for the branch and community. Document each event with photos and number of participants. Consider writing and submitting articles to USPHS publications, such as COA Frontline, PAC Newsletter, or Dog House News.
  - c. Observe and verify APFTs upon request.
3. Committee Positions
  - a. The committee will be made up of one lead or two co-leads whom will take the responsibility of organizing various (at least 4 events per year) readiness events (ex: APFT, group exercise and/or any requested event that supports the basic readiness of officers).
4. Procedures
  - a. Publicize Readiness Events
    - (1) Announce upcoming events at meetings.
    - (2) Send email reminders to branch members.

E. Community Outreach

1. Mission Statement – To positively support and impact our community through COA led volunteer based efforts and contributions.
2. Duties

- a. Be in direct contact with Event and Subcommittee Leads providing organizational and reporting structure to volunteer activities and events.
  - b. Be the primary reference for knowledge of all community events
  - c. Assist Leads with gathering volunteers for events and additional support as requested. Collect volunteers by sending out email or excel spreadsheet to COA list serv approximately one month prior to listed event.
  - d. Collect completed activity reports assign subcommittee and event leads as deemed appropriate
  - e. Be the point of contact for officers requesting development of new public outreach opportunities.
3. Committee Positions
- a. Committee Lead
  - b. Event/Subcommittee Leads
  - c. Volunteers
4. Procedures
- a. Event/Subcommittee Lead
    - (1) Contact organization for volunteer requests and specified commitments and report to Team Lead.
      - a) Team Lead will work in conjunction with Event/Subcommittee Leads to develop an email and spreadsheet to ask for volunteers via the COA list-serv.
      - b) Event/Subcommittee Lead will manage/update the volunteer spreadsheet.
    - (2) Send completed spreadsheet with required information to Team Lead.
    - (3) Have a specified Lead/organizational representative present at the venue for each volunteer time slot.
    - (4) If Event Coordinator is unable to be at the venue, they will work with the Team Lead to assign a

volunteer as lead for the event. This person will then act as the event coordinator and collect volunteer forms at the venue.

b. Volunteer

- (1) You must be at least 16 years of age.
- (2) Arrive at the assigned time and location.
- (3) Uniforms are not required. Dress code is typically causal, athletic with no denim unless otherwise noted.
- (4) Fill out and turn in volunteer form and give to Event Coordinator at the venue unless otherwise specified.

F. Uniform

1. Mission Statement – The mission of the Uniform Standing Committee is to provide COA Aurora Borealis Branch members with updated uniform standards and policy.
2. Duties
  - a. Stay informed on current uniform standards.
  - b. Effectively disseminate updates on uniform standards and policies on COA Aurora Branch Website.
  - c. Provide information to COA members of changes in uniform standards and policy at monthly COA meetings or through email notices.
  - d. Function as a resource for questions submitted on current and changing uniform policies.
  - e. Manage local donations with advertising/selling of uniforms. Keep information up to date with Website Coordinator. Ensure funds are given to Branch Treasurer.
3. Committee Positions
  - a. Lead(s)
4. Procedures
  - a. Uniform Resource

- (1) Uniform resource officer
  - a) Research standing uniform information on the CCMIS website.
  - b) Review annual uniform updates and provide the updates to Branch members.
- b. Provide updates to Aurora Borealis Website Coordinator
  - (1) Review content of Aurora Borealis website quarterly and update as new policies and procedures become available.

G. Website Coordinator

- 1. Mission Statement – The mission of the Website Coordinator is to maintain the COA Aurora Borealis Branch website.
- 2. Duties
  - a. Execute posting of information, modification requests, format changes, and general maintenance of the COA Aurora Borealis Branch website.
  - b. Coordinate with Standing Committees and branch membership to keep all website content up to date.
  - c. Communicate and work closely with branch leadership to ensure all website guidelines are followed and needs are met.
  - d. Oversee domain and server fees are current and do not lapse.
  - e. Review and update Website Coordinator section of the SOP annually.
- 3. Committee Positions
  - a. Website Coordinator
- 4. Procedures
  - a. Granting Access to Website
    - (1) Anyone can register to the site. Casual browsers do not need to register. Users need to register if they wish to post comments on anything or list their

items in the Uniform Exchange.

- (2) Administrator access is needed to modify the website. This access can only be granted by a current administrator. An administrator can grant access two ways:
  - a) Assign the administrator role to an existing user – this is the recommended process
    - i. The new administrator must register for the website. This is done through the REGISTER link on the homepage.
    - ii. The new administrator tells the existing administrator the user name whose role needs to be changed.
    - iii. The current administrator signs in to the website.
    - iv. In the dashboard, select USERS from the top menu option.
    - v. Locate and click on the new administrator's user name.
    - vi. Find the ROLE option and change it from Subscriber to Administrator.
    - vii. Click the UPDATE USER button.
  - b) Create a new user – this requires the administrator to create the new administrator's username and know their email address
    - i. The current administrator signs in to the website.
    - ii. In the dashboard, select USERS from the top menu options.
    - iii. Select the ADD NEW button.
    - iv. Enter all required and desired information. Change the role from

Subscriber to Administrator.

v. Click the Add New User button.


b. Coordinate an Annual Content Update

- (1) Review the website pages for outdated content at the beginning of the operational year.
- (2) Communicate with Standing Committee Leads the need to provide updated content for their respective pages.
- (3) Receive and update page content.
  - a) Sign in to the website.
  - b) Either go directly to the page to be edited or find the desired page listed after clicking the PAGES top menu option in the dashboard.
  - c) Update the page content paying close attention to how it looks.
  - d) After all desired changes have been made; click the UPDATE button on the right of the page.
  - e) Browse to the newly modified page to confirm changes display appropriately.
- (4) Attempt a second update half way through the operational year.

c. Post All Meeting Minutes

- (1) Once you receive the approved meeting minutes from the Secretary, add them to site.
- (2) Sign in to the website
- (3) In the dashboard, select PAGES from the top menu options.
- (4) Find and select the MEETING MINUTES page
- (5) Edit content accordingly.
  - a) To add an attachment to the page, make sure

your cursor is in the desired location of the link, and then select ADD MEDIA.

- b) Select the UPLOAD FILES tab.
  - c) Locate the location of your desired attachment
  - d) Select INSERT INTO PAGE.
- (6) Select the UPDATE button once the page is complete
- (7) Of note – this page is password protected from the public. Users must enter the password of “coa” in order to view the minutes.
- d. Post All Relevant Items Shared Via the Listserv (excluding meeting minutes)
- (1) Monitor the listserv for volunteer opportunities, future events to participate in, and pertinent information to officers.
  - (2) Sign in to the website
  - (3) In the dashboard, select +NEW from the top menu options.
  - (4) Enter the title, description, and content for the new post.
  - (5) In the bottom right of the Add New Post page, select a respective category for the post. If a category does not apply, leave it blank.
  - (6) When finished, find and click the PUBLISH button on the right of the page.
  - (7) Browse to the homepage to confirm changes display appropriately.
- e. Maintain Website
- (1) Execute WordPress Updates when available
    - a) In the dashboard, select  from the top menu options (there will be a number next to



it if updates are available).

- b) Chose the SELECT ALL box.
- c) Click the UPDATE NOW button.

(2) Customize and edit as needed/ appropriate

- a) The process can vary greatly depending on what is needed or is being changed. The site is fairly easy to navigate and modify areas that are not frequently touched. If it is not obvious how to do something, consult a past administrator or view the HELP content under the dashboard's DOCUMENTS top menu option.

f. Maintain Server Requirements

- (1) Server maintenance and ownership requirements are ultimately carried out by our server provider/host (Bluehost). We pay them to carry out these items, as well as using a part of their server to store all data related to the website.
- (2) To maintain our server hosting, we must ensure that our fees are paid in a timely manner and that the Website Coordinator is setup to receive notifications from Bluehost.
- (3) To change email notifications, do the following:
  - a) Go to [www.bluehost.com](http://www.bluehost.com).
  - b) Login to the HOSTING side. It will automatically take you to server hosting home page.
  - c) Click the top menu option, ACCOUNT.
  - d) Update desired contact information and select the UPDATE button.
- (4) Hosting services are set to expire 05.01.2017. Before this date, new fees will need to be submitted to continue server hosting. To continue server hosting with bluehost, do the following:

- a) Click the link you received in your email, OR, Go to [www.bluehost.com](http://www.bluehost.com).
  - b) Login to the HOSTING side. It will automatically take you to server hosting home page.
  - c) A notification will appear prompting you that your server service is about to expire. Follow the prompts and links.
  - d) Gather necessary cost information to present to COA leadership. Present this information to them and receive approval prior to purchasing.
  - e) Complete purchase as directed by leadership (via completion of prompts and links as outlined above).
- g. Maintain Domain Requirements
- (1) We must purchase the rights to call our site [auroraborealiscoa.org](http://auroraborealiscoa.org) (similar to owning, but with recurring payments to process registration requirements).
  - (2) To maintain our domain, we must ensure that our fees are paid in a timely manner and that the Website Coordinator is setup to receive notifications from [www.register.com](http://www.register.com).
  - (3) To change email notifications, do the following:
    - a) Go to [www.register.com](http://www.register.com).
    - b) MANAGE ACCOUNT or LOG IN to My Account Manager. It will automatically take you to the account dashboard.
    - c) Hover over the ACCOUNT link toward the upper right of the screen and select CONTACT INFORMATION.
    - d) Update desired contact information. Of note, the first and last name cannot be modified without completing a registrant transfer. This will cost money to register the domain

name under a different account, so it should only be pursued if the domain is about to expire.

- (4) The domain is set to expire on 10.01.2019. Before this date, new fees will need to be submitted to continue use of our domain. To continue using [www.auroraborealiscoa.org](http://www.auroraborealiscoa.org), do the following:
  - a) Click the link you received in your email, OR, Go to [www.register.com](http://www.register.com).
  - b) MANAGE ACCOUNT or LOG IN to My Account Manager. It will automatically take you to the account dashboard.
  - c) A notification will appear prompting you that your domain is about to expire. Follow the prompts and links.
  - d) Gather necessary cost information to present to COA leadership. Present this information to them and receive approval prior to purchasing.
  - e) Complete purchase as directed by leadership (via completion of prompts and links as outlined above).

h. Gather Website Content

- (1) The website coordinator is not responsible for generating website content; however, always listen closely at meetings and gatherings for potential content that is available to add to the website.

H. PHS Athletics

1. Mission Statement – To promote approved PHS Athletics events for the COA Aurora Borealis Branch.
2. Duties
  - a. Communicate reminders and/or updates regarding current and future approved PHS Athletics events.
  - b. Encourage officers to participate or be event leaders for this

initiative from the Office of the United States Surgeon General.

- c. Serve as a resource for those interested in being a participant or leader for PHS Athletics events.

3. Committee Positions

- a. Lead(s)

4. Procedures

- a. Publicize PHS Athletics Events

- (1) Announce upcoming events at meetings.

- (2) Send email reminders to the branch.

I. Promotion Ceremony Committee

- 1. Mission Statement – To promote the recognition and celebration of promotions of branch members.

- 2. Duties

- a. Call for volunteers to assist with planning.

- b. Select a date/time for the ceremony.

- c. Reserve a room for the ceremony.

- d. Solicit distinguished guests and speakers – local leadership, PHS/COA leadership.

- e. Call for volunteers for Color Guard/music (National Anthem and PHS March).

- f. Organize decorations/refreshments/food.

- g. Call for volunteers to read bios of promoted officers during the ceremony.

- h. Develop a program for the ceremony, print in color, and bring to the ceremony for distribution to those in attendance.

- i. Coordinate with Alaska Area Office IHS Liaison for a list of promoted officers/review published list on CCMIS website and compare to the list of Aurora Borealis Branch

members. Also be aware of non-competitive promotions from O-2 to O-3 which are not published on the main list.

- j. Send invitations to promoted officers and branch members as well as guests. Manage RSVPs. Coordinate number of RSVPs with volunteers who are in charge of refreshments and food.
  - k. Request Aide de camp if necessary for distinguished guest/speaker.
  - l. Manage room set up and clean up the day of the ceremony (ensure proper flags are in the room for the Color Guard).
  - m. Coordinate with Branch Exec-committee as to who will lead the ceremony – Branch President preferably.
  - n. Ensure proper PHS protocol is followed for the pinning ceremony.
  - o. Coordinate with Professional Photo subcommittee to offer professional photos during the ceremony.
3. Committee Positions
- a. Lead(s)
4. Procedures
- a. Organize all volunteers
    - (1) Announce upcoming events at meetings.
    - (2) Send email reminders to the branch.
    - (3) Hold committee meetings as necessary.
5. Promotion Ceremony Protocol
- a. See Appendix 1.

**Section 4.** Ad-hoc/ Special Committees

Ad-hoc/ Special committees are formed in response to the COA Aurora Borealis Branch needs, as directed by the Branch President, and as might be required by the Bylaws. Ad-hoc/ Special Committees are often a result of planning for recurring events/ activities (Section 5).

**Section 5.** Recurring Events/Activities/ Donations

Events and activities sponsored by COA Aurora Borealis Branch are common and a part of the Branch responsibilities. Many events and activities are unaffiliated with the Community Outreach Committee. Although a majority are recurring and expected to happen, the occurrence shall be at the determination of the Branch President (with appropriate Branch voting for needed funds). Commonly sponsored events/ activities include, but are not limited to:

- A. Junior Officer Registration Scholarship to COA/COF (vote needed) – Call for scholarship nominations in February, applications due in March, and results announced in April
- B. Executive Committee Member Scholarship (vote needed) – announced in February
- C. Tuition Scholarship for High School Students (vote needed) - Call for scholarship nominations in May, applications due in June, applications reviewed and results announced in July
- D. Picnic/ Membership Drive – Held in place of the May meeting
- E. Professional photographs – Held at Promotion Ceremony, early fall.
- F. Bone Marrow Transplant Drive – Held in May
- G. Alaska State Science and Engineering Fair (vote needed in March for award money) – Held in April
- H. Donations – Funds for various causes (Veterans Day, Memorial Funds etc.) will be voted on in two fashions:
  - 1. Ideally, during a branch meeting previous to the donation request.
  - 2. Secondary, by electronic member vote to determine if branch supports the cause and a donation amount determined by majority vote. It will be the responsibility of the President to alert the branch on the final decision.

**Section 6.** Letters of Appreciation

The COA Aurora Borealis Branch shall disseminate Letters of Appreciation (LOA) to Branch members who meet the minimum standards for Branch participants (ARTICLE III). At the end of each operational year, a LOA will be provided to each Standing Committee Lead, each member of the Executive Committee, and to those who lead/coordinated any other volunteer events as long as they have attended half or more of the Branch meetings. This can either be in-person attendance, teleconference attendance, or by submitted proxy.

**ARTICLE III**

## MINIMUM STANDARDS FOR BRANCH PARTICIPANTS AND QUALIFICATIONS TO RECEIVE A LETTER OF APPRECIATION

- Section 1.** Committee Participant - Committee participant minimum standards include:
- A. Attending at least half of all COA Aurora Borealis Branch meetings. This can either be in-person attendance, teleconference attendance, or by submitted proxy
  - B. Active participation in at least one project or standing committee annually
  - C. Officers will receive an LOA for a single event if:
    - 1. The Organization AB COA volunteered with is not giving out LOAs and the volunteer officer is a member of AB COA.
    - 2. The Organization AB COA volunteered with is not giving out LOAs and the officer is a member of a COA branch that AB COA invited to help participate in the event.
    - 3. The AB COA hosted the event (ie. Annual picnic).

## ARTICLE IV

### TRANSITIONING

- Section 1.** Transition Procedure: Incoming and outgoing positions should schedule a meeting to discuss the transition. The COA Aurora Borealis Branch SOP and shall function as a hand-off document with examples and in person demonstrations to supplement knowledge sharing. The incoming and outgoing president will be available to assist in the orientation to new positions.

## ARTICLE V

### CHANGES TO THE STANDARD OPERATING PROCEDURES (SOP)

- Section 1.** Updates to the COA Aurora Borealis Branch SOP: The Branch President-Elect shall be responsible for maintaining and updating the COA Aurora Borealis Branch SOP. Updates to the SOP may be initiated as needed by any executive or standing committee member. Any executive or standing committee member may request a review of the SOP or suggest a change to the SOP through correspondence with the President-Elect. If deemed worthy of further review, such a review shall occur with drafting of new proposed verbiage.

- Section 2.*** COA Aurora Borealis Branch SOP Review: The President-Elect will initiate the yearly review process. The COA Aurora Borealis Branch SOP shall be reviewed annually by the Branch President and the Standing Committee Leads to ensure the SOP is up-to-date and adequate to meet the needs of the Branch.
- Section 3.*** Approval: COA Aurora Borealis Branch SOP requires review and approval by a Branch vote when a quorum is observed at a regularly, scheduled meeting. After a majority vote in favor of changes, the SOP shall be considered accepted and final.
- Section 4.*** Minor Changes: Minor changes to the SOP (i.e. to correct spelling or grammar or to clarify unclear wording) may be made without Branch approval.



## **Appendix 1: Promotion Ceremony Protocol**

### **Promotion Ceremony Protocol**

1. Attendees, Officers and others seated in auditorium/room 5 minutes before ceremony begins.
2. Master of ceremony (traditionally the branch President has served in this role) proceeds to podium. If live singing of the national anthem have performer standby.
  - 2.1 Script: “Ladies and Gentlemen, please rise for the entrance of our distinguished guests and remain standing for the presentation and posting of the colors and the singing/playing of the National Anthem”
    - 2.2.1 Master of ceremony calls the room to ATTENTION, distinguished guests/any Aide-de-camp enter.
    - 2.2.2 Once distinguished guests/aides get to their seats, Master of ceremony calls “Color Guard, Present Colors”
    - 2.2.3 Color guard performs presentation of the flag.
    - 2.2.4 Color guard calls, “Present arms”, color guard begins to salute at which THE FIRST NOTE OF THE NATIONAL ANTHEM SHOULD BE PLAYED OR SUNG.
    - 2.2.5 At the conclusion of the National Anthem, Color guard calls “Order Arms”, then “Color Guard, Post Colors” (flag bearers post flags, flag bearer return to formation, “Color Guard Forward, March” (Color Guard then calls “Halt” once the back of the room is reached and “Dismissed”)
    - 2.2.6 At that time Senior Officer should command “At Ease”, or the Master of Ceremony asks the room to please be seated.
3. Master of Ceremony makes welcoming remarks.
4. Local leadership (i.e. ANTHC, SCF representatives), then distinguished guests each take the podium to make remarks.
5. After all remarks are completed, the podium is turned back over to Master of Ceremony.
6. Distinguished guests/Senior Officers who are participating in the pinning will take center stage at this time.
7. By order of rank (highest to lowest) Adjutant (this is an assistant(s) (or volunteer bio reader) to the Master of Ceremony) calls one Officer at a time to the stage to be promoted. (The Adjutant may call the audience to ATTENTION but may leave the audience seated, if desired.)
8. Officer and family member(s) or dignitary proceeds to stage. The Officer takes a position of ATTENTION to the LEFT of the Senior Officer, facing the audience. The family member stands to the LEFT of the Officer, facing the audience.
9. Once at attention, adjutant (or volunteer bio reader) may make remarks about the Officer being promoted (reads bio) and introduce family member or dignitary who will assist in the promotion.
10. Adjutant (or volunteer bio reader) reads the promotion order.

10.2 “ATTENTION TO ORDERS: BY VIRTUE AND PURSUANT TO THE AUTHORITY OF SECRETARY <NAME>, <OLD RANK> <FIRST NAME> <LAST NAME> IS HEREBY PROMOTED TO THE GRADE, <NEW RANK>, AS AUTHORIZED BY SECTION 205, PUBLIC HEALTH SERVICE ACT, AS AMENDED“

11. Officer being promoted hands correct shoulder boards to Senior Officer and family member (or dignitary if no family member present).
12. Senior Officer and family member replace the old shoulder boards with the new shoulder boards.
13. Senior Officer shakes the hand of the officer and family member.
  - 13.2 If a Senior Commissioned Corps Officer is presiding, he/she stands in front of the officer (facing the Officer) and the promoted Officer renders a hand salute and holds salute until it is returned by the Senior Officer.
14. Master of ceremony initiates applause.
15. Promoted Officer and family (if present) exit stage.
16. Senior officer resumes position in front of audience and cycle is repeated for all Officers to be promoted.
17. CLOSING – Master of Ceremony takes to podium to make closing remarks (including where and when refreshments will be served).
  - 17.2 If stage size permits, Master of Ceremony then asks newly promoted Officers to stage to form a line (highest to lowest rank) and take the oath of office.
    - 17.2.1 Read by Senior/Distinguished officer:

“Please repeat after me:  
I, [state your name],  
Do solemnly affirm  
That I will support and defend  
The Constitution of the United States  
Against all enemies, foreign, and domestic;  
That I will bear true faith  
And allegiance to the same;  
That I take this obligation freely,  
Without any mental reservation  
Or purpose of evasion;  
That I will well and faithfully discharge  
On which I am about to enter,  
So help me God.”
  - 17.3 Prompt the singing of the USPHS March and play recording of USPHS Ensemble.
  - 17.4 Invite family members to stand with promoted officers, and all members of the audience to come up and congratulate promoted officers.
18. All proceed to refreshments.

