



**Los Médicos Voladores**  
**Policy and Procedures Handbook**

**Revision 1**

**June 1999**

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## OBJECTIVES

Los Medicos Voladores (The Flying Doctors) is an active, non-profit organization formed in the Bay Area of Northern California during 1975. The purpose of the organization is to provide health care and education to remote villages of Mexico, Central America, and the Coachella Valley of southern California in the United states, where people may otherwise have no access to such services. Los Medicos Voladores, Inc. is a 501 (c) (3) charitable organization with several chapters in the northwestern U.S.

We fly once a month into isolated areas of northern Mexico, twice a year to Oasis in California, and via commercial airlines, one to three times a year to Central America. The group currently includes people from many varied backgrounds both in and out of the health field. The organization is funded primarily by the members themselves, and is not affiliated with any church or civic group. Each participant pays his or her entire trip cost. Administrative costs are kept to a bare minimum and are funded entirely by membership dues. Therefore, contributions in their entirety go to providing services and not to running the organization.

These **POLICIES AND PROCEDURES** shall be published and distributed to Corporate and Chapter officers, board members, committee chairpersons and others who are responsible for making this organization work. The intent is to provide a common set of rules and procedures to guide members in the smooth operation of the organization. The purpose of the Policies and Procedures Manual (PPM) is to provide guidance to all members in accomplishing the goals of the organization. The PPM will be subordinate to, expand on and hopefully not conflict with the by-laws. The PPM should be informal, advisory rather than directive and easily changed. The PPM should reflect the relationship between chapters and corporate clearly, delineating the responsibilities, prerogatives and privileges of both entities. The PPM is corporate in scope and will not address those functions left to the chapter. Chapters may develop individual procedures and policies as required to conduct their affairs, providing these do not conflict with the by-laws or the intent of this document

## 1.0 ORGANIZATION

Los Medicos Voladores (LMV) is organized as a Charitable Organization under the laws of California. The affairs of the Corporation are conducted by a Board of Directors (the Board) representing the several chapters under the guidance of the Chairman and other officers, elected by the board. Chapters are organized and licensed by the Corporation on a geographical basis, with every member of a chapter also a member of the Corporation. Each chapter selects its representatives, known in the Chapter as "Corp. Rep.", to the Corporate Board. The Corporation establishes policy, procedures and maintains the official offices. The Chapter establishes membership, collects dues, organizes trips and supports the aims and objectives of Los Medicos Voladores.

### 1.1 CORPORATE ORGANIZATION

All members of LMV are considered members at large of the Corporation. A Corporate board of directors (BOD) is chosen based on the member strength of the chapters plus 4 officers that are selected from and represent the corporate population at large. The Chapter representatives are elected by the chapters in accordance with Article 5.2 of the by-laws that says, in part: "Each Chapter shall have a minimum of two Corporate Representatives plus one when chapter membership reaches 101 members, and an additional one for every fifty thereafter." Corporate Officers are nominated from and represent the corporate population at large. A member need not be a chapter representative to the BOD, (i.e. a Corp. Rep.) to be eligible for corporate office and officers do not count against the allowed representation to the BOD for each chapter. Corporate officers are elected by the BOD at the annual meeting.

LMV's founder, Milt Camp, holds a permanent seat on the board. The retiring Chairman will serve one year on the BOD to provide continuity. All BOD members, including officers, chapter representatives and extraordinary members are entitled to one vote.

#### 1.1.1 THE BOARD OF DIRECTORS

The Corporate Board of Directors (BOD) meets quarterly at locations rotating among the chapters. The host chapter specifies the actual date, time and location. Meetings are usually held on Saturday or Sunday of a non-trip weekend. All members are invited and encouraged to attend the meetings and participate in discussion but only BOD members have a vote. Voting BOD members are the four officers plus the chapter representatives.

#### 1.1.2 CORPORATE OFFICERS

In order to provide continuity, Corporate Officers' term of office shall normally be 2 years with the Chairman and Treasurer elected one year and the Vice-Chairman and Secretary elected the following year. This schedule may be altered by the BOD as required. The duties and responsibilities of the Corporate Officers as provided in the by-laws are summarized and expanded below:

**Corporate Chairperson.** The Corporate Chairperson shall be Chief Executive Officer of the Corporation and shall provide general supervision, direction and control of the business and the officers of the corporation. The Chairperson shall preside at all meetings of the Corporate Board of Directors and shall have such other powers and duties as may be prescribed by the Corporate Board of Directors or the Bylaws.

**Corporate Vice Chairperson.** The Vice Chairperson shall oversee, administer and direct the Corporation's compliance with the International and National laws and relations

with countries of designation. In the absence or disability of the Corporate Chairperson, the Corporate Vice Chairperson shall perform all duties of the Corporate Chairperson.

**Corporate Secretary.** The Corporate Secretary shall keep or cause to be kept, a book of minutes of all meetings, actions and correspondence of the corporation to include the permanent retention of trip waivers. The Secretary will be the custodian of the Corporate Seal and maintain a supply of corporate stationary. The Secretary will oversee the record keeping activities of the committees and chapters of the organization and assure that adequate records are maintained. These shall include;

- Membership rosters,
- Current chapter officers,
- Village or district letters of invitation,
- LMV village approval documents,
- Master copies of LMV forms and logos

**Corporate Treasurer.** The Corporate Treasurer shall keep and maintain adequate and correct books and records of accounts of the corporation. The Treasurer shall oversee the financial record keeping of the chapters and require adequate reporting for the preparation of Corporate tax returns. The Treasurer will assure that Corporate tax returns are prepared and submitted. The treasurer will establish and maintain a mailing address which will serve as the principal office of the corporation during his or her term of office.

### **1.1.3 COMMITTEES**

The BOD Is required by the by-laws to maintain certain standing committees. These are:

- Pilots Committee,
- Education and Health Committee,
- Medical Professional Standards Committee and
- Public Relations Committee.

In addition, the BOD may create other standing or limited committees as needed. When committees are empowered to act on behalf of the BOD, appointments shall be by majority vote of the current BOD. Other committee appointments may be made by the Corporate Chairperson.

Other standing committees may include:

- Trip Coordinating
- Equipment and Supplies
- Etc.

Section 7.0 provides a list of current committee chairpersons.

## **1.2 CHAPTER ORGANIZATION**

Chapter (and corporate) membership is open to all persons who register and pay the membership fee. Each member in good standing (membership fee current) is entitled to one vote in Chapter elections. At the Chapter annual meeting in May of each year, each chapter shall elect its own board of directors to include the offices of : President, Vice-president, Secretary, Treasurer and such other board members as deemed necessary to direct the affairs of the Chapter. No person can hold more than one position on the board. Each Chapter shall also select representatives (Corp. Reps) to serve on the Corporate Board in accordance with the formula provided in Article 5.2 of the LMV bylaws.

### **1.2.1 CHAPTER FORMATION**

Per Article 3.1 of the by-laws, "The Corporate Board of Directors may establish Chapters, from time to time, as it deems appropriate. An authorization letter must be issued by the Corporate Chairperson to the new chapter."

Any member may request an authorization letter to form a Chapter. Once chapter officers have been elected, the Corporation may issue a Chapter License. The Chapter license sets out the privileges and responsibilities of the Chapter and is signed by the Chapter president and the Corporate Chairperson. Once signed, this license is valid only so long as the Chapter remains in good standing with the Corporation. Chapters may be terminated or suspended at the discretion of the Corporate Board of Directors, or the license may be voluntarily surrendered. Chapters that are inactive or no longer participate in the affairs of the Corporation will be terminated.

By accepting a license, the Chapter agrees that the Chapter will conform to and support the letter and the spirit of LMV principles, policies and rules as set forth in the Corporate By-laws, policies and procedures and the Chapter license.

The Chapter license shall be valid for a period of one year, expiring on June 30 annually. The Chapter license will thereafter be automatically renewed upon receipt of notice installing the new Chapter officers and approval by the Corporate board. The Corporate board shall retain the right to refuse renewal, with or without cause.

### **1.2.2 CHAPTER TERMINATION**

Article 3.4 of the by-laws provides for termination of a chapter. Chapters can also voluntarily suspend or cease operation. In the event that a chapter loses its license or becomes inactive, chapter resources, after all legal debts have been paid, shall revert to Corporate where they will be held in trust for one year. Members in good standing may transfer to other chapters with credit for dues paid. If the chapter fails to become reactivated within the year, all funds shall be placed in the general treasury.

## 2.0 PUBLIC RELATIONS

Public relations are very important to every organization and LMV, as a charitable organization, depends on the goodwill and support of the community in order to pursue its goals. A standing Public Relations Committee is required in the by-laws. The Chairman of the Public Relations Committee is the official spokesperson for LMV.

### 2.1 MEDIA AND PUBLIC INFORMATION POLICY

Information--its creation, use and management--is a vital part of the Flying Doctor's public image. For this reason, information must be considered by every volunteer to be a means of conveying to the public the truth in what the organization is doing and must be handled and protected accordingly.

The following guide was prepared to explain and clarify Los Medicos Voladores' media relations policy and to serve as a quick reference for various situations that call for the thoughtful dissemination of Los Medicos Voladores information. If you have additional questions, contact Milt Camp at (408) 584-0806

#### **The Media**

In general, the media serves an important role in disseminating information. The power of the press, however, can either work for or against the strategic interests of the Flying Doctors. Therefore, any and all interactions with the media must be taken seriously and conducted with caution, thought and planning.

As a matter of past LMV policy, all inquiries from the media are to be directed to the official spokesperson i.e. the Chairperson of the Public Relations Committee, currently Milt Camp. The spokesperson, in conjunction with the Corporate Board, will develop strategies regarding what information should and should not be released the news media. Accuracy of information being divulged is a critically important part of LMV's existence.

If you should receive a call from a reporter, refer the caller to Milt Camp. Do not attempt to answer any questions regarding LMV. If pressed by a reporter for information, firmly but politely state that it is LMV policy to direct all external communications through Milt Camp and the public relations team. The team will develop the appropriate response and use the appropriate spokesperson to answer the reporter's questions. Remember that reporters have deadlines and sometimes they need a quick response. Always make sure that the reporter's call is directed to Milt Camp or one of the team members.

If you are called upon by the public relations team to give a response, be prepared. Off-the-cuff answers can sometimes be misconstrued or can be accurate but improperly expressed. Answer questions only on topics on which you are an expert or otherwise qualified. For instance, if you are a pilot, do not answer questions regarding the medical aspects of the organization.

### 2.2 GUEST SPEAKING OPPORTUNITIES

In spite of the above cautions regarding contacts with the **Media**, every volunteer should consider it a privilege and an obligation to "spread the word" of our group to attract members and supporters.

One of the best ways to acquaint potential members and backers with the goals and mission of LMV is to appear as a guest speaker at local civic groups. An LMV promotional video and several sets of slides are available to aid the speaker in telling our story.

If you are asked or choose to make a presentation to any group, advise the Public Relations Committee of the identity of the group, the date, and scope of your remarks.

### **2.3 NEWSLETTER**

Newsletters are another effective means of publicizing our activities as well as keeping members informed. Newsletters provide a useful bridge between the time a person shows an interest in LMV and when they actually become a member. The quarterly Corporate newsletter is prepared by the Public Relations Committee based on inputs from all members, Chapter newsletters and activities of the BOD. Masters of the Corporate newsletter are provided to each chapter for distribution as the chapter sees fit. Chapters are also free to write and distribute their own newsletters.

### 3.0 FINANCIAL

LMV is a *California Non-Profit Public Benefit Corporation* in the state of California and is treated as a 501(c)(3) tax exempt organization by the IRS. The Corporate officers, board of directors, chapters and all LMV members shall endeavor to maintain the tax exempt status and thus qualify all contributions to LMV for a Federal Income Tax deduction. A copy of the IRS 501(c)(3) determination is included in APPENDIX A, **RELATED DOCUMENTS**.

### 3.1 CORPORATE FINANCES.

The Corporate Board of Directors will elect a Treasurer. The Treasurer will maintain the books and records of the Corporation and be the focal point for receiving and combining the financial reports of the chapters. Preparation of the LMV tax returns will be overseen by the Corporate Treasurer. The Corporate return will incorporate the data from the chapters. The Corporate Treasurer will oversee the activities of the Chapter Treasurers and advise them of the reports necessary. See APPENDIX C, FORMS, for the treasury report form.

Per Article 11.4 of the by-laws, the corporation may collect assessments and fees from the chapters and raise funds from outside sources. Currently, an annual assessment of \$5 per member is imposed on the chapters. The chapter membership for this assessment is established as of September 1st each year and is due and payable by December 31st. The Corporate Treasurer will invoice the chapters for their assessment. Other corporate fund raising activities may be conducted as needed.

**Corporate funding responsibilities.** The Corporate Board of Directors has assumed the following fiscal responsibilities:

- funding medical kits,
- Corporate newsletter preparation,
- tax return preparation,
- record keeping expenses,
- trip coordination expenses not funded by chapters,
- telephone (800) number (1-800-585 4LMV).

Other expenses may be approved on a one-time or continuing basis and should be submitted to the board for consideration.

### 3.2 CHAPTER FINANCES.

Each chapter is responsible for maintaining a treasury, assessing and collecting dues, and establishing membership. Other sources of income may include fund raising activities and individual trip expense shares. Each chapter is also responsible for optional trip subsidies, if desired, corporate assessments, and distribution of the corporate newsletter within the chapter.

**Trip expenses.** Trip expenses are shared equally by all participants including pilots, doctors, and volunteers. Individual trip costs are currently set at \$200 per person. Chapter subsidy is currently \$65 per person. Chapter subsidy is optional but when a chapter member travels on another chapter's aircraft, the sponsoring chapter may request reimbursement of \$65 per person. Prior to a trip, each member, including the pilot will pay to LMV \$200. These checks/funds are retained by the sponsoring chapter's Treasurer until after the trip and after receipt of the pilot's completed trip report form. The pilot will be reimbursed for aircraft related expenses such as fuel, oil, Mexican insurance, landing fees, U.S. customs fee, aircraft rental, etc. up to a limit of \$200 plus chapter subsidy, if any, per person.

**NOTE! In order to comply with IRS and FAA rules on shared costs, other expenses not directly related to aircraft operation that the pilot may incur, such as ground transportation, motel, food, medical supplies or costs imposed by the village or local authorities shall not be included in aircraft expenses. These expenses should be shared equally by all trip participants. A chapter may elect to reimburse participants if so desired, but not as part of the pilot reimbursement. Aircraft maintenance, insurance, damage or loss is the pilot's responsibility. A copy of the FAA position on cost sharing is provided in Appendix A.**

### **3.3. SPECIAL FUNDS**

No direct financial aid may be rendered to any group or individual from the general funds of the corporation or chapter. However a chapter may identify certain funds as dedicated for specific purposes such as "Angel Fund", insignia item inventory or special projects such as Copper Canyon. Such set-asides must be reported on the annual tax report to the Corporate Treasurer.

The Chapter Treasurer is the first line of defense against improper use of tax exempt funds. The Corporate Treasurer should be consulted if there is any question on the use of these funds. In particular, the Chapter Treasurer must review the pilot claim for trip reimbursement to assure compliance with this PPM before disbursing funds to the pilot. The Treasurer is also responsible for assuring that the pilot submits a complete and legible trip report and for the proper distribution of the trip report to all who need the information. The policy is: "No trip report, no reimbursement." See APPENDIX C for a sample of the trip report form.

### **3.4 FUND RAISING.**

All tax deductible fund raising events, social or otherwise, that are sponsored by LMV or another organization on behalf of LMV, shall be approved by the Corporate or applicable Chapter BOD. Neither the name of LMV nor its logo may be used without such approval. All financial receipts and statements pertaining to these events shall be maintained by the Treasurer for that period of time required by the IRS.

**Donations** Donations of cash or goods that directly support our health care operations are encouraged. However, records must be maintained to satisfy IRS regulations. We do not normally accept items of equipment that are too large to be flown to Mexico in our aircraft or are otherwise deemed to be unsuitable. Donations of small amounts of supplies or gifts may be accepted by trip participants on an individual basis and transported with the pilot's approval. Space or weight may preclude such transportation on any given trip. Donations of other equipment, supplies or pharmaceuticals shall not be accepted without the approval of the Equipment and Supplies Committee Chairperson, who must determine if:

- A. There is a need and
- B. LMV guidelines and standards are met.

If accepted, a letter of recognition will be sent to the donor with a copy for the Corporate Secretary for permanent retention. LMV will not determine dollar value.

**Cash or equivalent donation.** Donations of cash of \$100 or greater will be acknowledged by letter to the donor and a copy to the Corporate Secretary for permanent retention. LMV fund raising techniques include rummage sales, raffles and other events that may involve donations not directly related to our mission. Such donations *may* be tax deductible. Copies of any receipts, letters of acknowledgment or statements will be retained by the Chapter Treasurer. The Corporate Treasurer is required to report all gifts over \$100

to the IRS, including the name, address, amount and date of the contribution. Chapter Treasurers will assure that this information is provided to the Corporate Treasurer on the annual report.

**Sponsorship of trips or other events.** On occasion, LMV may be offered financial sponsorship of trips to Mexico or of social/fund raising events. In return, the sponsor may request some recognition, in the media or by a display of logo such as tee shirts for all participants, etc. Such sponsorships are welcome, but perceptions, particularly in Mexico, must be considered as well as our tax-free status. Offers should be referred to the Corporate BOD for consideration on a case-by-case basis, but the following guidelines should generally apply:

1. Ostentatious displays of sponsorship are generally acceptable but should stop at the border. Examples might be posing for pictures of the group with the airplane before departure, but changing out of the sponsor's tee shirts before arriving in Mexico;
2. Low-keyed stuff like tasteful gratuities with logos to be given out in Mexico are OK in moderation;
3. Press coverage is probably OK, but should be referred to the Chairman of the Public Relations Committee if in doubt;
4. If it looks or sounds tacky to you, it is probably not a good idea.

## **4.0 TRIPS AND VILLAGES**

Trips to the villages of northern Mexico is the core business and reason for LMV. The list of villages approved for LMV support is established by the Corporate BOD and is subject to change based on need, government approval, condition of airstrip and other factors. Only villages approved by LMV may qualify as an official LMV destination. LMV cannot assure the tax status of trips to non-approved destinations.

The selection of a particular village as the destination for a given LMV team is subject to many considerations, most importantly, the needs of the village. Destinations are usually selected by the Trip Coordinator, based on previous reports of requirements and the makeup of the team. Of course, the pilot is responsible for the safety of the mission and thus has the last word on destination.

### **4.1 VILLAGE AUTHORIZATION**

The Board of Directors, with written permission from the local Mexican authorities, may elect by majority vote to add additional villages to the serviced group. At no time shall service be provided to a village prior to receiving written approval from local authorities, a letter of request from village officials and approval from the BOD.

#### **4.1.1 PROCEDURE FOR OPENING VILLAGES.**

The Board of Directors chooses a certified member(s) of LMV to visit a new village and talk with "village officials". The member will:

1. Qualify the airstrip,
2. Contact and get names and telephone numbers of all the necessary Mexican officials:
  - a. Village President or Mayor,
  - b. Chief of Police,
  - c. Medical Personnel ( pasante, regional medical supervisor, Chief of Hospitals, District Chief, etc.),
  - d. Dental Personal ( if any).
3. Research the perceived village needs,
4. Make an assessment of logistics, motels, restaurants, and the reasonable maximum size of teams.
5. Solicit written requests for assistance from the above persons,
6. Make no promises or commitments. Inform persons of the need for written permission by all parties and LMV board action,
7. Present written reports on all above material to the Board of Directors for approval.

Once approved by the Board of Directors, the following preparations should be made:

1. BOD appoints an LMV member as Point-of-contact,
2. Establish the specific LMV goals for the village,
3. Contact the village to coordinate LMV activities,
4. Arrange pharmacy space,
5. Guarantee security of facility between trips,
6. Set up a patient card box for continuing record,
7. Arrange for a villager to act as facilities assistance.

#### 4.1.2 PROCEDURE FOR CLOSING VILLAGES.

The Board of Directors may choose the closure of a village for any or all of the following reasons:

1. Broken agreement by the village,
2. Fulfillment of specific goals,
3. Lack of patients,
4. Condition considered to be unsafe ( i.e. airstrip, drug traffic, etc.),
5. Change of Village Officials which now prompt an unwelcome-welcome posture.

If the Board of Directors chooses to close a village, all trip coordinators will be notified in writing. The membership will be notified by the next newsletter and no further trips will be honored by LMV.

#### 4.2 TRIP COORDINATION

A successful trip requires the careful organization of the team, balancing team capabilities, village needs, aircraft capabilities and compliance with Mexican, U.S., and LMV rules and procedures. Trip planning is the responsibility of the Trip Coordinators, who function at 3 levels.

**The Corporate Coordinator.** The Chairperson of the Trip Coordination Committee is usually the Corporate Coordinator who is responsible for maintaining village needs and recruiting and training Lead (monthly) Coordinators. The Corporate Coordinator receives all the trip reports submitted by the returning teams and keeps track of village requirements and how well we are meeting those needs.

**The Lead Coordinator.** This is a rotating position, usually with a different person each month. The Lead Coordinator is responsible for assisting the Chapter Coordinators in putting teams together, assuring our responsibilities to the Mexican government are met, and is the final authority on the approved destination. The Lead Coordinator is a busy job but is an interesting and gratifying one.

**The Chapter Coordinator** is responsible for getting sign-ups, organizing teams and assuring that all the paper work (checks, waivers, etc. ) are completed on time. The Chapter Coordinator works closely with the Lead Coordinator to fill vacancies on teams or to place extra people with other chapters as required. Lead and Chapter Coordinators assure that all approvals and village notifications are complete, that the pilot is current and on the approved list and that all team members are paid up on dues.

##### 4.2.1 COORDINATION WITH THE VILLAGE

It is extremely important that the necessary coordination with the destination village is completed before a trip takes place. While it is the Trip Coordinator's responsibility to advise the village and achieve official approval for each trip, every member can and should be aware of the appropriate actions to be taken. It has developed that the procedure for each of our destinations is a little different, but all share certain common concepts:

1. Assure proper local government approval,
2. Provide advance warning to the village of the type and scope of service to be provided,
3. Coordinate logistic support for the team with the village. i.e. at a minimum, let them know how many people are coming and be sure that we are not overloading their capability to be good hosts. We should limit ourselves to 1 or 2 planes per village.

To handle the unique requirements of each destination, we have developed a cadre of “contact persons”, who have agreed to assist the coordinators in preparing for the trip. **The appropriate contact person should always be consulted before each trip.** The current contact persons are:

Ensenada	Don Wolf (408) 395-2921
Bahia de Tortugas (& Isle de Natividad)	Yolanda Halls (530) 823-0403
Isle de Cedros	Yolanda Halls (530) 823-0403
Mulege	Paul Reed (831) 728-2120

**New village approval.** On March 20, 1999, the village of San Ignacio was approved for visits by LMV. The point of contact is Doug Zike (530) 878-8108. All LMV trips to San Ignacio should be coordinated with Doug.

**Government Approval.** We have letters of approval for each village, but the process works a little differently for each destination. For Ensenada, approval is achieved on a case-by-case basis through Temple Evangelico (Pastor Soqui), who coordinates with the Mexican authorities. All our clinics in the Ensenada area are arranged by Temple Evangelico. Pastor Soqui needs at least one week advance notice of name, skill and passport number of all participants. See Don Wolf. On arrival, Pastor Soqui will have an approved listing for the group. PILOTS! Retain a copy of this approved list for the authorities on departure. For Mulege, we operate under the auspices of the local Rotary organization, specifically Jim Christopher. See Paul Reed for details. Isle de Cedros and Bahia de Tortugas provide their own approval on arrival. However, once again it is important to call first and make arrangements. NOTE! We are not authorized to go directly to Isle de Natividad. Approval to hold a clinic on the island is provided by the mayor of Tortugas, who may or may not approve visiting the island without serving Tortugas first.

You can help in keeping the village approvals current by requesting a new approval from village officials if the copy you have is more than a year old.

**Advance Warning.** We need to remember that we are invited guests of the villages we serve. Common courtesy demands that we give them as much advance warning as possible. They need time to prepare themselves to best utilize us and to put on their “best face” for their guests. The contact person (above) has the phone numbers and names to contact.

**Logistic Support** Attention to this detail in advance can make a big difference in your comfort as well our relations with the village. Accommodations on the islands are spartan and limited. Mulege has a number of hotels in town.

#### **4.2.2 TRIP COORDINATING GUIDELINES**

The objectives of the Trip Coordinator are simple and clear. To provide an orderly flow of information, scheduling, and to maintain consistency in our promised services to our villages. There must be a close relationship between our pilot and coordinator, to insure that a team is compatible to the aircraft and destination. Safety and common sense must prevail in all decisions.

1. No person will be assigned to a trip unless they are a current member, have completed a trip form with signed waiver and provided a check for the full amount into the hands of the Trip Coordinator.

2. Cancellations will be allowed up to the first of the month without penalty. Cancellations after the first to seven days before the trip will carry a 50% penalty. After that period the penalty will be the entire amount, unless excused by the Corporate Coordinator.
3. Cancellations due to inclement weather or mechanical breakdown of aircraft prior to departure will result in the refund of the entire amount.

#### 4.2.3 TRIP ORGANIZATION

Trips are scheduled up to a year in advance and are usually planned for the second weekend after the first Wednesday of the month. This is to allow at least a week after the South Bay Chapter meeting night to allow for any last minute details. Trip dates may be adjusted to avoid holidays (US or Mexican) Changing the dates for an individual plane should be avoided when possible. In any event, care should be taken not to overload a particular village, ( like two or more trip weekends in a given month). Trips in the hot months (June-September) on the mainland are discouraged due to high temperatures and thunderstorms. Chapter Coordinators should contact the Lead (rotating) Coordinator as soon as one is named and let them know where you stand for that month. Do you have a full team, a partial team or extra people?

Each aircraft will usually be a complete team consisting of an LMV qualified pilot, a degreed Medical Doctor, Dentist or Optometrist, a translator and assistants or volunteers. One person may fill two of these positions i.e. Spanish speaking pilot, etc. If more than one aircraft is required to make a full team, they must work in the same village. It is recommended that every aircraft have someone with Spanish abilities in case of problems, or else coordinate the flight and stay in radio contact in Mexico. To repeat, each team must have a pilot, airplane, translator and a degreed Doctor. If you are missing any of the above, contact the Lead Coordinator and try to arrange cooperation with another chapter. Try to find spaces for extras on other chapter's airplanes. *(see Amendment Jan2010)*

Once a team enters Mexico and is processed through immigration, no changes in passengers should be made until the team leaves the country. If changes have been made, regroup before clearing out of country. The Mexican authorities sometimes check passenger lists. The Trip Coordinator will try to limit the number of stops to pickup and drop off team members. One stop each way is fairly common but more stops can create a significant financial burden on the pilot.

**Supplies and equipment** The trip coordinator will arrange for supplies and equipment as needed. The pilot must be consulted and informed of the proposed loads and may impose limits on the amount of cargo allowed. The following contacts are current for supplies and equipment:

OPTOMETRY Dr. Dick Kolezar (408) 637 5536 should be contacted to request eyeglass kits. Allow 4 weeks for kit preparation and shipping,

DENTAL Each chapter has one or more portable dental units. Arrange for checkout and return of the unit. Dr. Jack Chamberlain (408) 356 3368 may assist in locating units,

MEDICAL Dr. Bill Borris (530) 268 9339 can make up a medicines kit. Allow at least 2 weeks for preparation and shipping.

**Aircraft manifests** The coordinator will contact trip participants and prepare an occupant list for each pilot including:

1. Individual weight,
2. What special equipment will be taken and how much it weighs,
3. Each individual's passport or current drivers license number,
4. Telephone number.

**Pilot briefing** The assigned pilot for a trip will contact team members on receipt of the occupant list and provide a final briefing. Selection of the R&R site is optional, but is usually accomplished by agreement between the several pilots involved. Pilots are responsible for R&R location reservations and arrangements. Trip Coordinators may be able to provide telephone numbers or suggestions.

**Trip fees** Each participant on an LMV trip will share in the airplane operating expenses on all LMV trips ( unless authorized in advance. i.e. Angel Fund.) Each occupant, including the pilot, will, prior to the trip, submit a check (payable to LMV) or moneys in the amount of \$200.00 to the Trip Coordinator.

**Pilot reimbursement** Upon completion of the trip the pilot will submit completed trip report forms, pilot expense forms and any checks (including his/her own) to the designated Treasurer. The pilot will be reimbursed for legitimate **AIRCRAFT** expenses, up to a limit (currently) of \$200.00 + 65.00 = \$265.00 per participant. **NO PAYMENT WILL BE MADE UNLESS ALL REPORTS AND CHECKS ARE RECEIVED BY THE SPONSORING CHAPTER'S TREASURER.**

#### **4.2.4 POLICY REGARDING CHILDREN AND OTHER "NON-WORKING" PARTICIPANTS ON LMV TRIPS**

LMV trips to Mexico are performed primarily to bring quality medical care and education to remote or under-served areas. This is an adult endeavor, not without risk, and involves some physical stamina and maturity on the part of team members. It is the general policy of LMV that all participants on LMV trips to Mexico are expected to share in the rigors of the journey and any tasks necessary to support our Medical professionals. In some circumstances, however, it may be beneficial for young children or other non-working participants to be included in the team. These factors and the requirements of Mexican immigration dictate that certain standards be established.

1. All participants must be members in good standing of LMV.
2. All persons under the age of 18 must have the permission of **both** parents/guardians to enter Mexico. This is required even if one parent is accompanying the minor. The permission of the non-traveling parent(s) will be in writing, notarized and presented to immigration authorities at time of entry.
3. All persons under the age of 18 and not accompanied by a parent must provide a written statement assigning parental responsibility and authority to some member of the team.
4. Children under the age of 15 or any person who is unwilling or unable to accept the responsibilities and physical requirements of a trip shall be considered a non-working participant.
5. Non-working participants will be included only if:
  - a. It is in the best interests of LMV to include the person.

- b. All other team members on the flight agree to acknowledge and accept the presence of the “non-working” participant.
- c. The President of the sponsoring chapter concurs with the decision to include the non-working participant.

A veto by any of the above will preclude the non-worker’s participation. Chapter subsidy, if any, will be determined by the sponsoring chapter. Prior to departure, Form 8 (Trip participant agreement) will be prepared and signed by all other trip participants and by the sponsoring Chapter President. Trip coordinators should insure that this form is completed as soon as practical but at least 7 days before the scheduled departure. The completed form will become a permanent part of Chapter records. See Appendix C for a copy of Form 8.

#### **4.2.5 TRANSPORTING PATIENTS TO THE UNITED STATES.**

On occasion, LMV receives requests for assistance involving transportation to the U.S. for treatment. Such assistance requires the approval of the Board of Directors. The focal point for such requests shall be the Medical Professional Standards Committee, specifically the Chairperson. If an LMV member receives such a request, all pertinent information should be gathered and reported to the Chairperson. For instance:

- Name and age of patient.
- Description of the treatment or assistance requested.
- Name of parent or guardian if under 18.
- Name and means of contacting a point-of-contact.
- If possible, a medical assessment of the problem by a local or LMV doctor.

If the decision is made to transport the patient on an LMV aircraft, there is a very simple process to be accomplished. Contact the Immigration and Naturalization Service (INS) office at the intended port of entry. Entrance to the United States can not be made at any other place. For Calexico, contact:

John Martin  
 Action Area Port Director  
 P.O. Box 1780  
 Calexico, CA 92231  
 or FAX (760) 357 3059

They require a letter on Los Medicos Voladores letterhead with the following information:

1. Name of patient,
2. Birth date,
3. Type of medical treatment required,
4. The expected length of time for the treatment and recovery,
5. Location or address during the treatment and the recovery and
6. Arrangements to pay for the treatment and housing.

In addition, the patient and guardian (if required) will need a picture identification.

No advance notice is officially needed, but it is recommended that the INS port of entry be contacted before the travel to assure that you have all the information needed.

A sample letter (Form 9) is included in Appendix C

### 4.3 TRIP REPORTING

In order for the coordinators to do their job, it is crucial that the experiences of each team be communicated to all concerned. This is the only way that village needs, wants, and LMV commitments can be passed to the next group to travel. The method for this communication is the TRIP REPORT. See APPENDIX C for a copy. The trip report is prepared by the pilot with the inputs of all participants, and discusses airfield conditions, village accommodations, patients seen, village needs, etc. One of the most important parts is a chance to suggest recommendations for the next trip and specific follow up items.

Distributing this information to all the people that need it requires the cooperation of several people. After the trip is completed, the **pilot** submits the report to his **Chapter Treasurer** so he can be reimbursed for the airplane expenses. The **Treasurer** is responsible for distributing copies of the report to a distribution list on the form. The PILOT side of the report is sent to the **Chief Pilot** and to the sponsoring **Chapter President**. The VILLAGE/CLINIC side of the report is sent to the **Corporate Coordinator**, each **Chapter President**, and the **Corporate Secretary**. The Chapter President is responsible for providing copies to those within the chapter who need it, such as the Chapter Coordinator. Hopefully, this makes the information available to those who need it; the chapters and those at corporate level involved in village coordination.

## **5.0 PROFESSIONAL STANDARDS**

LMV takes great pride in its legacy of demanding the highest standards from its medical and aviation professionals. It is recognized that federal and state regulations govern the qualifications, privileges and responsibilities of all licensed professionals. However, LMV operations are usually conducted in rural areas of Mexico where the infrastructure that members are accustomed to in the U.S. is limited or not available. Therefore, the organization has established some guidelines and standards for professional conduct which may be more restrictive than under U.S. or state law. The basic principal of any such guideline is that each professional group shall be responsible for the standards of that profession. For this purpose, the following standing committees are tasked with the formulation and enforcement of any guidelines or standards deemed necessary by that committee.

### **5.1 PILOT'S COMMITTEE**

The pilot's committee is responsible for establishing and enforcing the qualifications and operating standards of LMV pilots, providing updated aeronautical information regarding operations in, to and from Mexico, and acting as a focal point for communications with U.S. and Mexican authorities on aviation related matters.

The Committee Chairman will:

1. Maintain a standardized checkout procedure and a cadre of experienced LMV pilots that have authority to evaluate and certify prospective pilots for LMV operations,
2. Maintain a roster of all approved pilots and copilots with information regarding ratings, aircraft, currency and any limitations imposed by FAA or LMV. Provide copies to all pilots and trip coordinators on a timely basis,
3. Maintain a current listing of runway information on all runways likely to be used by LMV pilots. Provide guidance to pilots regarding the special requirements for use of certain runways. These might include minimum aircraft performance or pilot skill and experience beyond those minimums established for all LMV pilots/aircraft,
4. Act as the focal point for matters relating to aviation safety, regulations, policies and procedures. Maintain a pilot's guide and provide a copy to all pilots. Hold pilot's safety meetings when required but at least once a year,
5. Act as chief pilot with the authority to enforce these rules,
6. Attend or designate a member to attend all corporate meetings,
7. Maintain a permanent file of trip reports.

### **5.2 MEDICAL PROFESSIONAL STANDARDS COMMITTEE**

Responsible for formulating and enforcing guidelines, standards, policies and restrictions as necessary. It is LMV's policy that each team (aircraft) consist of at least one degreed Doctor, a translator and an LMV approved pilot. Other spaces may be filled by volunteers

*(see Amendment  
Jan2010)*

who may or may not be medical professionals. It is incumbent upon the senior medical professional on the team to guide, lead and supervise the other members in conducting a professional clinic.

The medical professional standards committee, through the several sub-committees representing the several specialties typically included in LMV teams, will formulate and enforce any guidelines or restrictions deemed necessary by the committee. The committee Chairman will:

1. Establish procedures for verification of current licensing for all medical professionals;
2. Assist the trip coordinators in assessing the needs of the various villages and establishing priorities for visits,
3. Provide supervision and guidance for all medical professionals not covered by the sub-committees and
4. Act as the focal point for requests for assistance involving transportation of Mexican nationals to the United States for treatment.

### **5.2.1 SUB-COMMITTEES**

**Supplies and Equipment** The Chairman will:

1. Maintain inventory of medicines and supplies,
2. Prepare fly-away kits for the use of medical professionals,
3. Establish procedures to ensure that no out-of-date medications are transported to Mexico,
4. Act as clearing house of donated medicines and supplies,
5. Dispose of unneeded or out dated medicines or supplies and
6. Invoice corporate treasury for reimbursement of funds for shipping or purchase.

**Dental** The Chairman will act as the lead Dentist and be responsible for the following:

1. Establishing any necessary standards for LMV dental professionals,
2. Monitoring the status of dental units deployed or retained by the chapters and
3. Providing guidance to new dental professionals on LMV operations in Mexico.

(handouts would be useful, like pointy-talkies, post-op instructions in Spanish, written instructions on care of the portable dental units, etc.)

**Optometry** The Chairman will act as lead Optometrist and be responsible for the following:

1. Establishing any necessary guidelines or standards,
2. Overseeing the spectacle rehab program at Soledad prison,
3. Preparing and distributing kits of rehab glasses for trips,
4. Seeking out discount or free support for other prescriptions or optometry supplies and
5. Providing guidance to new optometrists.

### **5.3 COMMITTEE CHAIRS**

The current committee chairpersons are as follows:

#### **STANDING COMMITTEES**

(REQUIRED BY THE BY-LAWS)

PILOT'S COMMITTEE	TOM PALMER
EDUCATION & HEALTH COMMITTEE	(VACANT, ART SCHMAUDER, ACTING)
MEDICAL PROFESSIONAL STANDARDS COMMITTEE	DAVID MORGAN, MD
PUBLIC RELATIONS COMMITTEE	MILT CAMP

#### **OTHER COMMITTEES**

TRIP COORDINATION COMMITTEE	JUDI FOY
EQUIPMENT AND SUPPLIES SUB-COMMITTEE	(VACANT, LIZ SCHRICK, ACTING)
DENTAL SUB-COMMITTEE	JACK CHAMBERLAIN, DDS
OPTOMETRY SUB-COMMITTEE	DICK KOLESZAR, OD

## **6.0 ADMINISTRATION**

### **6.1 CORRESPONDENCE**

LMV Corporate officers, Board members and Committee chairs may initiate correspondence on behalf of LMV, Inc., particularly that which pertains to their area of responsibility, sponsorship and expertise. This correspondence shall, however, have the approval of the Chairman of the Board. Courtesy dictates that the leaders of the group be properly informed of all correspondence and related transactions.

Routine “thank you “ notes are considered official correspondence and should be prepared on official stationary but do not require leadership approval. A copy of all correspondence shall be kept on file by the Corporate Secretary. Any member may send correspondence to the Corporate Secretary to be typed on official stationary, once proper approval has been obtained. Copies of all incoming correspondence shall be submitted to the Corporate Secretary for reporting to the membership and permanent filing. The Corporate seal shall be retained by the Corporate Secretary. Correspondence by and for the Chapters should be subject to similar guidelines, although the Chapters may elect to invoke other procedures.

**6.2 PROTECTION OF THE LMV LOGO.** The LMV logo is registered and may not be changed without specific approval of the Corporate Board of Directors. This same protection is extended to all official stationary, brochures, handouts, or other promotional articles.

**6.3 FORMS** Several forms have been developed over the years by LMV members to facilitate reports, organize trips, provide guidance and record information. Copies of current forms are included in Appendix C. Members who are responsible for the use of these forms are encouraged to make copies and suggest updates when required. In order to maintain consistency, all forms will include a date (of origination) and a form number (assigned by the Corporate Secretary). If you wish to suggest a change to any form, prepare a dated copy of the revised form, indicate “DRAFT” and submit to the appropriate Committee chairman or the Corporate Board. If approved, the Corporate Secretary will assign a form number, retain a copy for the record and distribute copies to all concerned.

LMV-Policy-Amendment-Jan2010

Role of Healthcare Support Professionals on LMV Trips

LMV places significant value on the contributions of healthcare support professionals [e.g. Physician Assistants (PA), Nurse Practitioners (NP), Registered Nurses (RN)] to our healthcare activities. Such LMV members may work on any trip (OASIS, Mexico, Latin America) as long as they are supervised by a licensed physician. The supervising licensed physician must be one of the

following:

- \* Doctor of Medicine (MD),
- \* Doctor of Osteopathic Medicine (DO),
- \* -or- "pasante", a physician assigned to the local village.

The supervising licensed physician must be:

- \* physically present at the treatment facility,
- \* immediately available in person,
- \* -or- immediately available by phone.

The supervising physician may be licensed anywhere in the world, except at OASIS where they must be licensed in California.

(Policy approved at LMV corporate meeting, 9Jan2010)