



*e lives of uninsured adults of Effingham County by promoting healthy
ee medical care for chronic illness.*

VISION *A strong Community that ensures timely access to quality Healthcare and Collaborative Partners.*

AGENDA BOARD OF DIRECTORS MEETING

December 10, 2025

- Welcome Vicki Renfroe
- Invocation/Positive Thoughts V Renfroe
- Approval of October 2025 minutes Board members
- Old/Current Business V Renfroe/Dr. Amber Fordham
 - County Commissioner update (12-2 mtg)
 - ProBono Partnership of Atlanta (Vol/Empl handbook)
 - 2026 Budget - VOTE
 - Christmas Card
 - Summary of Executive Report A Fordham
 - Summary of Medical Director Report Susan Harrison, NP
 - Summary of Financial Report Sandra Hendrix
- New Business V Renfroe/A Fordham
 - New board member suggestions (By-Laws 12-18 members)
 - Annual Meeting in February 2026
 - Strategic Planning Meeting June 2026
- Comments and questions

TRHC Board meeting will be Wednesday, February 18th @4pm

**Two Rivers Health Clinic
Board of Directors Minutes
October 15, 2025**

Welcome

The meeting was called to order by Chair Vicki Renfroe at 4:03 p.m.

In attendance: Amber Fordham, RN, MPH, DNP; Kerry Freeman, OD; Sandra Hendrix; Holly Lang; Christina Love; Kristen Pierce, PharmD (by phone); Vicki Renfroe; Harriett Snooks.

Invocation and Positive Thoughts

Holly Lang spoke to the Board about the power of committed people as stated by former U.S. Congressman and renowned civil rights leader, John R. Lewis. He believed "Service is the rent we pay for our room here on earth."

Approval of August Minutes

August 20, 2025 minutes were reviewed by members present. Harriett Snooks moved to approve the minutes, and Dr. Kerry Freman seconded. The minutes were fully approved.

Old/Current Business

- **Bono Partnership of Atlanta updates:**
 - **Approval of the MOA for Dr. Lynn.** The Memorandum of Agreement is in process and will be good for one year. No compensation is offered at this time, and a six-month contract will be drafted for his signature. Under this MOA Susan Harrison technically is the Medical Director of the Clinic. Holly Lang moved to approve the MOA, and Vicki Renfroe seconded. The Memorandum of Agreement was fully approved.
 - Updates of the Volunteer and Employee Handbooks are currently in process.
- **2026 Budget:**
 - **Approval of Proposed new employee.** Because the Clinic is under budget due to Susie Harrison's working under hours, it is believed we could afford to hire Barbara Robinson for 20 hours/week at \$12/hour, starting as soon as possible. Harriett Snooks moved to approve the hiring

of Barbara Robinson, and Holly Lang seconded. The addition of Barbara Robinson to the staff as an Administrative Assistant was fully approved.

- **Revision:** Stephanie Atkins will work 32 hours/week at \$17/hour in the Case Manager position starting January 1.
- **Revision:** Susan Harrison, NP, will receive a \$2/hour increase and will work 22 hours/week at \$37/hour starting January 1.
- **Revision:** Dr. Amber Fordham will work 32 hours/week at \$21/hour starting January 1.
- **County Commission Retreat (October 3-5) Update:** The commissioners discussed the Clinic at their Retreat. They acknowledged that our priority is a larger building, followed by having a case manager, and a full-time physician. They noted we might receive as much as \$400,000 per year from millage income. There were questions regarding millage which Holly will clarify and report back to us. At that point we should have a financial consultant advise us about receiving such a windfall.
- **Holiday Recurring Gift Campaign:** The campaign will be carried over to December.
- **Patient Appreciation at the Mars Theater:** The event will be December 4, 6:00-8:00 pm. Patients chose "How the Grinch Stole Christmas" as the movie to be shown and will RSVP with their attendance. Clinic volunteers will act as Greeters and refreshments will be served. The marquee will display the event, and Amber created a flyer to post on Facebook and throughout the area.
- **Summary of Financial Report:** Amber and Sandra reviewed the Financial Report for August and September. They called attention to \$4000.00 received from Georgia Southern for Health Informatics interns for whom there is no cost to the Clinic. It was noted that Lab Fees of \$720.21 were paid in September.
 - August Beginning Balance \$103,957.57; August Ending Balance \$105,000.33
 - September Beginning Balance \$105,000.33; September Ending Balance \$98,732.56
- **Summary of Executive Director's Report:** Amber called attention to the report which is included in the meeting packet.

New Business:

- **Rincon Lions Club Parade:** The parade is scheduled for December 6, and its theme is "A Very Merry Movie Christmas." The Clinic will have a decorated vehicle and volunteers walking with it and handing out candy to the children.
- **New Board Member Suggestions:** The Bylaws state that the Board of Directors should have 12-18 members, so we need to add 2 more members. Amber would like the current Board to submit some suggestions. Examples would be area leaders, someone from Family Connection, a minority community member, a business community member, Eric Johnson, Destiny Bradshaw.
- **Donations are needed for the Patient Shelf.** Items such as multi-vitamins, vitamin C, D, B12, Iron, Depends, and over-the-counter pain relief medications would be appreciated
- **Clinic Newsletter:** Board members will be asked to send Amber a list of 5-10 emails to add to the Newsletter email group which might increase Clinic donations. Examples would be area physicians, county commissioners, clinic donors, community leaders.

Comments and Questions: Holly Lang has a new office in downtown Springfield on Laurel St. next to the pharmacy

There being no further business, the meeting was adjourned at 5:25 p.m.

The next TRHC Board meeting will be on Wednesday, December 10, at 4:00 pm.

Respectfully submitted,
Christina Love, Secretary



TWO RIVERS HEALTH CLINIC, INC.
VOLUNTEER HANDBOOK

1. INTRODUCTION

Thank you for your interest in joining Two Rivers Health Clinic, Inc. (“Two Rivers”) as a volunteer. As a volunteer, you represent Two Rivers to clients, partners, and the public. As such, we expect the same professional and courteous behavior from volunteers as we require from our staff, as well as compliance with our procedures and policies.

The rules of conduct set forth in this handbook (“Handbook”) apply at all times when engaging in any activities for or on behalf of Two Rivers, whether at its premises, at its events or elsewhere.

NEITHER THIS HANDBOOK NOR ANY PROVISION IN THIS HANDBOOK CONSTITUTES A CONTRACT OF EMPLOYMENT OR ANY OTHER TYPE OF CONTRACT. NOTHING CONTAINED IN THIS HANDBOOK SHALL CHANGE THE RELATIONSHIP BETWEEN TWO RIVERS AND ITS VOLUNTEERS FROM THAT OF A VOLUNTEER RELATIONSHIP.

2. VISION, MISSION, AND VALUES

Two Rivers is a 501(c)(3) non-profit organization aimed at enriching the lives of uninsured adults of Effingham County by promoting healthy lifestyles and providing free primary medical care and treatment for chronic illness.

We envision a strong community that ensures timely access to quality healthcare with community partners.

3. VOLUNTEER DUTIES

Volunteers will perform volunteer work as directed by the Two Rivers staff (“Volunteer Work”). A description of the Volunteer Work and the responsibilities, duties, qualifications, and expectations of the volunteer are more particularly described in the “Job Description” document provided in connection with this Handbook (the “Job Description”). Please notify the Two Rivers staff if you believe any direction you are given is contrary to the intent of this Handbook or the Job Description. The volunteer hereby represents that it meets or exceeds the qualifications set forth in the Job Description.

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4. HOURS

Each volunteer’s work hour requirement and Two Rivers’ expected amount of work hours for each volunteer are set forth in the Job Description.

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5. RESPONSIBILITIES

Although this is an unpaid volunteer program, you are participating in the Two Rivers volunteer program as a reliable, trustworthy, and contributing member of the team. We rely on your punctuality and commitment to our programs to be successful. Please contact volunteer’s supervisor if volunteer anticipates being late or absent for an activity to which volunteer has committed.

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6. PERSONAL PROPERTY

Volunteers are responsible for securing their own personal possessions (e.g., cell phone, coat, sunglasses, purses, etc.). It is recommended that these items be locked in your car out of plain sight.

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7. BAD WEATHER POLICY

Two Rivers' primary concern during inclement weather is to protect the safety of our staff and volunteers. If a volunteer feels it would be unsafe to travel to volunteer, he or she should use his or her best judgment and inform their direct supervisor if they will not be coming in.

Warm season inclement weather, such as thunderstorms and tornadoes, tend to develop quickly and unpredictably. In these cases, it is generally safer for volunteers to take appropriate cover within the building rather than to be on the road driving home. Therefore, except as directed by the Executive Director, Two Rivers will not close in response to such events.

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8. STANDARDS OF CONDUCT

As a volunteer with Two Rivers, you are expected to maintain high standards of conduct. The following list includes some (but by no means all) of the types of prohibited conduct. **While engaging in any activities for or on behalf of Two Rivers, whether at its premises or elsewhere, prohibited conduct includes:**

- Making false or misleading statements to Two Rivers, or refusing to provide requested information in an accurate and timely manner;
- Making slanderous statements about Two Rivers, its employees, other volunteers, interns, clients, or others helping or working with Two Rivers;
- Theft, misuse, or destruction of Two Rivers property or the property of its employees, volunteers, interns, clients, or others helping or working with Two Rivers;
- Abusing, threatening, or intimidating employees, other volunteers, other interns, others helping or volunteering with Two Rivers or clients;
- Fighting, gambling, or engaging in horseplay on Two Rivers property;
- Sexual or other harassment or discrimination;
- Conduct or behavior that negatively reflects on Two Rivers;
- Using Two Rivers equipment or resources for personal use or benefit;
- Possession of any weapons (guns, knives, or other weapons, whether licensed or not); or
- Conduct or behavior that violates any Two Rivers policy or negatively reflects on Two Rivers.

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9. DRUGS AND ALCOHOL

Two Rivers is committed to providing a safe, healthy and drug-free work environment. Therefore, Two Rivers has established the following policies:

- (1) It is a violation of Two Rivers' policy for any volunteer to use, possess, sell, buy, or offer to sell or buy illegal drugs or other non-prescribed intoxicants and controlled substances (or paraphernalia associated with such prohibited substances), or otherwise engage in the use of such substances on Two Rivers property or while working, interning, or volunteering elsewhere for Two Rivers.

- (2) It is a violation of Two Rivers' policy for any individual to volunteer under the influence of or while impaired by illegal drugs or other non-prescribed intoxicants and controlled substances, or to report to an event as a volunteer while possessing in any amount such substances.
- (3) It is a violation of Two Rivers' policy for any individual to volunteer under the influence of or while impaired by alcohol, or to possess or consume alcohol on Two Rivers property or at Two Rivers sponsored events while serving as a volunteer for Two Rivers.
- (4) It is a violation of Two Rivers' policy for any volunteer to use prescription drugs illegally or in a manner inconsistent with the physician's prescribed dosage. It is also a violation of Two Rivers' policy for any volunteer to use prescription drugs which have the effect of impairing the volunteer's ability to perform his or her volunteer responsibilities in a safe and acceptable manner. However, nothing in this policy precludes the appropriate use of legally prescribed medications that do not cause unsafe or unacceptable performance of assigned tasks.

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10. NO VIOLENCE

Acts or threats of violence (including intimidating behavior, verbal or physical harassment, or coercion) that involve or affect Two Rivers' employees, interns, volunteers, or anyone else will not be tolerated. Violation of this policy may lead to the termination of the volunteer relationship with Two Rivers.

All volunteers are encouraged and have an obligation to report to their supervisor any incidents of threats or acts of physical violence – regardless of the whether the violence is directed at the volunteer or at others. If it would be inappropriate to report to the supervisor, contact the Executive Director.

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11. PROHIBITION OF HARASSMENT

Two Rivers does not and will not tolerate harassment of Two Rivers' employees, interns, volunteers, clients, or anyone else. Harassment is defined as verbal or physical conduct that denigrates or shows hostility towards an individual or that creates an intimidating, hostile, or offensive working environment for an individual because of his/her sex, race, color, religion, national origin, genetic information, age, disability, pregnancy, gender identity or expression, sexual orientation, service in the uniformed services, or any other protected class.

Harassment includes, but is not limited to, epithets, slurs, jokes or other verbal or physical conduct relating to an individual's sex, race, color, religion, national origin, genetic information, age, disability, pregnancy, gender identity or expression, sexual orientation, service in the uniformed services, or any other protected class. Harassment also includes sexual advances, requests for sexual favors, unwelcome or offensive touching or other verbal, graphic or physical conduct, or electronic communications (including e-mail and texting) of a sexual nature involving either members of the same sex or opposite sex. If volunteer has any questions about what constitutes behavior prohibited by this policy, the volunteer should ask Two Rivers' Executive Director.

Volunteers who harass others may be asked to leave Two Rivers' premises or location of volunteer's assignment immediately. Furthermore, volunteer's relationship with Two Rivers may be terminated at the sole discretion of its Executive Director.

If volunteer feels that he or she is being harassed in any way by another volunteer or some other person, or if volunteer observes another volunteer or some other person being harassed, volunteer should immediately notify Two Rivers' Executive Director. We will thoroughly investigate the matter and, where appropriate, take corrective action.

If volunteer does not feel that he or she can discuss the matter with Two Rivers' Executive Director, or if volunteer is not satisfied with the way his or her complaint has been handled, please immediately contact the board chair of Two Rivers to arrange for a meeting to discuss volunteer's complaint.

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12. DRESS CODE

The nature of the volunteer activity for or on behalf of Two Rivers will dictate appropriate dress. However, while engaging in any activities, whether at its premises or elsewhere, a volunteer may not wear flip flops, bare midriffs, spaghetti straps, short shorts, or low hanging pants or shirts.

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13. SMOKING

Two Rivers is a smoke-free facility. This restriction applies to employees, interns, volunteers, and anyone else who comes to Two Rivers. While engaging in any activities for or on behalf of Two Rivers, whether at its premises or elsewhere, the volunteer may not use tobacco or vaping products of any nature.

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14. INSURANCE/BACKGROUND CHECK

[Two Rivers does not provide , health, medical, disability, or any other type of insurance coverage for volunteer for injury, illness, death, disability, or property damage suffered by volunteer or third parties.] However, through Georgia Volunteer HealthCare Partnership ("GVHP"), licensed individuals functioning under their license as a volunteer at Two Rivers may receive liability coverage. In order to receive such coverage, such licensed individual must complete, and GVHP must approve, applicable paperwork separate from this handbook before the volunteer begins independently functioning under their license.

In addition, Two Rivers does provide health, medical, disability and other types of insurance coverage for injury, illness, death, disability, or property damage suffered by non-licensed volunteers.¹ Non-licensed volunteers are required to submit to a background check, at no cost to them.

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15. CLIENT INTERACTION

Volunteers may be required to interact with Two Rivers clients as part of their work. However, volunteers shall not, under any circumstances, provide transportation to or from Two Rivers anywhere for any Two Rivers client. Volunteers also shall not, under any circumstances, provide any financial assistance to any Two Rivers clients.

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16. ORGANIZATION PROPERTY

¹ Note to Two Rivers: Please clarify this language you added. Does Two Rivers provide this coverage for non-licensed volunteers? If so, we should remove the first sentence in the previous paragraph.

All property of Two Rivers that is furnished to volunteer is only for use and convenience in performing the volunteer's duties. Two Rivers retains the right of full access to this property and may inventory such property from time to time without further notice. Two Rivers may also (without further notice) access equipment furnished by any person, but used in the course of performing volunteer responsibilities, e.g., personal computers, laptops, files, calendars, date books.

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17. CONFIDENTIAL INFORMATION

Two Rivers requires all volunteers to agree to and abide by the following policies:

1. Volunteer agrees that during his or her involvement with Two Rivers, and thereafter as long as necessary to assure confidentiality, any private, privileged or confidential information he or she receives, including, but not limited to, financial data; personal information regarding staff, board members, interns and volunteers; client and/or patient information; and personal observations of client, shall be considered and kept as the private, privileged, and confidential records of Two Rivers.
2. Information shall not be divulged to any person, firm, corporation or other entity except on the direct authorization of the Executive Director or his or her designee.
3. If the volunteer is provided with computer access, the computer information accessed by volunteer is confidential and may not be shared with others. Any assigned password must also be kept confidential and shall not be divulged or given to others for their use, other than as required by Two Rivers procedures. If volunteer believes another person has access to his or her password, the volunteer shall immediately request a new password.
4. Upon the termination of volunteer's relationship with Two Rivers, volunteer agrees that he or she will continue to treat the information as private, privileged, and confidential and will not release any such information to any person, firm, corporation or other entity by written or verbal statements, except upon direct written authority of the Executive Director. Failure to maintain the information as private and privileged will be considered a breach of confidentiality. Two Rivers shall be entitled to an injunction by any court of competent jurisdiction to enjoin and restrain the unauthorized disclosure of such information.
5. The volunteer agrees to abide by Two Rivers' internal confidentiality procedures and protections regarding the access, dissemination, input and collection of confidential and private information with regard to data collection, Two Rivers records, Two Rivers' computer system, E-mail, the Internet, facsimiles, and other methods of transferring or recording information.
6. All information relating in any manner to Two Rivers participants or organization, whether prepared by volunteer or otherwise, coming into the volunteer's possession, shall be the exclusive property of Two Rivers and shall be returned immediately to Two Rivers upon termination of the volunteer's relationship with Two Rivers or upon Two Rivers' request at any time.

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18. DOCUMENT RETENTION

Two Rivers also maintains a policy of retaining only those documents (including paper documents, emails, voicemails, and computer files) which must be legally retained and which are needed to operate Two Rivers. Volunteers should be aware that, if Two Rivers becomes involved in a lawsuit or an investigation, it may have an

obligation to immediately preserve certain categories of relevant documents. Accordingly, only unnecessary records may be shredded or deleted.

If volunteer has a question as to whether a document must legally be retained, volunteer must contact volunteer's supervisor. The purpose of this policy is to ensure the safety and security of Two Rivers' clients and donors, while ensuring compliance with Two Rivers' legal obligations.

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19. PHOTOGRAPHS/CAMERAS/RECORDINGS

A volunteer is not permitted to take photographs, video, or audio recordings (collectively "Images") while on Two Rivers premises or at Two Rivers functions unless specifically requested by volunteer's supervisor to do so. If requested by the supervisor to take Images, volunteer shall strictly follow Two Rivers' instructions on the types of Images that volunteer is allowed to take. Those who will be photographed, video or audio recorded by volunteers must give their written permission to be photographed or recorded in any way. Additionally, volunteers are specifically prohibited from using their own personal equipment including, but not limited to, cell phones and digital cameras, when taking Images.

Assignment: If requested to take Images, volunteer hereby grants and conveys to Two Rivers, without limitations, all rights, title and interest in any and all Images made by volunteer, including, but not limited to, any royalties, proceeds, or other benefits derived from such Images.

Release: Volunteer hereby irrevocably grants and conveys unto Two Rivers, without limitations, all rights, title and interest in any and all Images taken of volunteer during the volunteer's activities with Two Rivers, including, but not limited to, any royalties, proceeds, or other benefits derived from such photographs or recordings. Volunteer consents, in advance, to Two Rivers' use of volunteer's name, photograph, voice, or likeness for all promotional purposes related to Two Rivers and its sponsors and beneficiaries and waives all rights to privacy in connection therewith.

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20. WORK MADE FOR HIRE AND ASSIGNMENT

Volunteer may create certain works on behalf of Two Rivers that may be copyrighted under the laws of the United States. To the extent that any such works are created, volunteer will be considered to have created a "work made for hire" as defined in 17 U.S.C. Section 101, and Two Rivers shall have the sole right to the copyright. In the event that any work created by the volunteer does not qualify as a work for hire, for any reason, the volunteer agrees to assign without limitations, all of their rights, title and interest in the work to Two Rivers. This includes, but is not limited to, any royalties, proceeds, or other benefits derived from such works created including photographs or recordings.

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21. USE OF ORGANIZATION'S NAME

Use good judgment when using Two Rivers' name and any photographs of any Two Rivers participants in any written materials, publications, websites, blogs or other media, especially if volunteer does not have the express authorization from Two Rivers and the Two Rivers participants. The volunteer should always make it clear that your content is your own, and your views do not necessarily represent the views of Two Rivers. Two Rivers has

worked very hard to build a recognized name and reputation. The safety of the Two Rivers participants and any minors is of particular concern.

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22. SOCIAL MEDIA POLICY

“Social Media” is defined as the use of technology combined with the sharing of content through social networks or platforms. Social Media can include, but is not limited to, blogging, postings, chat rooms, online journals, and participation on online systems such as Facebook and Twitter.

Two Rivers respects the right of volunteers to participate in Social Media and does not discourage self-publishing or self-expression. Volunteers are expected to follow these guidelines and policies to provide a clear distinction between the volunteer as an individual and the volunteer as a volunteer of Two Rivers.

- Volunteers are personally responsible for their commentary on Social Media. Volunteers can be held personally liable for commentary that is considered defamatory, obscene, proprietary, or libelous by any offended party.
- Volunteers may not use social media to harass, threaten, or discriminate against employees, interns, volunteers or any other individual or entity associated with or doing business with Two Rivers.
- If volunteer identifies himself or herself as affiliated with Two Rivers, he or she could be viewed as representing Two Rivers. Because of this possibility, the volunteer should always state that the views expressed by the volunteer through Social Media are his or her own and not those of Two Rivers.

This policy extends to the volunteer’s use of Two Rivers’ social media accounts, including, but not limited to, Facebook and Twitter.

Two Rivers may authorize certain Social Media communications to convey information about Two Rivers to the public. Use of Social Media communications on behalf of Two Rivers shall be consistent with Two Rivers’ mission and legal obligations. Two Rivers’ Executive Director has sole authority to authorize Social Media communications on behalf of Two Rivers. Only authorized individuals can prepare and modify content for Two Rivers-sponsored or affiliated Social Media.

Two Rivers urges volunteers to report any violations or possible or perceived violations of this policy to the Executive Director. Two Rivers will investigate and respond to such reports. Violations may result in disciplinary action up to and including termination.

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23. PERSONAL INFORMATION

Volunteers are prohibited from giving out their personal information or any employee or other volunteer’s personal information (including mailing address, e-mail address, and telephone number) or the personal information of anyone else associated with Two Rivers. This policy is designed to protect volunteer’s privacy and security (and other volunteers’ privacy and security) and to prevent volunteer (and other volunteers) from receiving personal phone calls, visits and requests from clients of Two Rivers. The volunteer agrees that any violation of the confidentiality of medical information by the volunteer may result in the removal of the volunteer’s privileges. The volunteer further acknowledges that the volunteer has been provided a copy of the Health Insurance Portability and Accountability Act compliance rules, and has read and understands such rules.

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24. CONFLICT OF INTEREST

Volunteers should avoid any activity, agreement, business investment, or interest or other situation that could be construed as a conflict with Two Rivers' best interests or which give the appearance of taking money, merchandise, or services from participants or vendors for personal gain. A potential or actual conflict of interest exists when commitments and obligations are likely to be compromised by the volunteer's other material interests or relationships (especially economic), particularly if those interests or commitments are not disclosed.

Good judgment should prevent the possibility of a conflict of interest arising. If a volunteer engages in any activity or transaction which might potentially cause a conflict between personal and organizational interests, however, information about that potential conflict must be disclosed in advance to the Executive Director by filling out the form attached hereto as **Exhibit A**.

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25. WHISTLEBLOWER POLICY

Two Rivers requires that volunteers observe and practice a high standard of ethics with regard to their responsibilities. All individuals who volunteer with Two Rivers are expected to practice honesty and integrity and comply with any and all applicable laws and regulations.

Two Rivers has an open door policy and encourages volunteers to share their questions, concerns, suggestions, and complaints with someone who can properly address them. Issues should first be presented to the volunteer's supervisor and, if necessary, Two Rivers' Executive Director. If the concern is not resolved to the volunteer's satisfaction, the volunteer should contact a member of the Board of Directors.

Two Rivers will conduct a prompt investigation into all complaints raised pursuant to this policy. Volunteers who raise complaints under this policy have an obligation to assist with resolution of Two Rivers' investigation. If warranted, Two Rivers will take corrective action. Further, those who violate state or federal law may be prosecuted or suffer other legal consequences.

Volunteers are expected to invoke this policy in good faith and should have reasonable grounds for raising a complaint under this policy. If a volunteer makes knowingly false allegations against Two Rivers under this policy, the volunteer's relationship with Two Rivers may be terminated.

Two Rivers will not retaliate against any volunteer because of complaints of harassment or discrimination or because of cooperation with any investigation. Violations or suspected violations of this Policy may be reported anonymously. Two Rivers will endeavor to keep those reports confidential, if possible, during its investigation.

Where complaints are not reported anonymously, the Executive Director will notify the volunteer raising a complaint under this policy to confirm receipt of such complaint.

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Two Rivers Health Clinic Inc. Handbook
ACKNOWLEDGEMENT FORM

By signing this Acknowledgment Form, and initialing above, I hereby acknowledge that I have received Two Rivers' Handbook, have read those policies, am familiar with its terms, and agree to fully abide by them.

I understand that the purpose of this Handbook is to provide volunteers of Two Rivers with general information regarding the policies and procedures Two Rivers attempts to follow in most cases. I also understand that because of the nature of Two Rivers' operations and the variations inherent in individual situations, the policies and procedures set out in these policies may not apply to every situation. I understand that under no circumstances are the policies and procedures contained in this Handbook to be considered promises by Two Rivers.

I understand and acknowledge that Two Rivers may, in its sole discretion, interpret, modify, revise, delete or add to any of the policies or procedures contained in the Handbook. I understand that Two Rivers may do this at any time, with or without notice, and that Two Rivers' decisions in this regard will be final.

I understand that, as an unpaid volunteer, Two Rivers is not my employer, and I will not be compensated for the work that I perform for Two Rivers.

I further understand and agree that my role with Two Rivers may be terminated by Two Rivers at any time for any reason. Additionally, I understand that I may terminate the volunteer relationship at any time.

I HAVE READ THE ABOVE STATEMENTS, AND I UNDERSTAND AND AGREE TO ABIDE BY TWO RIVERS' HANDBOOK.

Date

Volunteer's Printed Name

Volunteer's Signature

Exhibit A

Conflict of Interest Policy and Form

Please indicate whether the volunteer named below has an economic interest in, or acts as an officer or a director of, any outside entity whose financial interests would reasonably appear to be affected by the addition of this volunteer to Two Rivers Health Clinic, Inc.. Please also disclose any personal, business, or other volunteer affiliations that may give rise to a real or apparent conflict of interest. Relevant federally and organizationally established regulations and guidelines in financial conflicts must be abided by.

Please describe below any relationships, transactions, positions you hold (volunteer or otherwise), or circumstances that you believe could contribute to a conflict of interest:

_____ I have no conflict of interest to report.

_____ I have the following conflict(s) of interest to report (a conflict of interest may include other nonprofit or for profit boards you or your spouse sit on, businesses for which you or an immediate family member are an owner, officer, or a majority shareholder, your employer):

1. _____
2. _____
3. _____

I hereby certify that the information set forth above is true and complete to the best of my knowledge.

Signature: _____

Printed Name: _____

Date: _____

2026 TRHC Operating Budget - proposed

Income			Received/ spent	
Individuals	9,000	Unrestricted		only slight increase due the fact that we are behir
GCCN Grant	17,111	Restricted		based on what we would be project to receive for
UWCE Grant	10,996	Restricted		based on what we have been awarded for FY 26 (
Businesses, Clubs, Churches	20,000	Unrestricted		increase here because we are a little over halfway
Foundations	35,000	Restricted		slight increase here because have received almos
Other Misc/Grants	45,000	restricted/unrestricted		includes partial use (\$25,000) of bequest by Dr. D
In Kind donations (equipment, etc)	2,000	Unrestricted		estimate
In kind clinic volunteer hours value	70,742	N/A		based on number of hours as of May 2025
SUB TOTAL minus VOL HRS	139,107			
GRAND TOTAL	209,849			
Expenses				
Administrative				
Dues (State, National, GCCN Mgt, Affiliations)	1,250			slight decrease as we are less than halfway to this
Insurance (Brd & Office Liability)	2,000			increase because we are already over budget as o
Adm Office Rent	6,600			no increase, remains at \$550/month
Non-Medical Off. Supplies	1,000			over budget on this already as of May 2025
Postage	200			well below budget
Payroll, Prog Accounting, CPA	800			slight increase for inflation
Meetings, Conferences, Trainings	2,000			already over budget as of May 2025
Advertising	2,300			slight increase for inflation
Miscellaneous business	1,000			already over budget as of May 2025, but a big itei
Events	1,500			well below budget
SUB TOTAL	18,650			
Payroll				
Nurse Practitioner	23,088	PFL/UW/Grants		12hr/wk at \$37/hr (\$2/hr increase, same # hrs/wk
Employer SS/Med Tax NP	2,305			

Ex Director	34,944	PFL/UW/Grants		32hr/wk at \$21/hr (\$2/hr increase, 2 more hrs/wk)
Employer SS/Med Tax Ex Dir	3,515			
P & V Coord	28,288	PFL/UW/GCCN		32hr/wk at \$17/hr (\$2/hr increase, 2 more hrs/wk)
Employer SS/Med Tax P & V	2,839			
Case Worker	12,480	PFL/UW/GCCN		20hr/wk at \$12/hr, might be more depending on
Employer SS/Med Tax P & V	1,248			
SUB TOTAL SALARY	98,800			
SB TOTAL TAXES	9,907			
SUB TOTAL ALL	108,707			
Clinic/Patient Expenses				
Referrals to Specialists/XRAYS/Labs	8,000			only slightly over half as of May 2025
Medications	250			well below this as of May 2025
Clinic Supplies	1,500			slight less than half spent as of May 2025
In Kind donations	2,000			
Volunteer hours expended	70,742			
SUB TOTAL	82,492			
*subtotal without vol hrs	11,750			
GRAND TOTAL	209,849			

139,107

**Two Rivers Health Clinic
Executive Director Report
December 10, 2025**

Tasks completed:

1. Stats (Oct and Nov, 2025)

- a. Total followers - 701 (687 at end of Sept)
- b. New Likes - 14
 - i. Page views - 13,343 (26,945 in Aug and Sep)
- c. Page reach (number of people who saw page content) – (approximate)
 - i. 4785 *COULDN'T FIND ON THE PAGE
- d. Most popular posts
 - i. Likes - 29 - 11/3/2025 - post about Family Connection giving us generator
 - ii. Shares - 15 - 11/5/2025 - info about tele-optometry clinic

2. Clinic Update

Clinic held weekly

- iii. All clinics will be 4 hours in new year
 - 1. Looking at adding a friday am clinic
- iv. Still have a lot of interest.
 - 1. People calling from other counties
- v. Still looking at adding a nurse ONLY volunteer day for telehealth purposes
 - 1. PCT/Phlebotomist visited clinic
- vi. New providers
 - 1. Quory Brown NP came to visit clinic
 - 2. Got MOU back from Dr. Lynn

b. Labcorp

- 1. Adjustments were made to previous bills to discounted prices
- 2. Need to be frugal about doing "extra" tests

c. volunteers

- a. 1 PCT/Phlebotomist and 1 new provider volunteer (awaiting paperwork from both)
- b. Would still like to add one more physician volunteer to see patients.
 - i. To pick up where Dr. Decker left off
 - ii. Be able to spread out mid-level supervisor duties
 - 1. Dr. Adjei interested in maybe helping after first of the year
 - 2. Dr. Oglesby interested maybe helping after first of the year

3. Interns

- a. No fall interns but Foram Patel is working with us again (was intern last summer)
 - i. Working Americanes Roadmaps program
 - ii. Looking at resources for various screening tests we can have available for patients
 - iii. Will help with grants

**Two Rivers Health Clinic
Executive Director Report
December 10, 2025**

- b. Will have 3 interns for fall to work on a project together (all MPH students)
 - i. Moriah - Pharmacist - research on meds and developing educational program around meds
 - ii. Amber - Respiratory Therapist - retrospective study of paper charts
 - iii. Padde - continuing to work on Roadmaps project

4. GRANTS/Fundraising

- a. Kaiser Permanente - waiting to hear from
- b. Georgia Baptist Healthcare Ministry Foundation
 - i. Applied for \$23,500 - conditionally awarded
- c. GCCN - Received \$12,000
 - i..Reimbursable grant - get reimbursed for spending once we submit documentation f
- d. Other grants
- e. Exact sciences - provider of Cologuard
 - i.applied for a grant with them to get free Cologuard screening kits
 - 1. Approved - will receive 50 free kits!

5. Other Progress

- 1. Continuing to refer to Effingham Eye
- 2. Dentistry at Towne Center
 - a. Continuing to refer
 - b. Have some patients out of scope of what they can do. Looking at other options.
 - i. Augusta dental clinic
 - ii. Others?
- 3. Lions Club - still working as screening org for those needing glasses.
 - a. Tele-optometry clinic - November 20th
 - i. Went well
 - ii. Used it for our patients to get glasses (not eye exams)
 - iii. A lot more people from the community
- 4. Pro Bono partnership of Atlanta
 - a. Worked on so far:
 - i. ICE Policy
 - ii. Physician MOU
 - iii. Volunteer Handbook - emailed out
 - iv. Employee Handbook - working on
 - v. Board policies and bylaws - newest matter, just had meeting about
 - vi. Next will be looking at whether we are subject to HIPAA

5. Numbers for benefits received by patients (through October 2025): \$130,374.90

- a. Clinic visits - \$67,445

**Two Rivers Health Clinic
Executive Director Report
December 10, 2025**

- b. Labs - \$54,496
- c. Specialty services - 4677.47
- d. In house pharmacy - \$22,741
- e. Good Pill - tbd at end of year
- f. Giving Health - \$20,426 (QT 1 and QT 2)
- g. MedBank - TBD at end of year
- h. Effingham Eye - \$9250
- i. Durham Dental - TBD at end of year
- j. Medical Pantry - \$731.27 (through July)
- k. Lighthouse Foundation tele-optometry clinic - TBD
- l. GROW Initiative GA - TBD

7. Other items

- 1. Family Connection to do "Do You Know Your Neighborhood?" Resource events
 - a. Will participate in Healthy City 360
 - i. January 10th - Empire Gym
- 2. ESL classes still being done by GROW Initiative
 - a. Not sure when new nutrition class will restart
 - b. Will be on and off with Case Management until they receive more funding
 - c. Still doing translation for us

Ongoing Collaborative Partners

- | | |
|--|--|
| 1. United Way - local | 11. Effingham Health system |
| 2. Georgia Charitable Care Network | 12. Direct Relief |
| 3. National Association of Free and Charitable Clinics | 13. Ready 2 Connect powered by Action PACT - local |
| 4. Effingham Family Connection - local | 14. Lions Club - local |
| 5. Effingham Eye Care - local | 15. Labcorp |
| 6. Dentistry at Towne Park West -local | 16. GROW Initiative GA - local |
| 7. MedBank Foundation -local | 17. Georgia Lighthouse Foundation |
| 8. Specialist Referral Sources | 18. Americare - Roadmap |
| 9. Effingham Magazine | |
| 10. Georgia Baptist Healthcare Ministry Foundation | |

Monthly Summary

October 2025

Intake			
New	Waiting	Processed	Total
2	0	2	2

Current	Previous Year
179	121

Total Number of Clinics For the Month:

Clinic Date	low Up/urgent c	New Patient	No Show	Reschedules/CXL	Intake	TOTAL
10/7/2025	5/0	0	0	6	0	5
10/14/2025	8/0	1	2	1	1	10
10/23/2025	12/0	0	1	3	0	12
10/28/2025	5/0	0	0	4	0	5
telemed visits 36 68 number visits						

Number of Patients	Specialist Type	Name of Specialist	Need
4	womens health	ECHD	pap/pelvic
1	ortho	Chatham orthopaedic	
Savannah Neurology			
1 neurology			
2 mental health			
Etingham behavioral health			
1 optometry			
Etingham Eye Care			
basic eye care			
1 dentistry			
Dr. Durham			
various			
1 dermatology			
Georgia Skin and Cancer			
Mr. Mascolo			
/assessment for sleep apnea			
2 Pulmonary			

Clinic Date	Dr.	NP/PA	RN	Receptionist	Dietician	Intake	Total Hrs	Value
10/7/2025		0	3	3	0	0	9	\$ 458.34
10/14/2025		0	6.75	4	3.75	0	15.5	\$ 835.38
10/23/2025		0	6	6	3	0	15	\$ 839.34
10/28/2025		0	4.5	8	4	0	16.5	\$ 863.62
		0	20.25	21	13.75	0		\$ 2,996.68

Monthly Summary

November 2025

Intake			
New	Waiting	Processed	Total
7	0	7	7

Monthly Caseload

Current	186
Previous Year	121

Total Number of Clinics For the Month:

Clinic Date	low Up/urgent c	New Patient	No Show	Reschedules/CXL	Intake	TOTAL
11/4/2025	4/0	3	0	2	3	10
11/13/2025	6/0	0	1	2	0	6
11/18/2025	4/0	2	1	0	2	8
11/19/2025	2/0	2	0	1	2	6
telemed visits						29
						59 number visits

Number of Patients	Specialist Type	Name of Specialist	Need
9	womens health	ECHD	pap/pelvic
1	ortho	Optim Orthoedics	recurring back pain
5	optometry	Effingham Eye Care	basic eye care
3	dentistry	Dr. Durham	various
1	GI	Dr. Wynn	

Clinic Date	Dr.	NP/PA	RN	Receptionist	Dietician	Intake	Total Hrs	Value
11/4/2025		0	4	4	4	3	19.5	\$ 957.47
11/13/2025		0	3.5	3.5	0	0	10.5	\$ 534.73
11/18/2025		0	4.5	4	0	2	18.5	\$ 923.52
11/19/2025		0	3	3	0	2	11	\$ 518.24
		0	15.5	14.5	4	7		
intern							25	\$ 748.75
telemedicine							7.25	\$ 529.25

TOTAL \$ 4,211.96

Volunteer Hours			
Month	Total Hrs		
November			

Total patient encounters (visits, calls, emails, texts, refills, etc)

Total Contacts	
Month	
November	48

Intake Statistics

Month	pts contacting TR	intakes done	cheduled for app	pts lost to follow	Did not qualify
November	12	7	7	2	3

Banking Summary October 2025 - Oct 2025
 10/1/2025 through 10/31/2025

12/10/2025

Category	10/1/2025- 10/31/2025
INCOME	
Church Donation	330.00
Designated Funds	35.00
Individual Donation	1,195.04
UW Designated Funds	1,768.15
TOTAL INCOME	3,328.19
EXPENSES	
Advertising (Business)	280.00
Clinic	
Clinic fees	50.00
TOTAL Clinic	50.00
Clinic Supplies	505.78
dues and membership	240.00
Events	510.00
Lab Fees	847.23
Net Salary	
Payroll Fee Gusto	67.00
TOTAL Net Salary	67.00
Professional Fees	102.95
Rent	550.00
Salary	4,946.72
Specialty Fees	619.00
Tax Payroll	1,051.91
TOTAL EXPENSES	9,770.59
OVERALL TOTAL	-6,442.40

Beginning Balance \$98,732.56

Ending Balance \$92,290.16

Banking Summary November 2025 - Nov 2025
11/1/2025 through 11/30/2025

12/10/2025

Page 1

Category	11/1/2025- 11/30/2025
INCOME	
GCCN grant	3,750.00
Individual Donation	121.53
UW Designated Funds	827.81
TOTAL INCOME	4,699.34
EXPENSES	
Advertising (Business)	280.00
Clinic	
Clinic fees	50.00
TOTAL Clinic	50.00
Clinic Supplies	120.51
Events	520.79
Misc. Expense (Business)	99.90
Net Salary	
Payroll Fee Gusto	73.00
TOTAL Net Salary	73.00
Professional Fees	42.00
Rent	550.00
Salary	4,576.23
Specialty Fees	664.00
Tax Payroll	985.07
TOTAL EXPENSES	7,961.50
OVERALL TOTAL	-3,262.16

Beginning Balance \$92,290.¹⁶

Ending Balance \$88,988.⁰⁰

2025 TRHC Operating Budget
Board Approved Oct 2024, Amended to include events through November 2025

Income			Received/ spent	
Individuals	8,000	Unrestricted	3958.12	
GCCN Grant	15,800	Restricted	12852.54	
UWCE Grant	14,698	Restricted	11623.57	
Businesses, Clubs, Churches	14,000	Unrestricted	17855.5	
Foundations	29,000	Restricted	23500	
Other Misc/Grants	27,000	restricted/unrestricted	29864.5	Includes partial use (\$20,000) of bequest by Dr. Decker, \$ given in 2024
In Kind donations (equipment, etc)	2,000	Unrestricted	1286.42	Chamber supplies, Lip Balm
In kind clinic volunteer hours value	57,003	N/A	63120.56	
SUB TOTAL minus VOL HRS	110,498		100940.65	
GRAND TOTAL	167,501			
Expenses				
Administrative				
Dues (State, National, GCCN Mgt. Affiliations)	1,500		1822.73	
Insurance (Brd & Office Liability)	1,500		1839.34	
Adm Office Rent	6,600		6050	
Non-Medical Off. Supplies	500		757.38	
Postage	300		73	
Payroll, Prog Accounting, CPA	730		1073	
Meetings, Conferences, Trainings	1,500		2144.13	
Advertising	2,000		2556.61	includes 10 year anniv. Swag
Miscellaneous business	1,000		1396.83	\$781.99 for paper charts and tabs -this is the FIRST time we have had to reorder since c
Events	2,000		1660.56	Includes items purchased for Volunteer Banquet
SUB TOTAL	17,630		19373.58	
Payroll				
Nurse Practitioner	21,840	PFL/UW/Grants		12hr/wk at \$35/hr
Employer SS/Med Tax NP	2,184			
Ex Director	29,640	PFL/UW/Grants		30hr/wk at \$19/hr
Employer SS/Med Tax Ex Dir	2,964			
P & V Coord	23,400	PFL/UW/GCCN		30hr/wk at \$15/hr
Employer SS/Med Tax P & V	2,340			
SUB TOTAL SALARY	74,880		48003.32	
SB TOTAL TAXES	7,488		11082.19	
SUB TOTAL ALL	82,368		59085.51	

Clinic/Patient Expenses			
Referrals to Specialists/XRAYS/Labs	8,000		9242.76
Medications	500		92.08
Clinic Supplies	2,000		2075.09
Volunteer hours expended	57,003		63120.56
SUB TOTAL	67,503		
*SUBTOTAL minus Vol hours	10,500		11409.93
GRAND TOTAL	167,501		