



Community Host Group Starter Kit

Remote Area Medical

Community Host Groups are made up of concerned and compassionate community members who host RAM for a free clinic event in their community.

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Compassion

Integrity

Respect

Letter from the Founder - Stan Brock



My vision for Remote Area Medical® (RAM®) developed when I had a personal injury while living among the Wapishana Indians in Guyana, South America. I was isolated from medical care, which was about a 26 day journey away. I witnessed the near devastation of whole tribes by what would have been simple or minor illnesses to more advanced cultures. When I left Guyana, I vowed to find a way to deliver basic medical aid to people in the world's inaccessible regions. RAM is the way I have kept that promise not only to the Wapishana Indians but thousands around the world in similar conditions...in other words there are Wapishanas everywhere.

The RAM dream is bigger than one person and that is why we are fueled and driven by a powerful force of volunteer healthcare professionals and support workers. The dream I had that painful day has been transplanted into the hearts of thousands of people who have taken up the cause of providing free quality healthcare services to those in need. As a Community Host Group you are now a part of that dream in which I welcome you as a member of the RAM Community of Support. You will be expected to compassionately and competently use all your skills, experience, talents and opportunities to make a positive impact in the community you call home. I look forward to serving with you in your own back yard as we meet the needs of your neighbors. Thank you for caring.

Never forget the mission,

Stan Brock

RAM President and Founder

What is a Community Host Group?

A Community Host Group (CHG) is a RAM approved team made up of compassionate and competent citizens who have a desire to see the needs of their community served. A CHG will host and facilitate the local clinic event. A CHG can be comprised of members of a pre-existing organization willing to devote time and energy to bring a free clinic to their community. **The Four Functions:**

Lead

RAM looks to the Community Host Group to lead their members to actively serve, participate and properly execute a RAM clinic event; lead other community organizations by mobilizing them to be involved in the event; serve as representative to the community on behalf of those in need in the community; and model servant leadership with respect, humility, and competence without discrimination. The Community Host Group also leads in the area of mobilizing funds and resources necessary to carry out an effective clinic event. **This function is best expressed in the Leadership Team.**

Host

Hospitality means “a warm welcome and care of comfort.” The Community Host Group functions as a host to RAM personnel, healthcare professionals, volunteers, community members, media, partners, and patients. They express this by providing adequate lodging, food, snacks, water, event accommodations, and a warm spirit of “welcome.” They are the personality and attitude of the event that properly expresses care, compassion and concern to all in attendance. **This function is best expressed in the Hospitality Team.**

Recruit

The Community Host Group is to actively recruit those necessary to make a RAM clinic event successful. The recruitment of volunteers is the heartbeat of RAM. The volunteers can be mobilized and recruited for all roles necessary to make the pre, during and post clinic efforts successful. **This function is best expressed in the Volunteer Team.**

Promote

Promotion of the RAM Clinic event impacts everything. The Community of Need must know that services are being offered; the Community of Support needs to know a service opportunity is available; donors and supporters need to know of the giving opportunity to support the event. The Community Host Group will seek to promote the event in all forms of media and promotion at their disposal. **This function is best expressed in the Promotion Team.**



Introduction to RAM

The goal of RAM is use Community Host Groups to more effectively serve unmet needs. RAM provides a simple approach in the clinic event that serves individuals and families who cannot afford healthcare services.

The RAM Vision

To be the best in providing clinic events that enhances the quality of life through competent and compassionate healthcare to those who are impoverished, isolated and underserved without discrimination.

The RAM Mission

To prevent pain and alleviate suffering by providing free quality healthcare to those in need.

The Four Foundational Principles of RAM

RAM is built on four fundamental principles that serve as a solid foundation to reach our mission. **The four foundational principles:**

Serve Humanity

RAM believes we are responsible to one another as a part of humanity. We exist to use our skills, resources, talents and experiences to bring about positive change to our world. We embrace our role to help prevent and alleviate human suffering and enhance the quality of life of those we serve.

Empower Communities

RAM empowers, inspires and leads communities to serve their own people. RAM is committed to equipping communities to work together in unity to confront the healthcare problems they face. RAM brings out the best in communities as they train host leaders to effectively mobilize people and coordinate efforts for a better future. RAM exists to make the community host organization a success by joining with them to pursue and secure great results.

Generate a People Movement

RAM is built by the power of volunteers, they are our heroes. RAM is fueled by a compassionate people movement that drives our mission. RAM generates this people movement through its expanding initiatives that sweep the nation and world.

Provide Free Quality Services

RAM is committed to providing all of our services and products at no charge to the recipient. Our standard of service combines high quality healthcare with compassion, care and cooperation from our supporters.

RAM Core Values

The core values of RAM represents our heartbeat as a team. It is our organizational personality that drives our quality service. They are a set of standards that guide our internal conduct as well as our external relationships. They work to continually develop and guard our culture while at the same time reveal our true character and integrity as an organization.

Compassion

We are driven with a deep sympathy for those in need and are moved to bold, courageous, and sacrificial actions that address and alleviate suffering. Our vision is outward focused on how we can best use our lives to bring about true transformation in our world. There is a healthy sense of urgency as we reach out to those who are in pain and need our help. **We best express this value to the Community of Need.**

Integrity

We are dedicated to building an ethical framework of high standards and principles by developing quality people who deliver exceptional service. We are the faithful stewards of the relationships and resources that have been entrusted to us and will use them to improve the quality of life of those in need. We are relentless about the results of our efforts because it impacts the lives of real people who trust us to give help during their time of need. **We best express this value to The Community of Support, which includes CHG's.**

Respect

We believe that we serve at our best when we value others. We model servant leadership as we reach out and humbly ask others to join us in our journey to bring needed transformation to communities around the world. We achieve more and make our greatest impact when we serve as a thriving community for the greater good of society. That is the reason we empower and equip others to transform their own communities. We trust and respect them. **We best express this value within our RAM Community.**

Communities Working Together

RAM functions based on the idea of community. There are three communities that work in unison and unity to bring about successful clinic results:

1. **The Community of Need** – this community represents patients, or those who are eligible to be patients receiving our services.
2. **The Community of Support** – this community represents those who are carrying out the services, **especially the CHG**, donors, volunteers, providers and supporters.
3. **The RAM Community** – This community is made up of all official RAM staff, personnel and representatives.

What are the requirements of a Community Host Group?

Organizational structure

RAM believes that the functions of the CHG can best be achieved by working through four teams that drive the objectives. The CHG is led by the Community Host Group Leader (CHGL). The team role and responsibilities are provided in more detail as the application process advances. **The four teams are: Leadership, Hospitality, Volunteer, and Promotion.**

The Community Host Group Service Agreement

If you and your friends are approved to be a CHG then we will enter into an in-formal service agreement. This agreement helps to clarify agreed on expectations and how we stay engaged through the process.

Cost and Funding Information

The CHG usually has a network of members who make volunteer recruitment more effective. To carry out a successful RAM clinic event, a group should have a minimum of 15-20 dedicated members of their organization willing to devote the necessary time and energy to plan and mobilize The Community of Support in their area. It normally takes 10-12 months to properly plan a RAM clinic event. The funding capacity of the Community Host Group should understand that a small two-day clinic event (Serving 800-1000 ppl) can range from \$7,500 - \$12,000 while a larger five-day clinic event (Serving 3,000-4,000 ppl) can range from \$50,000-\$120,000 depending on location. The CHG needs to maintain a designated checking account for funds obtained via donations or fundraising events and develop a final financial report to RAM following the clinic event. If the CHG is not a non-profit organization then the funds should be collected by one to allow for tax deductible contributions.

Location

The Community Host Group is responsible for securing a location adequate to meet the needs of the clinic event. Ideal locations are schools or community centers able to accommodate at least 500-600 people at one given time supporting sufficient electrical and drainage infrastructure preferably with two separate entrances. An adequate parking area is also necessary for clinic functions. This area needs to accommodate at least 200-300 automobiles.

You are not alone, we serve together.

Once a Community Host Group Leader is approved they will have RAM shared resources, relationships and training to help develop their Community Host Group team to maximize their efforts. This includes but not limited to:

- **The use of the RAM Brand, Logo and Media resources and templates as approved**
- **Web site, online support resources and tools**
- **RAM Operations System, Equipment and Mobile Units**
- **Community Host Group training materials and tools**
- **Expert guidance and leadership from RAMHQ Operations Team prior, during and following the clinic event**

Where do I go for help?

RAM Headquarters

RAMF Headquarters or your local RAM Affiliate is the hub of operations for your Community Host Group. You need to come to us for all your questions and concerns. We exist to serve you and welcome your questions. We can provide everything you need to not only get started but to be developed as a successful clinic event.

What is the next step?

You've read this starter kit and now understand some of what it means to be a Community Host Group. **What do you do next?**

If you and your group of friends and supporters would like to start the process to become a Community Host Group...

Complete the Community Host Group application packet provided by RAMHQ at the following link:

<https://sites.google.com/a/ramusa.org/community-host-group/>

If you and your group have decided that the Community Host Group approach is not the best fit for you...

Then we part as friends in this area and hope to connect with you on the field. There are many different ways you can serve the RAM mission. We invite you to seek out how you can be fully engaged, invested and involved to helping to stop the suffering and needless pain of those in communities of need around our nation and world.

Community Host Group Service Agreement

RAM Agrees to:

1. **Support** your work and efforts through effective planning, training, equipping and communication.
2. **Help** establish, preserve, protect and promote your reputation and name.
3. **Operate** all activities in a manner worthy of our mission, vision, principles, and values. We exist to serve and to make you a success with an attitude of respect, humility, and joy.
4. **Coordinate** volunteers, healthcare professionals, clinic operations and the planning process for the good of fulfilling our shared mission.
5. **Maximize** your mobilized personnel, resources and funds by administering quality RAM services through faithful stewardship.
6. **Lead** the CGH by creatively setting and agreeing on clear expectations, staying engaged, and providing accountability so we achieve greater results together as a team.
7. **Reserves** the right to respectfully discontinue any Community Host Group and clinic event based on irreconcilable differences in the area of cooperation, breach of this Service Agreement, core values or present and future policy and regulation failures.

The CHG Agrees to:

1. **Support** the work of RAM by being cooperative, available and teachable as we work together to plan, coordinate and prepare for clinic execution and operations.
2. **Help** preserve, protect and promote the good name and reputation of RAM.
3. **Operate** all activities in a manner worthy of the RAM mission, vision, principles, and values with an attitude of respect, humility, and joy.
4. **Mobilize** needed equipment, resources, logistics, location, funds, volunteer, and healthcare professionals as directed by RAM for the good of our shared mission.
5. **Comply** with best practices, requirements and regulations as outlined by RAM, local and State agencies as well as any media/press resources provided by RAM.
6. **Follow** agree on expectations, staying engaged and be responsible by taking ownership of our results.
7. **Submit** to RAM's decision of any postponement or cancellation based on situations beyond RAM's control, or breach of requirements or this Service Agreement. We understand that if our clinic event is cancelled that we will discontinue use of any RAM logos, materials or resources and return any RAM property within 15 days.

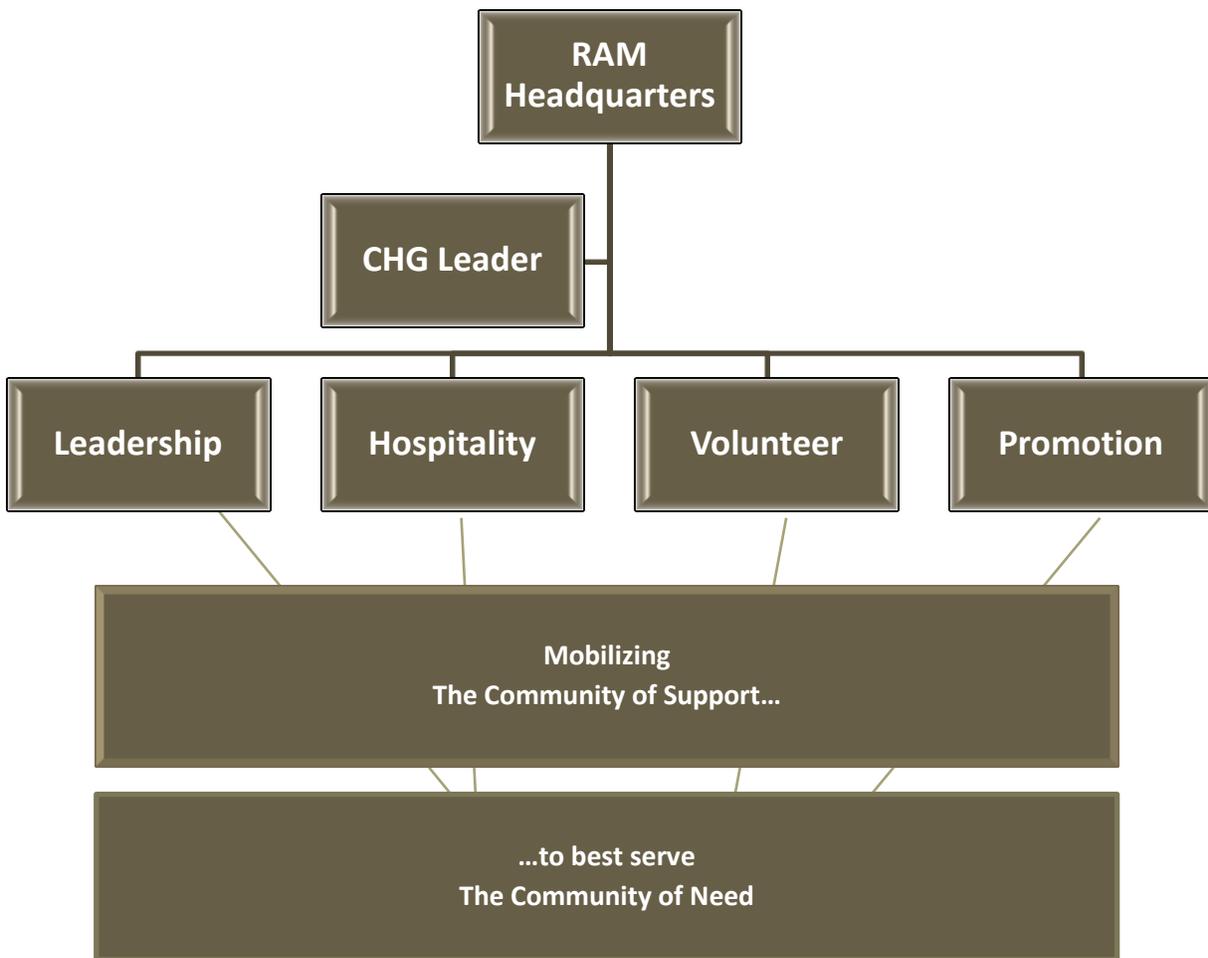
RAM Director of Operations

Date _____

[Community Host Group Representative, title]

Date _____

Basic organizational chart for a Community Host Group



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