

**Omega Leo Medical Explorer Post 4077, San Marcos, Texas  
Capitol Area Council, Scouting America (Boy Scouts), and  
Lions Clubs International**

**Standard Operating Procedure 0011.10.01 – Reporting “No-Show” Events  
and Members (November 15, 2025)**

**Prepared or Last Modified**

Originally prepared by Charles Johnson, PhD, Senior Omega Leo Medical Explorer Advisor, Post 4077: August 1, 2021

Modified by Kyler Beaty, BS, Omega Leo Medical Explorer President/Advisor, Post 4077: June 23, 2024

Last modified by Charles Johnson, Ph.D., Senior Omega Leo Medical Explorer Advisor, Post 4077, November 15, 2025.

Revisions are welcome by any Omega Leo Medical Explorer President or Vice-president. Members should know how serious the problem of “No Shows” is for our organization. Ideas as to help prevent “No Shows” among students who aspire to be health professionals are always welcomed.

**Review within the Omega Leo Medical Explorer Post 4077**

Reviewed by the Training Officer: June 24, 2024

Reviewed by the CERT Coordinator: June 24, 2024

Reviewed by the Chief Volunteer Coordinator: June 24, 2024

Reviewed by the Vice-President of Operations: June 25, 2024

Reviewed by the Omega Leo Medical Explorer President’s Council: **Needs Review**

**Review by Senior Omega Leo Medical Explorer Advisor for Consistency with Other Existing Policies**

Last Reviewed by Charles Johnson, PhD, Senior Omega Leo Medical Explorer Advisor: November 15, 2025

**Review by Agencies Outside of Omega Leo Medical Explorer Post 4077**

None

**Omega Leo Medical Explorer Officer or Advisor with Annual Review Responsibility**

Omega Leo Medical Explorer Vice-President of Systems, **Review Month: May**

Omega Leo Medical Explorer Vice-President of Operations, **Review Month: May**

Charles Johnson, PhD, Senior Omega Leo Medical Explorer Advisor, **Review Month: July**

**Those with responsibilities in this SOP include:**

1. Senior Omega Leo Medical Explorer Advisor
2. Omega Leo Medical Explorer Chief Volunteer Coordinator
3. Omega Leo Medical Explorer Training Officer
4. Omega Leo Medical Explorer Vice-President of Systems
5. Omega Leo Medical Explorer Vice-President of Operations
6. Omega Leo Medical Explorer President

7. Omega Leo Medical Explorer President's Council

**Other Standard Operating Procedures Referenced or Impacted by Changes in this SOP:**

SOP 0101.30.01 Reporting No-Shows and Reliability Problems for Any CERT Activity (not yet written)

SOP 2000.01.01 Expectations of All Medical Explorers Participating in Volunteer Opportunities

SOP 2100.01.01 Duties of All Medical Explorer Crew Chiefs

The procedures and requirements for monitoring and reporting “No Show” events and members for all volunteer activities where Omega Leo Medical Explorers have commitments are as follows:

**I. Purpose**

- A. Our Omega Leo Medical Explorers have a solid reputation among the Central Texas Emergency, Medical, and Health-Related communities for **reliability**. This reputation is very fragile and subject to damage from any Medical Explorers who may not show up for volunteer activities or training when they have a prior commitment to be there for the event.
- B. Related to the “No Show” problem is a member’s general attendance record for our weekly meetings. While we understand our members’ first priority is study for their university courses, and can accept the occasional “missed meeting” for last minute test preparation, we expect Medical Explorers to minimize absences and use good time management techniques to prepare for examinations days in advance of a test date. That said, we do want all Medical Explorers to do what is necessary to maximize the grades they will earn in their courses. We understand.
- C. For our officers, their “No Show” record is expected to be much lower than that recorded by first semester or freshmen members. We expect our Officers and Liaisons to be models for our new members. They are to be held to a higher standard!
- D. Reliability in showing up for training and regular meeting may be a characteristic of the college student generation. There are many research studies that report this problem for the current generation, but we expect Medical Explorers to quickly put this behind them and develop a reliability that is expected and required for all health professionals. If a new member cannot seem to do this, maybe they should consider a different career objective now. “Reliability” is an essential characteristic shared by health professionals.
- E. This problem is frequently raised by office managers and health professionals when we attempt to open shadow and volunteer opportunities for Medical Explorers. It is common that we have to promise those who can open the experiences to our members that Medical Explorers are “Reliable” and are not your “typical” freshman college student. We are unsure why we hear this often, but it is an unexplained problem among our local medical community. In arranging volunteer experiences for Medical Explorers, promises must frequently be made with office managers and others that Medical Explorers are “different.”
- F. It has also become a problem in our relations with Hays County Community Emergency Response Team (CERT) program, especially regarding CERT training courses for students just beginning their college careers. It may be that first semester college freshmen students are still thinking like high school students and have not yet developed a more mature mindset found in

older students. In any regard, “No Shows” hurt our reputation when the minimum class size for a CERT class may be limited, and several are “No Show” Medical Explorer students.

- G. Professionals in the healthcare environment expect reliability from other health professionals, and they, in turn, expect reliability from those who aspire to be health professionals. It is a common belief that a person who is “not reliable” should not be a health professional.
- H. Reliability begins with being on time and showing up when a volunteer or training commitment has been made. Medical Explorers should arrive at least a few minutes early. Being “held-up by a train” is NOT an acceptable excuse if used repeatedly. Know that trains in San Marcos can frequently stop all traffic for 15 minutes. I stopped by a train, turn around and seek an alternative route.
- I. **In many cases, volunteer opportunities have been opened to Medical Explorers when those opportunities are not routinely open. Those opportunities will not remain open if our reputation for “reliability” is damaged by members who do not show up on time or do not show up at all. Individual unreliability hurts the opportunities open to all our members who may never have a “No Show.”**
- J. **Thus, it is important for all officers and liaisons to carefully monitor** any volunteer or training events where Medical Explorers may not show up for a volunteer opportunity, take appropriate actions to help identify reasons for the “no show”, and further help find solutions for this problem. It is an important responsibility of each officer or liaison to help eliminate this damage to our reputation.

## **II. Monitoring and Reporting “No-Show” Events or Members for Scheduled Events**

- A. Each officer or liaison responsible for scheduled events involving one or more Medical Explorers shall report a “No-Show” volunteer or training opportunity to their immediate superior officer with a short explanation or reason and the names of any Medical Explorer who may have been scheduled for the event. The Crew Chief Report (SOP 2100.01.01) specifically asks for names of members who are “No Shows.”
- B. Each superior officer should investigate the reason for the “No-Show” and work with the reporting officer or liaison to find a solution to the problem in hopes of avoiding any future “No-Shows.” If a solution is not readily identified or the event or member becomes a repeating “No-Show,” the problem is to be reported to the President’s Council for review and recommendation.
- C. Changes in the Standard Operating Procedure related to the volunteer opportunity should be considered in the solution.
- D. If the “No-Show” is an individual Medical Explorer, the Chief Volunteer Coordinator shall maintain a list of members involved in a “No-Show.” The Chief Volunteer Coordinator shall notify the Medical Explorer that our records show they were scheduled for a volunteer event and did not report as expected. **In a nice way**, explain that our reputation depends upon all Medical Explorers reporting for volunteer and training events when they commit to an event and that, in some cases, there may have been another Medical Explorer who did not get to volunteer because the volunteer slot was filled by them. **Continuing in a nice way**, ask if there was a good reason for the “No-Show.” The reason given by the Medical Explorer or “No Response” shall be

recorded in a monthly report of all “No-Show” problems that is forwarded to the Vice-President for Operations and the President for their review.

- E. In a likewise fashion, the Chief Training Officer shall maintain a list of members who have been a “No-Show” for a training event. The Chief Training Officer shall notify the Medical Explorer that our records show they were scheduled for a training event and did not report as expected. **In a nice way**, explain that our reputation depends upon all Medical Explorers reporting for training events when they commit to an event and that, in some cases, there may have been another Medical Explorer who did not get to attend the training because the class slot was filled by them. **Continuing in a nice way**, ask if there was a good reason for the “No-Show.” The reason given by the Medical Explorer or “No Response” shall be recorded in a monthly report of all “No-Show” problems forwarded to the President for their review.
- F. At the discretion of the President, this “No-Show” report shall be forwarded to the President’s Council for their review and consultation.
- G. The Senior Omega Leo Medical Explorer Advisor is available for consultation if needed. Our President should inform our Senior Advisor about members with a repeated “No Show” record. Some of our volunteer and training opportunities are to be seen as “special opportunities” not commonly open to undergraduate students. Our Senior Advisor prefers to invest his time in arranging these “special opportunities” for our members who have a strong “Reliability” record.

### **III. Using Crew Chief Reports to Monitor “No-Shows”**

- A. The Crew Chief system shall be used for both volunteer and training events when a group of Medical Explorers are involved.
- B. Whichever officer forms the crew for **volunteering or training** shall appoint a Medical Explorer as the Crew Chief. The Medical Explorer must be given the option of not being the Crew Chief. The Medical Explorer accepting responsibility as Crew Chief shall be provided a copy of the SOP 2100.01.01 General Duties of All Medical Explorer Crew Chiefs and any other policy statement related to the event Crew Chief duties.
- C. The completed Crew Chief Report shall be submitted to the officer who formed the volunteer or training crew. The event Crew Chief Report will show the names of any “No-Show” Medical Explorers.

### **IV. Monitoring and Reporting “No Show” Events or Members for Individual Volunteer Assignments**

- A. Monitoring “No-Shows” for individually scheduled volunteer opportunities (physician shadowing for example) are, by their nature, much more difficult. These problems are usually identified through the frequent and close relationships developed between individual officers and liaisons responsible for coordinating volunteer assignments in which a Medical Explorer may be individually scheduled rather than a full crew. Another example of individually schedule opportunities is our EMS Ride-Along program.
- B. In most of these cases, our Liaisons will need to have a close relationship with the volunteer coordinators in hospitals, hospices, professional shadows, or the many other volunteer

opportunities where our members are individually scheduled. The Liaisons should make a point of asking at least once a month if any Medical Explorers have missed any scheduled volunteer assignments.

- C. If the institution or agency volunteer coordinator provides names, that offending Medical Explorer member should be asked, **in a nice way**, by the Liaison (see paragraph II.D above) if there was a good reason for missing their volunteer assignment.
- D. This “No-Show” shall be reported similarly to instructions in paragraphs above and included in the “No-Show” report of the Chief Volunteer Coordinator.

**V. To Review: Responsibilities of the Chief Volunteer Coordinator**

- A. At the discretion of the Chief Volunteer Coordinator, and after consultation with the Vice-President of Operations, they may approach the Medical Explorer member concerning their record of “No Shows”. Before any disciplinary action is taken however, the VP of Operations should be in agreement.
- B. Disciplinary actions may 1) involve distributing the name of the Medical Explorer as a precaution to other Assistant Volunteer Coordinators, 2) banning the Medical Explorer from participation in the more serious Medical Explorer volunteer opportunities, or 3) a total ban for a semester or other length of time. In any regard, consequences are to be consistent with policy developed by the Presidents’ Council.

**VI. To Review: Responsibilities of the President’s Council**

- A. The President’s Council is to develop policy in regard to repeat “No Shows”.
- B. After review and concurrence by the President’s Council, individual Medical Explorer members who repeatedly are ‘No Shows’ are to be reported to the Senior Medical Explorer Advisor for their review and consideration of any more serious disciplinary action.

**VII. To Review: Responsibilities of the Senior Medical Explorer Advisor**

- A. The Senior Medical Explorer Advisor may 1) endorse any disciplinary action supported by the President’s Council, or 2) request a reconsideration of the disciplinary action imposed by the President’s Council, giving reasons for the reconsideration.
- B. The final decision of the President’s Council and the Senior Medical Explorer Advisor are to be shared with our Board of Advisors by the Senior Medical Explorer Advisor.

**VIII. Consequences for a Medical Explorer Appearing on a “No Show” Report**

- A. The President’s Council must develop a policy in regard to repeat offenders for “No-Shows.”
- B. Those consequences, once developed, shall be added to this SOP. Consistency is to be ensured between this SOP and any other SOP related to the problem of “No Shows” for specific volunteer opportunities. Our Vice-President of Systems is to monitor our SOP system for consistency.

**Calendar Considerations:**

1. On a Monthly basis, “No-Show” reports shall be prepared and submitted by each officer or liaison to their immediate supervisor and Chief Volunteer Coordinator.
2. On a monthly basis, a summary “No-Show” report shall be prepared and submitted by the Chief Volunteer Coordinator to the Vice-President of Operations, the Chief Training Officer, and the President.

**Note:** All Medical Explorer members, liaisons, and officers are encouraged to comment and suggest changes to any Medical Explorer Standard Operating Procedure (SOP). Suggestions can be directed to the Medical Explorer Vice-President of Systems or our Senior Advisor.