



# **Volunteer Handbook**

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Dignity for the Journey

Amanda Hopes Rainbow Angel's / 326 East Coronado Road, Suite 103, Phoenix, AZ 85004 / 46-2522889

## Thank you for volunteering!

Our organization could not operate without a team of committed, community volunteers. Volunteers play a key role in helping us fulfill our mission. Our volunteers are important to us and we ask for your help to create a safe and meaningful volunteer experience. Please review our organization policies and processes.

### Overview

This handbook is designed to introduce you to Amanda Hope Rainbow Angel's and to provide a basic overview of the policies and procedures that offer guidance and direction. As a volunteer member, you are provided with a safe work environment, necessary job training, supervision, evaluation and recognition.

In return, we expect you to honor your commitment to us, respect other staff members and volunteers and perform your assigned duties to the best of your abilities.

As our organization grows and changes, there may be a need to modify policies, practices and other information in this handbook. When such changes occur, you will be notified by an announcement or update. It is your responsibility to keep your handbook current and to be informed about policies and changes that affect you.

If you have any questions or need any clarification of the information contained in this handbook, please contact the Volunteer Engagement Coordinator.

### About Us

- We are here to fulfill Amanda's wish, our mission and our vision
- We are here to make a difference and make someone smile today.
- We are the helping hands of experience.
- We show the patients and their families that they are not alone in their struggle.
- When we see a need we fill it. If we can't, we find out who can.
- We recognize unspoken needs and offer help before it is requested.
- We help the healthcare provider see the child as a whole person not just a procedure.
- We intend to touch every child globally through managed growth
- We deliver compassionate and responsible advocacy, education and empowerment

### Our Vision

- ✚ Provide Comfycozy Care Gifts to all children diagnosed with cancer and other blood related disorders
- ✚ Support healthcare professionals in providing person centered care to children and their families with empathy and understanding
- ✚ Help families have a voice and choice above the harsh protocols often present in the healthcare system

### Our Mission

The mission of the Amanda Hope Rainbow Angel's is to bring dignity and comfort into the harsh world of childhood cancer and other life-threatening diseases



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## **Our Guiding Values**

### *Compassion*

- Above all else, we will be respectful and responsive to our clients and serve them in a caring and sensitive manner.
- We value and protect our clients' privacy.
- We honor our clients' dignity by always treating them in a respectful and sensitive way.

### *Resourcefulness*

- We bring our full resources to bear on the problems encountered by the patient and the family in their fight against cancer and collaborate with other agencies to best serve our clients.
- We will be well managed, sustainable and a good steward of resources.
- We will ensure we have the expertise to be effective and are committed to learning and growing.

### *Community-Centered*

- We believe in being culturally competent and understanding the needs of the diverse cultures and ethnicities we serve.
- We are "community owned" and our neighbors in Phoenix, and all areas served, work together to raise resources and awareness to meet our clients' needs.
- We honor and appreciate the contributions of our donors and volunteers.

## **Commitment to Our Volunteers**

- We will work together to create a safe, supportive and considerate volunteer experience
- We will encourage learning from each other and growing in service to our communities
- We will provide equal volunteer opportunities for all

## **Management**

As we grow and evolve, it is crucial that we continue to promote a favorable and lasting impression of Amanda Hope Rainbow Angel's in the minds of everyone with whom we interact; clients, donors, media, volunteers and the general community.

We are lead by an invigorated Executive Director and a diverse Board of Directors with a focus on fundraising, community awareness and management of the organization to better serve our clients and meet the increasing demand.

## **What We Value in Team Members**

- Honesty and integrity and confidentiality
- Equality in words and actions
- Kindness, compassion and the desire to help others in need
- Self-Motivation
- Full engagement with the entire team and the mission
- Transparency and openness
- Focus
- Respect for others and situations



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## Volunteer Policies and Procedures

### Attendance and Absenteeism

You are a volunteer staff member and we depend on you to complete your scheduled shifts. We do understand that, from time to time, certain situations may arise that prevent you from doing so. Please alert the Volunteer Engagement Coordinator of any scheduled absences—such as vacation—as far in advance as possible so that an appropriate substitute may be found. In the event of an unscheduled absence—illness or emergency—please alert the Volunteer Engagement Coordinator as soon as possible, preferably 24 hours before your scheduled shift begins.

Punctual and regular attendance is an essential responsibility of each volunteer. Any tardiness or absence causes problems for fellow volunteers and clients. When a volunteer is absent, others must perform his or her work. No matter how skilled a volunteer, if they do not have a good attendance record, their contributions to the smooth functioning of Amanda Hope Rainbow Angel's are diminished. The purpose of this policy is to promote efficient operation and minimize unscheduled absences.

Any volunteer who fails to report to work without notification to his or her supervisor three shifts or more will be considered to have voluntarily terminated their position.

Volunteers must sign in at the beginning of their shift and sign out at the end of their shift. We ask you to take breaks when you need them, just let a staff person know.

If needed, Amanda Hope Rainbow Angel's will provide a document confirming volunteer hours as community service or a document for tracking hours for your employer's matching contributions program.

### Standard of Appearance

For public events, you will be supplied with a Comfycozy's for Chemo T-shirt to wear. For other tasks, please dress appropriately for your duties.

### Volunteer Personnel Files

Your personnel file is confidential and contains basic contact information and records about your volunteer service. Your file can only be reviewed by you, the Volunteer Engagement Coordinator and the Executive Director.

### Ending Your Volunteer Service

You may resign from your volunteer service with the organization at any time. We request that you notify the Volunteer Engagement Coordinator two weeks prior to your departure. We will ask you to complete an Exit Interview. This helps us better serve all of our volunteer members and build the best volunteer program possible.

### Problem-Solving Procedure

When a group of people work and volunteer together, problems may arise. It is important to all of us that such problems are solved as quickly as possible. Occasionally, however, it may be necessary to investigate certain problems in greater detail. Our problem-solving procedure provides you with the opportunity to have a review of any problem, dispute or misunderstanding that arises during the course of your volunteering.

- In situations where differences arise between volunteers or volunteers and staff, it is advised to first try to resolve these differences amongst the parties involved.
- If a third party is needed, the Volunteer Engagement Coordinator is to be informed and involved. Under no circumstances shall differences be made public or involve other members of the organization.
- If the grievance is in regard to the Volunteer Engagement Coordinator, the Executive Director should be contacted.



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## **Disciplinary Practices**

The following guidelines may be used in some instances at the sole discretion of Amanda Hope Rainbow Angel's:

1. Oral warning with documentation in the personnel file
2. Written warning to individual and copy to personnel file
3. Termination/Dismissal

These guidelines are based on cumulative infractions, regardless of whether the infraction is of the same general nature as a previous warning. The use of these disciplinary practices in no way alters the fact that your volunteering with the Amanda Hope Rainbow Angel's is "at-will".

## **Dismissal**

Dismissal of a volunteer is a serious consideration. Before a volunteer is dismissed, attempts to reconcile the situation will be made, including a meeting between staff and volunteer involved, the Volunteer Engagement Coordinator and, if appropriate, the Executive Director. Dismissal of a volunteer may take place if a volunteer is unreliable, irresponsible, disruptive, demonstrates inappropriate behavior, or fails to adhere to the policies and procedures of Amanda Hope Rainbow Angel's.

## **Driver Safety Policy**

The safety and well-being of our volunteers is of critical importance to the organization. We each have a responsibility to not only protect ourselves when on the road but also do our part to protect those around us. Volunteers who are required to drive on company business at any time will be expected to consistently follow all the procedures below.

- All volunteers are expected to wear seat belts at all times while in a moving vehicle being used for Amanda Hope Rainbow Angel's business, whether they are the driver or a passenger.
- Use of handheld cell phones
- Engaging in other distracting activities
- Use of alcohol, drugs or other substances, including certain over-the-counter cold or allergy medications that in any way impair driving ability, is prohibited.
- All volunteers are expected to follow all driving laws and safety rules.
- Volunteers should never allow anyone to ride in any part of the vehicle not specifically intended for passenger use and/or any seat that does not include a working seat belt.
- Volunteers must promptly report any moving or parking violations or accidents to local law enforcement as well as to the Volunteer Engagement Coordinator or Executive Director

## **Policy Against Harassment**

Amanda Hope Rainbow Angel's is committed to maintaining a work environment free of unlawful harassment. Amanda Hope Rainbow Angel's prohibits harassment based on sex (including sexual harassment, gender harassment and harassment due to pregnancy, childbirth or related medical conditions) and harassment based on race, religion, creed, color, national origin or ancestry, physical or mental disability, medical condition, marital status, age, sexual orientation or any other status protected under federal or state law or local ordinance or regulation.

This policy applies to all persons involved in the operation and prohibits unlawful harassment by any volunteer or employee including supervisors and co-workers.



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## **Policy Against Sexual Harassment**

Sexual harassment is unwanted sexual attention of a persistent or offensive nature made by a person who knows, or reasonably should know, that such attention is unwanted. Sexual harassment includes sexually oriented conduct that is sufficiently pervasive or severe to unreasonably interfere with an employee's job performance or create an intimidating, hostile, or offensive working environment. While sexual harassment encompasses a wide range of conduct, some examples of specifically prohibited conduct include:

- Threatening, directly or indirectly, to retaliate against a volunteer, if the volunteer refuses to comply with a sexually oriented request
- Engaging in sexually suggestive physical contact or touching another volunteer in a way that is unwelcome
- Displaying, storing, or transmitting pornographic or sexually oriented materials
- Engaging in indecent exposure
- Making sexual or romantic advances toward a volunteer and persisting despite the volunteer's rejection of the advances.

Sexual harassment can be physical and/or psychological in nature. An aggregation of a series of incidents can constitute sexual harassment even if one of the incidents considered on its own would not be harassing.

Sexual harassment can involve males or females being harassed by members of either sex. Although sexual harassment typically involves a person in a greater position of authority as the harasser, individuals in positions of lesser or equal authority also can be found responsible for engaging in prohibited harassment

Volunteers are prohibited from harassing other volunteers whether or not the incidents of harassment occur on Amanda Hope Rainbow Angel's premises and whether or not the incidents occur during working hours.

If a volunteer believes he/she has been subject to sexual harassment or any unwanted sexual attention, he or she should:

- Make their unease and/or disapproval directly and immediately known to the harasser;
- Make a written record of the date, time, and nature of the incident(s) and the names of any witnesses; and
- Report the incident to the Volunteer Engagement Coordinator or Executive Director.
- All incidents of sexual harassment or inappropriate sexual conduct must be reported regardless of their seriousness.

## **Smoking**

In response to state and local laws and building codes, smoking is not permitted on the premises.

## **Solicitation**

Solicitation by non-staff or staff members for any reason on company property is not allowed.

## **Substance Abuse**

The possession, use or sale of illegal drugs is strictly prohibited. The abuse of prescription and over-the-counter drugs and alcohol may compromise your job performance and conduct and are therefore discouraged.

Seeking help or assistance in the treatment of substance abuse is not considered grounds for discipline.



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## **Volunteer's Code of Conduct**

- Always be courteous, friendly and cooperative. Treat all clients with patience and respect.
- If you are experiencing difficulty with a client, please call on the Volunteer Engagement Coordinator or other staff person present to intervene.
- Any injury, accident, or incident where you might have experienced harm while volunteering must be reported to the Amanda Hope Rainbow Angel's staff.
- Please let us know if you have any restrictions that would prevent you from lifting or if you are unable to stand for more than one hour.
- If you are asked to perform a task or have a volunteer situation that is uncomfortable for you, please talk with the Volunteer Engagement Coordinator.

The following behaviors are not permitted. Individuals who exhibit any of these behaviors will be asked to leave and will not be allowed to volunteer in the future.

- Offensive or derogatory comments or jokes, including epithets or slurs
- Yelling, intimidation or threats
- Pushing, hitting or any physical contact with a client, staff or other volunteer

## **Volunteer Opportunities**

Volunteer opportunities include basic clerical duties, database/CRM management (Salesforce), assembling Comfycozy Care Gift packets, wrapping gifts, delivering donated items to the hospitals, participating in programs and events inside the hospital, writing thank you notes, working at one of our event booths, supporting the Farmer's Market outreach program, customizing Comfycozy shirts by adding zippers and labels, helping at fundraising events, and many more.

If you have specific skills that you believe would benefit our Mission, please let us know! We are always open to new ideas and suggestions.

At this time, the description and details of all opportunities will be available online through your designated volunteer portal. You will receive access once you have been approved as a volunteer. We will hold orientation meetings or training for new volunteers on how to access the volunteer portal and navigate within the site.

## **Opportunities in the Hospital**

Amanda Hope Rainbow Angel's is welcomed by the hospitals to provide certain programs and services. Some programs may include specific hospital training as well as vaccinations. Other programs, such as spa day and craft day will not.

Please note that your activities in the hospital are strictly related to the services we provide. Under no circumstances are you to assist a healthcare professional carry out their duties or procedures. There is a strong line between what we do and what they do and we are not to cross that line, ever.

If there is a problem, please speak to your supervisor immediately.

## **Confidentiality Agreement**

Client information is confidential. No client information or proprietary information will be shared outside of Amanda Hope Rainbow Angel's. You will be asked to sign a Confidentiality/HIPAA Agreement. By signing that agreement, you acknowledge that you will refrain from the unauthorized use or disclosure of any proprietary or client information.

## **HIPAA Awareness for Volunteers**

The Health Insurance Portability and Accountability Act, or HIPAA, sets a national standard to protect medical records and other personal health information. Our clients served all deserve and are entitled to this protection. Therefore, our volunteers are bound by the regulation to maintain the medical confidentiality of the clients we serve.



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### *Sharing Patient Information*

HIPAA, under the Consent Rule, allows the provider of care to use health information for treatment, payment and operations (TPO) only. At Amanda Hope Rainbow Angel's, the Executive Director is the **only** person allowed, in conjunction with the healthcare professional, access to this information. If a volunteer happens to gain protected information, they are bound by the confidentiality requirements of HIPAA not to disclose such information.

### *Consequences of not complying with HIPAA*

- We treat privacy seriously, which is why you will be required to sign a confidentiality form.
- A breach of privacy may result in termination.
- Wrongful and willful disclosure of health information carries fines and can involve jail time.



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## Volunteer HIPAA/Confidentiality Statement

### *Confidentiality*

I agree to hold in confidence all information I become privy to regarding clients of Amanda Hope Rainbow Angel's.

I will not remove from the office of Amanda Hope Rainbow Angel's any electronic or written records, or copies thereof.

I accept full responsibility for maintaining the confidential nature of all records, client contacts and information.

I have read the HIPAA Awareness for Volunteers, and understand the reasons and legal requirements of HIPAA and agree to abide by those regulations.

I understand that I am personally responsible and fully liable for any violation of this agreement.

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Volunteer Signature

Print Name

Date

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Volunteer Engagement Coordinator, Amanda Hope Rainbow Angel's

Date

The Volunteer Engagement Coordinator will place this acknowledgement in your volunteer file

## Volunteer Handbook Acknowledgement

I, \_\_\_\_\_, have received and read the Volunteer Handbook.  
Please print your name

I have had the opportunity to ask any questions I have regarding the contents of the handbook.

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Signature of Volunteer

Date

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Volunteer Engagement Coordinator

Date

The Volunteer Engagement Coordinator will place this acknowledgement in your volunteer file



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