



Volunteer Handbook

Welcome from Children's Cancer Connection

Welcome to Children's Cancer Connection! For 30 years, volunteers have been a valuable resource for making our events and programs a success. By volunteering your time, you will be helping hundreds of children and families who are dealing with —or have dealt with— childhood cancer. Because of you, we can successfully offer many programs and events at little-to-no cost to our families. That is incredible!

This handbook will help you have the best possible experience as a volunteer with Children's Cancer Connection. It will give you information about our organization, our programs and events, and your role as a volunteer. If you have any other questions, please feel free to contact our volunteer coordinator.

The following policies will apply in most situations that may occur; however, where Children's Cancer Connection believes that the individual needs or circumstances of a volunteer require special consideration, exceptions to the policies may be made. This manual is for you, and it should be read carefully and kept for reference.

Thank you for volunteering your time! We are happy you have chosen the Children's Cancer Connection family – you are making a difference to families facing childhood cancer across Iowa.

Children's Cancer Connection

2708 Grand Avenue

Des Moines, IA 50312-5218

Phone: 515.243.6239

Fax: 888.279.5528

Website: <http://childrenscancerconnection.org/>

Office Hours

Monday – Friday

8:30 am – 5:00 pm

Table of Contents

Welcome Letter	2
Organization Information	
Mission and Vision Statement	4
Core Values and Tagline	4
Who We Are	4
Hanson Home for Hope	5
Volunteer Information	
Volunteer Program	6 - 7
Volunteer Procedures	8
Volunteer Opportunities	9
Some Key Programs	
Hospital- and Clinic-Based	10
Support Services	10
Camps	10
General Information	11 - 12

Materials Outside of the Handbook:

Volunteer Application

Volunteer Waiver

Background Check Waiver (only needed if working with children)

Mission Statement

It is our mission to connect families affected by childhood cancer by providing opportunities that encourage relationships and strengthen community.

Vision Statement

Our vision is to ensure that every family has the opportunity to be connected with others on a similar journey.

Core Values

Purposeful, Accountable, Inspired, and Dedicated

Everything we do is guided by these four values and we incorporate them every day.

Who We Are

Children's Cancer Connection is a nonprofit organization founded in 1988. We strive to help childhood cancer patients and their families who live in, are diagnosed or are treated in Iowa, regardless of treatment outcome or years off treatment. We support the entire family through the entire journey by providing services at little-to-no cost for individuals and families. We follow the caring not curing statement—while finding a cure is important, we focus on supporting the family each step of the way throughout their battle with childhood cancer. We provide hospital- and clinic- based programs, support services and outings, camps and retreats, and survivorship programs.

Hansen Home for Hope

A warm, welcoming home-away-from-home.

For many years, Children's Cancer Connection dreamed of providing a homelike environment where families affected by childhood cancer could find support and comfort. In 2014, that dream became a reality and the Hansen Home for Hope was created. A beautifully crafted home built in the 1870s, the Hansen Home for Hope in Des Moines, Iowa, serves as office space for Children's Cancer Connection and a place for families to escape. We are located just one mile west of Blank Children's Hospital.

The Hansen Home for Hope is used by families to:

- Take a short break away from the hospital
- Host a birthday celebration or family gathering
- Do a load of laundry
- Cook a meal and enjoy it around a table
- Burn off a little energy in our exercise room
- Take a shower in one of our three private bathrooms
- Take a nap, read a book, listen to music, or watch a movie

The Hansen Home for Hope hosts these events for our families:

- Day Camp
- Teen Lock-ins
- House Events
 - Back to School Bash, Holiday Drop Off
- Comfort Connection

Volunteer Program

Importance of Volunteers

We simply could not do what we do without volunteers. Because we offer our services at little-to-no cost to our families, we require more than 40,000 volunteer hours per year to be able to provide our programs and services. Each volunteer brings a certain skill set to our organization, and we are able to grow stronger each day through our volunteers.

“We make a living by what we get, but we make a life by what we give.” -Winston Churchill

Children’s Cancer Connection Volunteers:

- Are at least 14-years-old
 - Some positions may require you to be 16, 18 or 21 years or older
- Will complete a volunteer application
- Will complete a volunteer waiver
- Will attend volunteer orientation or view orientation video
 - Offered four times a year, morning and evening spots available**
- Complete a background check
 - Only required for positions working in direct contact with children

** If unable to attend a scheduled orientation, please contact the volunteer coordinator.

Volunteer Code of Conduct:

Volunteers are expected to follow the code of conduct that will protect the best interest and safety of all participants, volunteers, and staff of Children’s Cancer Connection.

Basic conduct requirements include:

- Act in a professional and respectful manner towards all families, staff and other volunteers
- Know that information at Children’s Cancer Connection is confidential and should not be shared
- Dress appropriately for the activity you’re participating in
- Do not bring alcohol/drugs to Children’s Cancer Connection events or property
- Do not be under the influence of alcohol/drugs during your time at Children’s Cancer Connection
- Threatening, aggressive or violent behavior or language is not permitted
- Follow the direction of the Volunteer Coordinator or CCC staff members in charge

Children’s Cancer Connection is committed to providing an environment that encourages mutual respect and is free of unlawful harassment, discrimination and bias. Children’s Cancer Connection’s antiharassment policy applies to all persons involved in the operation of Children’s Cancer Connection and prohibits unlawful harassment by any employee or volunteer of Children’s Cancer Connection.

Any volunteer or employee violating this policy will be subject to disciplinary action up to and including termination with Children’s Cancer Connection.

If you believe this anti-harassment policy is being violated, either with respect to yourself or with respect to another volunteer, you are strongly encouraged to report that belief either:

- to the Volunteer Coordinator
- to the Volunteer Coordinator's superior, if you believe they are violating this policy
- to the Executive Director. As a last resort, you may contact the President of the Board of Directors.

DO NOT TOLERATE THE SITUATION AND DO NOT ASSUME THAT CHILDREN'S CANCER CONNECTION IS AWARE OF THE INCIDENT.

Volunteerism At-Will

Every Children's Cancer Connection volunteer has an at-will relationship with Children's Cancer Connection. Volunteers are free to resign their position at any time, just as the Children's Cancer Connection is free to terminate a volunteer for any reason at any time.

Volunteer Communication

Our primary communication with volunteers is through email. When you provide your email address to Children's Cancer Connection on your Volunteer Application form, it will be added to our volunteer database. Volunteers will receive an e-newsletter about upcoming volunteer opportunities and special events once a month. Please note that we DO NOT share volunteer email addresses with anyone outside of our organization. Volunteers have the option to "unsubscribe" at any time. Please let the volunteer coordinator know if you would like to be removed from the Children's Cancer Connection database completely.

Volunteer Hours

The number of volunteers, volunteer hours and a variety of other data will be collected on a regular basis. This is to recognize volunteers' work and help with making our volunteer program the best it can be.

Volunteer Procedures

Assignment

A volunteer can be assigned to a position when all the proper application paperwork has been returned. Assignment to a specific position or event will occur when a volunteer appears to have the skills to meet the needs of the task and the desire to want to participate in that task.

Attendance

The positions volunteers fill are vital to our mission and everyday work. Therefore, it is essential that volunteers be punctual and regular in attendance. Volunteers need to check in with the Volunteer Coordinator (or CCC staff on-site for that program/event) upon arrival to scheduled program/event. Volunteers are expected to remain on duty for the full time agreed upon, except when conditions vary and are approved by the Volunteer Coordinator. Volunteers should notify the Volunteer Coordinator as soon as possible of any planned excused absence.

Background Check

Any employee or volunteer, 18 years of age or older, who has direct contact or works within the general vicinity of our children participants must complete and pass our criminal background check procedures.

Orientation

All new volunteers are strongly encouraged to attend an orientation at the Hanson Home for Hope. The orientation will cover Children Cancer Connection's mission, volunteer opportunities, and address any questions. Orientation occurs on the first Thursday of every third month from 10:30 am to 11:30 am or 5:30 pm to 6:30 pm. Special times can be arranged. A recorded version of orientation is also available.

Position Descriptions

Written position descriptions are maintained for all volunteer staff positions. Position descriptions are the responsibility of the Volunteer Coordinator (in collaboration with program and event staff) and will be updated as needed.

Recording Hours

All volunteers are encouraged to record their hours of service. We often record hours when you arrive at a program/event. This helps us greatly in recognizing volunteer work and helps with making our volunteer program the best it can be.

Termination

All volunteers with Children's Cancer Connection are at-will and may be terminated at any time, with or without cause and without prior notice by Children's Cancer Connection. All terminations will be documented in writing and a copy will be placed in the volunteer's personnel file.

Volunteer Opportunities

Special Events

Children's Cancer Connection offers its programs to families at little-to-no cost. To help make this possible, we do several fundraising events throughout the year as well as receiving tremendous support from the community in the form of third-party fundraisers. These events range from auction events, to 5ks, to fashion shows! Typical responsibilities for our special events volunteers vary by event but could include selling apparel, registering guests, assisting with set-up and tear-down, etc.

Day Volunteer at Camp Heart Connection *

Each summer Children's Cancer Connection hosts two week-long camps, Oncology and Sibling Camp. We look for enthusiastic individuals and groups who are interested in spending a few hours in Boone, Iowa, at the YMCA camp. Volunteers should have transportation to and from the YMCA camp in Boone for this position.

Day Camp *

Day camps happen in July in Des Moines. Volunteers will assist with programming and activities with the children. Volunteers are asked to be available the entire week from 8:00 am to 5:00 pm.

CCC Information Tables

Children's Cancer Connection is often asked to have a table at different events throughout the year. Since we have a limited staff, we will often have volunteers who are comfortable with talking to people and passionate about what we do run the tables. Volunteers in this position will be informed on the CCC mission, background and upcoming events.

Office Tasks

Office volunteers support CCC by assisting with projects in the office. These projects are ever-changing, and typically require a detail-oriented person with fine motor skills. Projects can include folding letters, stuffing, labeling and sealing envelopes, doing inventory, tagging merchandise, and other special office projects. What comes out of the office is the frontline of what people see from us.

***Background check is required for this volunteer position**

Some Key Programs

Hospital- and Clinic-Based

My Journey Book

A family resource binder is given to each family at the time of diagnosis. The binder serves as a place to organize and keep information and all things important along the childhood cancer journey. Each family has the opportunity to personalize the content with each new phase.

Beads4Bravery

Beads4Bravery is a hospital- and clinic-based program of Children's Cancer Connection. The beads collected tell a personal story, one that is filled with hope, strength, and courage. Each unique bead represents the many parts of treatment along the childhood cancer journey. Some of the beads earned are for chemotherapy, a clinic visit, sedation and so much more. Each strand starts with beads that spell the child's name, a bead representing their cancer diagnosis, a Children's Cancer Connection bead, and a bead that is unique to the hospital where they are receiving treatment.

Courage Store

Children feel empowered by earning Bravery Bucks for the parts of their treatment that cause the most distress. Bravery Bucks are then redeemed through the Courage Store that is packed with prizes and incentives to keep kids motivated and feeling strong and brave. Many of the items on our Wish List help stock our Courage Store.

Support Services

Teen Events

Teenage years are hard enough—add cancer to the mix, and it is a completely new situation. Events are planned at Children's Cancer Connection, or somewhere around central Iowa for fun outings. This allows teens to get together with other teens who can truly say, "I know what you mean."

Comfort Connection

Comfort Connection gives families the opportunity to visit with others who have lost a child. Those who have had a recent loss can share what the family is experiencing. Those who have experienced holidays and milestones without their loved one can help others understand how to get through them.

Camps

Camp Heart Connection

Oncology Camp allows children who are on or off treatment to attend a week full of typical summer camp activities without fear of judgement or worry. Sibling Camp is one of the few in the nation, and allows siblings to experience a week they can, all their own. Both are held at the YMCA camp in Boone, Iowa, and are free for all who attend!

Family Camp

With our mission being about the entire family, what better way to spend a weekend than at Family Camp? Every May, we provide an opportunity for the entire family to attend camp, experience the joys of camp, and connect with other families experiencing a similar journey.

General Information

Board of Directors

Mike Currie
Josh Stephenson
Mike Whitmer
Stacy Marean
Crystal Hensing
Keith Muhlbauer
Nicole Herman
Michelle Fischbach
Julie Anderson-Suddarth

Parking/Building Access

Children's Cancer Connection is located off Grand Ave in Des Moines between American Family Insurance and Ameriprise and across the street from Jimmy John's. Our parking lot is located up the drive behind the Hansen Home for Hope. Please **DO NOT** park in the American Family Insurance parking lot. In the event our parking lot is full and other instructions were not provided, you may park on 28th St and walk over.

Grooming and Dress

All volunteer staff should be dressed in an appropriate manner. Remember that you are a representative of Children's Cancer Connection.

The following guidelines should be followed:

- No clothing can advertise or reference drugs, sexual references, alcohol or other potentially offensive statements
- Appropriate shoes for the workplace or activity (i.e. walking, special event, etc.)
- Shorts are permitted, but please consider appropriate length
- Shirts with Children's Cancer Connection logo are encouraged (these items can be purchased online through our store)

Drug-Free Workplace

Children's Cancer Connection is a drug-free workplace. The possession, use, or distribution of illegal drugs is prohibited within our workplace environment. All volunteers and staff are prohibited from entering the workplace under the influence of illegal substances and are required to abide by the policy.

Holidays

Children's Cancer Connection observes the following holidays:

New Year's Day	MLK Day	President's Day
Memorial Day	Independence Day	Labor Day
Thanksgiving Day	Day After Thanksgiving	Christmas Day

Media Relations

Please do not speak to media personnel on behalf of Children's Cancer Connection. Written or verbal statements for publications regarding Children's Cancer Connection shall be released from Children's Cancer Connection only. Please do not take pictures, unless permitted, especially when working with kids as not all of them have signed off to have their pictures taken.

You can follow us on these social media sites:

<https://www.facebook.com/ChildrensCancerConnection>

<https://www.pinterest.com/chldrncancer/>

<https://twitter.com/ChldrnsCancer>

<https://www.youtube.com/user/ChldrnsCancer>

Personal Belongings

Children's Cancer Connection cannot be responsible for the loss of personal funds or belongings, nor is it covered by insurance for such loss. It is the responsibility of each volunteer to place his or her personal belongings in a safe space.

Phone Usage

Office phones are used for the business of the organization. Volunteers are asked to limit their personal phone usage while volunteering with Children's Cancer Connection. This allows us to complete our work in a timely manner and to make sure things are done properly the first time.



Children's Cancer Connection

I have received a copy of the Children's Cancer Connection Volunteer Handbook and have been given the opportunity to ask questions regarding its content. I agree to comply with the organization's policies and procedures detailed in this handbook.

Volunteer's Printed Name

Date

Volunteer's Signature

Date