



VOLUNTEER POLICIES & PROCEDURES

1. Volunteers are an important resource for the daily functioning of Childspring. We literally could not accomplish all that we do without their expertise and assistance. The mission of Childspring International is to provide life-changing surgeries for children from developing countries and as a result transform communities. This is accomplished through matching donated resources to children who need surgeries. The surgeries are provided by either:
 - A. Identifying, approving and bringing to the U.S. children who cannot obtain the surgery they need in their respective home country.
 - B. Working through international partnerships to fund surgeries that children are approved for and receive in their respective home country.

Volunteers are accepted by Childspring International in accordance with the Equal Employment Opportunity guidelines published in the Personnel Manual.

2. How do Volunteers help us in our mission?
 - A. Office Volunteers – Office Volunteers support the office staff with various tasks that are needed to help the staff achieve their goals. These can include such tasks as filing, copying, assisting with database projects, providing technical and/or specialized expertise such as marketing and grant writing or any task that they can provide to help the staff achieve those goals. Office volunteers are NOT staff members; they are contributing their time and should not be expected to perform tasks that staff members should be performing themselves.
 - Responsibilities – Office Volunteers are directly accountable to the staff person to which they are assigned to work. i.e. a volunteer with marketing capabilities should report directly to the Marketing staff member. While we appreciate their willingness to donate their expertise, Office Volunteers are not decision-makers for the organization. They are to assist in a supportive role for the designated staff member. The staff should be willing to work together to assess the skills of

the volunteer to determine where they will best fit into the operating needs of the organization. A volunteer may have skills that cross over between various departments, such as program and marketing. Whichever department the volunteer is working in, they should report to the primary staff member of that department at that time. Office volunteers are responsible for notifying the designated staff member if they are unable to fulfill a shift that they have previously signed up for. Office volunteers are required to fulfill the time requirements that are jointly determined in advance by themselves and the staff member to whom they are responsible.

- B. Event Volunteers- Event Volunteers support the staff to plan, stage and follow up on a fundraising event. The primary fundraising events for Childspring are the Gala fundraiser dinner event in the spring and the Golf Tournament in autumn. The tasks include being part of a planning committee for the event; Contacting potential attendees or silent auction donors; setting up for the event; helping during the event with Silent Auction, registration, crowd control, program presentation; Helping with check out and cleaning up. While we appreciate their willingness to donate their expertise, Event volunteers are not decision-makers for the organization. They are to assist in a supportive role for the designated staff member and/or event volunteer coordinator. Volunteers are contributing their time and should not be expected to perform tasks that staff members should be performing themselves.

Exceptions are:

Event Chair & Co-chair – The Event Chair & Co-chair are performing a task that staff members do not have the time and/or resource capacity to perform themselves. The Gala chair and co-chair and the Golf Tournament chair and co-chair are responsible for:

- a. Overseeing the committee that plans, presents and follows up on the event.
 - b. Working with the Executive Director to ensure that committee members follow through on dedicated tasks.
 - c. Working with the Resources Coordinator to ensure that registrations and financial information are current and up to date.
- Responsibilities – Event Volunteers are directly accountable to the designated Volunteer Coordinator for the event. This may be the Resources Coordinator or a volunteer assigned by staff to manage volunteers for the event. If team leaders are assigned, the volunteer will be directly accountable to the designated team leaders. With the exception of the Committee chair and co-chair, all event volunteers and team leaders are accountable to the Volunteer Coordinator and/or designated staff member (See attached Event Responsibility Flow Chart).

Volunteers are welcome to sign up for a particular time shift, in accordance with their desired work area.

While Childspring respects the time commitment donated, we don't guarantee that an event volunteer will work in the area that he/she desires. Event volunteers are asked to be flexible, above all else. Our goal is to work together as a team to make the event as professional as possible and an enjoyable evening for our guests. We ask that volunteers fulfill the shift they have signed up to work, or let us know well in advance of schedule changes. Failure to appear for an event for which one has signed up jeopardizes the goodwill that forms the partnership with our volunteers.

C. Childspring Ambassadors – Ambassadors help the organization to promote its mission in the community. They are volunteers who are well acquainted with the mission and goals of the organization and share that information with churches, schools, small dinner parties, etc. Any opportunity to speak or make a presentation is a welcome venue for the ambassador.

- Responsibilities – Ambassadors are required to read through the information in the Intern training manual, so as to be thoroughly acquainted with our mission and purpose. They should be updated by the Development Committee, to whom they are directly accountable, for up-to-date statistics information. They can also be briefed by the Program dept. on the current status of children being treated. Ambassadors are entitled to full use of available resources (including newsletters, pamphlets, child-of-the-month information, Power point presentations) to put together a presentation for their use.

3. Time Commitment

Volunteers are donating their time to us and in lieu of receiving a salary they need to feel that they are receiving some benefit for said donation. It is important that staff keep in mind the importance of donated hours to the successful completion of the organizational mission. Volunteers are directly accountable to the designated staff member and/or event volunteer coordinator and are requested to notify staff in advance of their commitment to a particular shift. Office volunteers should contact their designated staff supervisor with any changes or cancellations to their schedule. Event volunteers should contact their designated Team Leader or Volunteer Coordinator with any changes or cancellations to their schedule. Ambassadors are not required to report time commitments but should report the number of hours donated.

A. Time Sheets

The reporting of total volunteer hours to the organization is used in the Annual Report and for applying to grants. Time sheets are maintained in the "Time Sheets" manual which is kept on the shelf in the Resources Coordinator office. Volunteers utilize the purple sheets and are responsible for recording their time each day they are in the office. The Resource Coordinator or Event Volunteer Coordinator are responsible for recording volunteer hours at events. Ambassadors should record all hours that are related to preparing and making a presentation.

B. New Volunteer Procedures

All new Office volunteers and Ambassadors are required to complete:

1. Volunteer Profile form
2. CSI Guiding Principles for Volunteer Involvement & Code of Conduct form
3. Confidentiality Agreement

The contact/personal information for the new volunteer will be entered on the Active Volunteers spreadsheet on the T: drive. New office volunteers and Ambassadors will be given an orientation to include viewing an informational video (latest Gala video) and a tour of the office.

New volunteers are required to enter their contact information into ACS; if it is not already entered.

C. Discipline and/or Dismissal

While Childspring will make every effort to accommodate volunteers it may become necessary to discipline or dismiss a volunteer. By signing the Childspring International Guiding Principles for Volunteer Involvement and Code of Conduct form, the volunteer agrees to abide by all policies and procedures outlined above. Should a volunteer violate the policies and procedures in a manner that warrants discipline or dismissal, any decision on such actions will be made by the Executive Director.

D. Inactive Volunteers

It is beneficial to Childspring to maintain the contact information for inactive volunteers unless:

- a. It is confirmed that the volunteer has moved out of the area
- b. It is confirmed that the volunteer is no longer interested in participating
- c. 3 or more years have passed since the last date of engagement with Childspring or 10 or more years have passed since the last donation.