

# Make-A-Wish®

ALABAMA



**Make-A-Wish® Alabama**

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## **Welcome!**

You are a part of a very special group of people who help make wishes come true throughout the state of Alabama and throughout the world! Together we will work together to bring hope, strength and joy to children with critical illnesses and their families living in the state of Alabama.

This handbook is designed to provide you with Make-A-Wish guidelines regarding your volunteer work – its benefits, opportunities and privileges, as well as the policies and procedures that govern our volunteer program. This handbook will also outline your obligations as a volunteer for Make-A-Wish Alabama and your responsibility to uphold the values and integrity of the entire Make-A-Wish organization.

Volunteers play a major role within the Make-A-Wish enterprise. We truly wouldn't be able to do what we do without you! Whether you are a wish granter, event volunteer, or staff support in the office, we are pleased to have you on our team as we deliver wish experiences of the highest quality to the children and families we serve.

Please do not hesitate to contact me if you have any questions or concerns! We are so honored that you have chosen to serve Make-A-Wish Alabama.

Best wishes,

**Maggie Corcoran**

*Volunteer Manager*

Make-A-Wish® Alabama

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## **MISSION**

We grant the wishes of children with life-threatening medical conditions to enrich the human experience with *hope, strength, and joy*.

## **VISION**

We are dedicated to making every eligible child's wish come true.

## **VALUES**

**INTEGRITY** – We approach every aspect of our work with unwavering standards of honesty, transparency and respect for wish recipients, their families and Foundation supporters.

**CHILD FOCUS** – Our business practices always put the interests of wish children first.

**EXCELLENCE** – We aspire to best-in-class business practices, and we embrace the challenge to exceed expectations at every opportunity.

**COMMUNITY** – We foster a collaborative, global community of staff, volunteers and donors with the collective ability to make the broadest possible range of wishes come true.

**INSPIRATION** – We are inspired by the examples of our wish kids and the actions of the entire Make-A-Wish community to approach our mission with life-affirming enthusiasm, imagination and creativity. As a result, we fill each wish experience and every interaction with hope, strength and joy.

## **ALABAMA HISTORY**

Make-A-Wish® Alabama was incorporated in the State of Alabama in 1987 to serve the children and families of Alabama. Several years later, the Alabama and Georgia chapters were combined and operated as Make-A-Wish Foundation of Georgia and Alabama for many years. Great wishes continued to be granted in Alabama during this time, but it was difficult to ensure that the state of Alabama was properly served as a part of a combined chapter. Therefore, on September 1, 2012, a new, independent chapter was created, and Make-A-Wish Alabama was born to better serve the children and families of our state. We have been able to grant over 600 wishes in 5 years.

Make-A-Wish Alabama is one of 62 federated chapters of Make-A-Wish America. However, our mission is carried out on the local level – right here in Alabama. We are locally governed by a board of directors comprised of some of the most dedicated and

enthusiastic individuals throughout our state, and our wishes are carried out by a cadre of dedicated, trained volunteers throughout Alabama.

## **Make-A-Wish® Alabama Staff**

### **Administration**

#### **Director of Administration**

Sarah Stumpf  
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### **Development**

#### **Director of Development**

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#### **Community Relations Manager**

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#### **Gulf Coast Development Manager**

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#### **Special Events Coordinator**

McKayla Sanders  
205-254-9474 x1936  
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### **Program Services**

#### **Director of Program Services**

Melissa Fierstine  
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#### **Volunteer Manager**

Maggie Corcoran  
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#### **Wish Manager**

Elizabeth Tucker  
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## **Volunteer Program Service Philosophy**

The Make-A-Wish® Foundation will serve and protect our wish children and their families by recruiting and retaining a diverse group of well-trained, responsible, and compassionate volunteers. It will provide those volunteers with a supportive environment that promotes personal and professional growth and with the opportunity to make a difference in the lives of our children. It will respect its volunteers as uncompensated staff members and staff colleagues, expecting, in return, that its volunteers will act professionally in all endeavors with accountability to the assigned staff member with whom they're currently working under.

## **Volunteer Program Role**

Make-A-Wish® encourages maximum involvement of volunteers in its programs, activities and operations. The involvement of volunteers strengthens our ability to do the following:

- Maintain program services of the highest quality, guaranteeing personalized attention to the experience of each wish child and family
- Reach as broadly as possible into the state to build networks for cultivating friends, funds, and resources
- Increase the types of professional skills available to the organization's work
- Provide information broadly to the community on Make-A-Wish programs and receive information from the community on its needs and concerns
- Reinforce the organization's credibility through the involvement of community members as volunteers throughout the organization
- Enhance the quality of life in Alabama

## **Volunteer Positions**

### **Wish Granter**

This is one of the most rewarding volunteer roles within Make-A-Wish. In this role, you work directly with wish children to discover their one true wish and then help make it a reality.

### **Requirements**

- 21 years or older
- Attend a Wish Granting Training
- Attend any mandatory trainings in regards to Chapter updates or Policy/Procedure revisions
- Expected to take on a minimum of two wishes each year.
- NOTE: Make-A-Wish serves children in all counties of Alabama. Due to the large territory of our chapter, volunteers are asked to drive outside of their hometown in order to meet with our children when possible.

### **Time Frame**

- Wishes are always happening, so this role could be any time of the year.
- Volunteers may work on as many as five wishes at any time. Assignment to wishes is up to the discretion of the Volunteer Manager and Program staff.
- It typically takes 9-12 months to grant a wish, but this all depends upon what wish the child chooses.
- Wishes typically take up to 20 hours to complete over several months' time period. Most of a volunteer's time is spent communicating both over the phone and via e-mail with our staff, your volunteer partner and the wish families. Typically you visit the family two times.

### **Development/Fundraising Volunteer**

Development/Fundraising volunteers assist the Chapter in a variety of ways through Development and Fundraising efforts. Activities include, but are not limited to, participation on event committees and sub-committees to secure sponsorships and donations, assist with coordination of events, and/or participation in programs such as corporate/group volunteering, external events, or Kids for Wish Kids® / Wishmakers on Campus® programs.

#### **Requirements**

- 18 years or older
- Attend any mandatory trainings in regards to Chapter updates or Policy/Procedure revisions
- Additional training and/or paperwork associated with formal programming

#### **Time Frame**

- The time frame for these opportunities varies based on the time of year and the location. Information will be e-mailed to volunteers.

### **Office Support**

Assist staff with on-going projects and other office needs. Support includes, but is not limited to, word processing, data input, special projects, answering phones, bulk mailings, etc.

#### **Requirements**

- 18 years or older
- On-site training to specific role will be provided

#### **Time Frame**

- Varies based on role
- At least once a week commitment for a minimum of four hours

## **Community Service Volunteers**

Community Service volunteer tasks include cleaning, assisting with mailings, collating, etc. These volunteers may not have access to our database or other files with personal information.

### **Requirements**

- 18 years or older
- Complete a separate application; no background check is conducted and no references are collected
- Make-A-Wish is not responsible for ensuring the volunteer completes hours

## **Interns**

Interns are undergraduate college students who make a daily commitment to gain experience in the non-profit world. All internships are unpaid, though course credit is available.

### **Requirements**

- All internships require at least 20 hours per week. Internships are available during Fall, Spring, and Summer semesters
- Qualified applicants will possess strong written and oral communication skills, be familiar with the Microsoft suite and will demonstrate maturity and responsibility
- Interns can apply by submitting a resume with cover letter to the attention of the Volunteer Manager detailing the semester and position(s) in which they are interested in applying

## **Process for Becoming a Volunteer**

It is the policy of this organization to consider applicants for volunteer services based on qualifications for available positions without regard to race, religion, national origin, gender, sexual orientation, age or disabilities. The first point of contact for prospective volunteers is our chapter website, where there is a sign-up for the New Volunteer Orientation, which will explain the application process. After the orientation session has been completed, an application (with background check) is filled out and returned to the Volunteer Manager. Once the application is complete, the volunteer will be placed on the list for volunteer communications including upcoming training dates if a volunteer wishes to become a Wish Granting Volunteer (to grant wishes) or a Speaker's Bureau (to speak on behalf of Make-A-Wish).

### **Program Orientation**

All prospective volunteers are required to attend Orientation. The Orientation educates potential volunteers about the Make-A-Wish, our local activities, volunteer roles and policies/procedures. Orientation sessions are conducted through web conferencing, phone calls, and in person across the state.

### **Application Process**

Upon completion of Orientation, the Volunteer Manager will send potential volunteers an application, along with directions on how to complete their background check.

### **Final Approval and Placement**

The Volunteer Manager will notify prospective volunteers in writing (via e-mail) of their acceptance or declination as a Make-A-Wish volunteer.

### **Wish Granter Volunteer Training**

All volunteers who qualify and would like to become Wish Granter must complete an additional training session with the Volunteer Manager. These sessions are offered via web conferencing and in-person.

### **Speaker's Bureau Training**

All volunteers interested in becoming Speaker's Bureau volunteer may attend training after completing the volunteer application. These sessions are only offered in-person as well as complete the required interview.



**Declinations**

The Volunteer Manager brings all recommendations for declination of a volunteer application to the Director of Program Services for review. Reasons for declination include, but are not limited to, poor references, criminal history, or the lack of a currently available position matching the applicant's qualifications and desires. No person convicted of a violent crime or crime involving significant lack of judgement can be accepted as a Make-A-Wish volunteer. A declination acknowledgment will be sent to the applicant. All application information and selection/declination letters will be treated as confidential.

## **General Volunteer Policies**

### **Non-Discrimination Policy**

It is the policy of the Foundation that there will be no discrimination in its programs, activities or employment based on race, color, sex, sexual preference, marital or parental status, religion, national origin, age, mental or physical disability, or veteran status. Questions or concerns related to affirmative action, nondiscrimination or equal opportunity should be directed to the Volunteer Manager. Any instance of real or perceived discrimination should be reported to the Volunteer Manager or to the CEO if it involves the Volunteer Manager.

### **Volunteer Coordination & Recordkeeping**

The Volunteer Manager will maintain records on your volunteer service. Volunteers are responsible for informing the Volunteer Manager of any substantial change in their work, status or personal information.

### **Age Limitation**

The minimum age for volunteers is 18 years. Wish-granting volunteers must be at least 21 years old. Volunteers under the age of 18 must have the written consent of a parent or guardian before volunteering. Volunteer duties assigned to a minor will comply with all appropriate laws and regulations on child labor.

### **Limitations on Volunteer Service**

Volunteers serve the Foundation at the sole discretion of the agency. Volunteers may voluntarily leave the Foundation at any time and may be asked to leave the Foundation at any time

### **Employee Volunteers**

The Make-A-Wish Foundation accepts staff as volunteers. This volunteering must be done outside normal work hours and must not be a requirement of employment.

### **Family Volunteers**

Family of staff may volunteer with the Foundation but are required to go through the formal approval process and training. Ideally, if family members of a staff person do volunteer, they should not be placed under the supervision of the employee.

### **Involving Unauthorized Individuals**

Family members, including children, friends, significant others, etc. that have not gone through the formal volunteer process and received appropriate training are not

authorized to participate activities that require authorized Make-A-Wish® volunteers unless approval has been given by the Program Services Staff.

### **Community Service**

Make-A-Wish® may accept, but is not required to accept, individuals needing community service hours either for school service learning or to satisfy a court order. We will not accept community service from individuals who have been convicted of a violent offense or an offense involving children. Individuals wishing to do community service must contact the Volunteer Manager to arrange the details.

### **Absenteeism and Punctuality**

Be punctual and conscientious in the fulfillment of duties assigned. If you are unable to arrive for a scheduled shift, training, meeting or visit, please let the office know as soon as possible. Continued absenteeism from assigned shifts, trainings, meetings or visits, with or without notice, may lead to reassignment or termination.

### **Leaves of Absence**

Leaves of absence may be granted to a volunteer. After six months, the volunteer will be considered inactive if they are not ready to return to active status. Volunteers desiring to return to volunteer work after a leave of absence must notify the Volunteer Manager before they can resume their duties.

### **Confidentiality**

All information concerning clients, staff, financial data, business records and volunteers is confidential. No information shall be released without appropriate authorization. The board of directors, staff and our wish families rely on our volunteers to conform to this rule of confidentiality and you are asked to sign a statement to that effect annual. Failure to maintain confidentiality may result in termination of the volunteer's relationship with the agency, or other corrective action. Violations of this policy also may result in personal liability.

### **Identification**

Wish Granting volunteers receive a volunteer identification badge. This card should be carried with you on all volunteer assignments and shown when appropriate.

### **Dress Code**

Volunteers shall dress professionally and appropriately for the environment in which they are working. We would love for you to wear your Make-A-Wish Alabama shirt to your wish visits! Let Julianna know if you need one or need a new one!

### **Alcohol and Drug Use**

Volunteers are subject to immediate dismissal if they are under the influence of drugs or alcohol while performing their volunteer duties. Consuming alcohol while representing the organization is prohibited.

### **Illegal or Unethical Behavior**

Volunteers are likewise subject to immediate dismissal if they engage in any activity which might be construed as sexual harassment, or use the Foundation's name, equipment or materials for any illegal or unethical purposes. Any volunteer who observes another volunteer or staff member engaged in unethical or illegal activity should immediately report the activity to the Volunteer Manager or to the CEO.

### **Conflict of Interest**

A volunteer shall not take any action that would result in the volunteer's financial benefit. Volunteers will not ask for or receive for themselves or for a member of their household, directly or indirectly, any moneys or gifts from the community. Any potential conflict of interest should be disclosed. It will not preclude volunteer service if it is declared appropriately.

### **Theft**

Theft or pilferage of cash or merchandise by a client, volunteer or salaried staff member is a serious offense and should be reported to the Volunteer Manager or CEO. Theft negatively affects not only our ability to deliver services, but also the trust upon which our staff structure and our community reputation are based. Theft is cause for immediate dismissal.

### **Access to Program Property and Materials**

If it is appropriate, volunteers shall have access to agency property and materials necessary to fulfill their duties, and shall receive training in the operation of any equipment. Property and materials shall be used only when directly required for agency purposes.

### **Agency Representation**

All actions or statements that reflect on, cause obligation to, or affect financially the Make-A-Wish must have prior approval by agency staff. These may include, but are not limited to, advocacy in the government or other organizations, statements to the press, the signing of contracts or assuming financial obligations. Volunteers taking on such responsibilities must have these duties clearly defined in their job descriptions.

### **Transportation of Wish Children and Family Members**

It is strictly forbidden for volunteers to transport any wish child or member of a wish child's family by any means. Such actions not only pose threats to participant/volunteer safety, but only constitute safety liabilities to both the volunteer and to Make-A-Wish.

### **Volunteer Social Media Policy**

When posting on Social Media Platforms (SMP) such as Facebook, Twitter, Instagram, LinkedIn, personal blogs and other forums, Make-A-Wish® representatives must protect the privacy rights of wish kids and their families, and the Make-A-Wish® brand, at all times.

While volunteers are encouraged to connect with one another on SMP, Make-A-Wish® Alabama has a guideline for the use of SMP that volunteers, staff, and interns must follow:

- You may reference Make-A-Wish® as an organization and to speak generally of your wish and volunteer experiences (i.e. I met a little girl last night who wished to go to Disney!).
  - Volunteers are invited to tag us in **Facebook** posts by adding “@Make-A-Wish Alabama” or you may tag us on **Twitter/Instagram** by using @MakeAWishAL or the hashtag #MakeAWishAL
- It's important that you **do not** initiate any online “friendships” with any wish children or their families (including alumni committee members) even if you worked directly with their wish.
  - If you are contacted by a wish child or their family through any of the SMP mentioned, you must inform Julianna at Make-A-Wish Alabama within 3 days of the initial contact.
- As representatives of Make-A-Wish Alabama it is important to recognize that our personal frustrations and opinions could have a larger impact if we choose to broadcast them through social media. Social media does not distinguish between our personal, volunteer, and professional lives and it would be unfortunate if a Make-A-Wish® employee or volunteer's personal opinion were to damage our sponsor or celebrity relationships. As we all know these relationships are critical to the work that we do.

### **Unacceptable Behavior**

In particular the following is deemed unacceptable use or behavior by volunteers:

- Posting pictures of wish children or families or make reference to any specific topics, issues, family situations, location, medical conditions, names or wish specifics.
  - If you currently have photos, videos or descriptions of a wish posted on any SMP websites, we ask that you delete these immediately.
- As per National guidelines, volunteers are prohibited from referring to specific celebrity wishes. You may mention that your wish child wished to meet a baseball star, but you cannot name the celebrity in a public forum unless its been posted by the chapter SMP.

- Setting a profile picture or cover photo to the Make-A-Wish® logo and/or related graphics. The use of Make-A-Wish® logo/graphics without the consent of the chapter is strictly prohibited.

### **Sanctions**

Failure to comply with these guidelines will result in sanctions ranging from disciplinary procedures such as verbal and written warnings, through to dismissal.

## **Volunteer Code of Ethics & Responsibilities**

Volunteers should understand and support the philosophy that as uncompensated staff, they are subject to a code of ethics similar to the code that binds professionals in any field or endeavor. Upon engagement with the Foundation, volunteers must sign a confidentiality and ethics agreement and then affirm that agreement annually thereafter.

### ***As a volunteer I will:***

- Conduct myself with dignity, courtesy, and professionalism, recognizing that my behavior will, for many in the community, reflect the character and values of the entire organization.
- Consider as confidential all information that I may hear directly or indirectly concerning wish families, donors, staff or other volunteers.
- Interpret “volunteer” to mean that I have agreed to work without pay, not without professionalism. I will do my work with quality. I will strive for excellence.
- Uphold the traditions, policies, and standards of the Make-A-Wish® Foundation.
- Talk positively to the community at all times when referring to staff, other volunteers, and the organization’s work.
- Understand that volunteering is a privilege, not a right.

### ***As a volunteer I understand that I have the responsibility to:***

- Be willing to learn and to participate in orientations, training programs and meetings.
- Understand accountability of volunteers to salaried staff, maintain a cooperative working relationship and stay within the bounds of volunteer authority and responsibility.
- Complete assignments promptly, reliably and professionally and respond to wish families and staff within 48 hours.
- Notify the Volunteer Manager in a timely manner if it is not possible to meet a commitment as planned.

- Notify the Volunteer Manager if I desire to change or end my position with the Foundation.
- Professionally address problems and concerns with the Volunteer Manager.
- Accept the guidance and direction of staff or volunteer leaders.
- Annually review and sign the Conflict of Interest and Ethics Assurance Statement.
- Submit to background check every three years

## **Volunteer Records**

Records will be maintained on each volunteer including application, confidentiality and ethics statement, background check, volunteer agreements, copies of professional license or certificates, letters of reference, performance reviews, awards received, and other documents need by the Foundation. You are entitled to access your records by submitting a request to the Volunteer Manager. Volunteer personnel records are otherwise confidential.

Volunteers are responsible for records and reporting:

- Personal volunteer service hours
- Personal expenses to be reimbursed
- Personal in-kind donations made to the Foundation
- Incident reports on all injury accidents

### **Personal Expense Reimbursement**

As a volunteer, you may be eligible for reimbursement of personal expenses incurred while working on behalf of Make-A-Wish®. The following information has been prepared to help you understand the reimbursement procedure. If you have any questions about reimbursement contact the Volunteer Manager.

### **Receiving Reimbursement**

To receive reimbursement of **pre-approved** reimbursable expenses, you must complete an Expense Form and submit it to the office. All wish related expense requests should be sent to the Wish Coordinator. All non-wish-related expense requests should be sent to the Volunteer Manager. All supporting documentation should be attached, including receipts or additional forms. Once the appropriate office staff receives your report, they will approve it and send it to accounting, where a check will be made out and sent directly to you. This process may take up to two weeks.

### **Tax Deductible Expenses**

Volunteers who itemize their income taxes can deduct some expenses only if they did not receive financial reimbursement from the Foundation for the items they are claiming. Please consult your tax advisor for current laws.

### **In-kind Donation of Personal Expenses**

Many volunteers make donations for items to enhance wishes. We welcome these donations; however, no volunteer should feel obliged to make such a donation.

These costs, if given as an in-kind gift to the chapter, need to be recorded and filed with the chapter by completing and submitting an In-kind Donor Form. This will allow the Foundation to keep appropriate financial records and to provide the volunteer with a tax receipt for tax-deductible donations.

### **Safety**

The safety and health of volunteers is important to us. A safe work environment and safe work procedures are both of major concern. If in your work you should encounter an unsafe situation, or observe others working in an unsafe manner.

- Resolve the situation if you can
- Report any ongoing safety problems to appropriate staff.

If you are ever in an uncomfortable situation where you feel you are jeopardizing your health or safety, immediately remove yourself from that situation. If you see any practice that you feel puts you at a risk, please contact the Make-A-Wish office immediately at 205-254-9474.

We encourage your ideas and suggestions about how we can create a safer workplace.

Please remember that many of our wish children have compromised immune systems, please do not visit children if you are sick. Also, please do not bring anyone else with you on visits unless approved by the Make-A-Wish office, and this includes children.

## **Volunteer Rights/Benefits**

### ***A volunteer has the right/ benefit to:***

- Be respected and kept informed.
- Be provided orientation, training, continuing education, support, supervision and evaluation.
- Be given sound guidance and direction.
- Be treated as a colleague, and valued as a person who can make unique contributions.
- Have a clear understanding of job expectations, including duties, responsibilities, support structure and time commitment.
- Be given opportunities for leadership and a variety of experiences.
- Have safe working conditions and have risks explained.
- Be kept informed about organizational policy, people and programs.
- Recognition through regular expressions of appreciation.
- Be able to freely discuss problems, ask questions, or make suggestions.
- Receive communications regarding volunteers needs at minimum monthly (usually weekly)
- Obtain training and learning experiences that will enhance personal and professional growth
- Be able to use personal skills and interests in volunteer work that may not be exercised as fully in your occupation.
- Share your knowledge, wisdom and experience with others
- Enjoy the pleasures that come with helping others.
- Wish Granters will receive a Foundation volunteer identification card and t-shirt
- Enhance life in Alabama, particularly for families and wish children.
- Meet new people, develop new skills, and discover new experiences.

## **Volunteer Remediation and Termination**

This policy is based on the belief that every volunteer should be accorded objective, consistent, and equitable treatment should violations of Make-A-Wish® standards and policies occur.

Wish evaluations will be given to wish families after completion of each wish. Volunteers who receive negative comments from wish families, other volunteers or wish coordinators will be addressed as soon as possible with the volunteer.

Each volunteer will be given a fair chance to improve performance or to correct a problem by progressive remediation. The volunteer's salaried staff supervisor is responsible for having a conversation with the volunteer, explaining the seriousness of the policy violation or the need for improvement, and informing the volunteer that further action may have to be taken to protect the Foundation, its image or its children.

There are two reasons for undertaking remediation:

- The volunteer's work has been neglected, or performance has fallen below acceptable levels and is jeopardizing a wish, event or project.
- The volunteer's conduct has violated a policy, code of ethics, or written standard.

If progressive remediation fails to correct performance, the volunteer's affiliation with Make-A-Wish® may be suspended or terminated. In exceptional cases, such as theft or misappropriation, termination will be immediate.

### **Progressive Remediation**

Normally, remediation will follow this progression:

- **Verbal Discussion**

This is a conversation between the salaried staff supervisor and the volunteer, held in private, to correct a recurrent problem by bringing it to the volunteer's attention in a serious but friendly manner. A written notation of this discussion will be placed in the volunteer's file.

- **Written Plan**

This is a more formal documentation, used after a verbal discussion has occurred and no adequate change in performance has resulted. The supervisor should describe the performance in question and with the volunteer outline a plan for

supporting the volunteer in improvement or change. This conversation will be documented by the supervisor, signed by the volunteer and placed in the volunteer's file. It should also document the volunteer's own feelings and concerns.

- **Administrative Leave**

If the problem persists, the volunteer will be placed on administrative leave for one month while the volunteer and the Foundation determine the appropriate course of action: resignation, termination or alternative placement or training. The Volunteer Manager will provide the volunteer with guidance, support and honest feedback during this process.

*Note: It may be found that the performance problems of a volunteer are the result of an inappropriate placement. Every attempt will be made to help them find and train for another volunteer position within Make-A-Wish Alabama.*

Any volunteer charged with or arrested for a violent and/or felonious crime, or crime involving moral depravity or financial fraud or embezzlement on any level will immediately be placed on administrative leave pending dropping of charges or conviction. Volunteers may also be put on administrative leave while Make-A-Wish® conducts investigations regarding serious violations in policy. Volunteers will be notified of their administrative leave status by mail immediately following the organization's knowledge of such charges.

### **Serious Violations**

The following are considered to be some serious violations that are grounds for immediate cancellation of volunteer status once the Foundation has a reasonable belief that these violations have occurred. Examples cannot be listed to cover every situation. The CEO may term other offenses "serious" as well that are not specifically mentioned here. Examples include:

- Breach of confidentiality regarding a wish child's identity or medical condition
- Falsifying reports, records or expenses
- Physical, verbal or sexual harassment
- Negligent or willful damage of property
- Theft
- Unlawful discrimination
- Willfully endangering the safety of others
- Working under the influence of intoxicants
- Insubordination
- Speaking negatively of Make-A-Wish® or its staff/donors/clients/volunteers in any public situation

## **Termination**

Termination is the last step of the disciplinary system. It signifies that the Make-A-Wish® has concluded that the volunteer's performance is unacceptable and further volunteer service is not warranted. Make-A-Wish® recognizes two types of termination for the implementation of this policy:

### Planned Dismissal

A planned termination occurs after unsuccessful remedial action. Make-A-Wish® will not terminate any volunteer for incompetence unless the volunteer has been given an opportunity to improve.

### Immediate Dismissal

In exceptional cases discharge may result immediately after a major violation of the chapter's rules and regulations. In this event the early stages of the usual disciplinary procedure are dispensed. Volunteers convicted of a violent and felonious crime, or a crime of moral depravity will receive immediate dismissal.

## **Summary**

We appreciate your willingness to volunteer with Make-A-Wish® Alabama. We hope you will enjoy your experience as a volunteer. As you learn your volunteer duties, feel free to ask questions – our staff is happy to help you. It is your commitment and that of volunteers like you that allows Make-A-Wish® to make a significant difference in the lives of our wish children and their families.

