



***Fitness, fun and family when children need it most***

## **Volunteer Manual**

**February 2012**

**Contact us:**

**BounceBack Kids**

**1289 Fordham Blvd #317**

**Chapel Hill, NC 27514**

**[www.bouncebackkids.org](http://www.bouncebackkids.org)**

**Email: [volunteer@bouncebackkids.org](mailto:volunteer@bouncebackkids.org)**

**Phone: 919-246-9100**

**To learn more about us and see a video about our program, please  
visit our website at:**

**<http://bouncebackkids.org/about>**

*Everybody can be great. Because anybody can serve. You don't have to have a college degree to serve. You don't have to make your subject and your verb agree to serve.... You don't have to know the second theory of thermodynamics in physics to serve. You only need a heart full of grace. A soul generated by love. ~Martin Luther King, Jr.*

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## WELCOME

Welcome to BounceBack Kids! We are very pleased that you are interested in volunteering with us. As part of the BounceBack Kids team, you will make an important difference in the lives of many children and their families. We look forward to your contribution.

We hope that this manual will give you a look into BounceBack Kids and what we have to offer you. We will meet with you so that we can get to know each other better and determine the best volunteer opportunities for you.

Thank you for volunteering with BounceBack Kids,

Lisa Brachman, Executive Director, [lisab@bouncebackkids.org](mailto:lisab@bouncebackkids.org)  
Alicia Altmueller, Assistant Director, [alicia@bouncebackkids.org](mailto:alicia@bouncebackkids.org)  
Kristen Scheiber, Participant Coordinator, [Kristen@bouncebackkids.org](mailto:Kristen@bouncebackkids.org)

"To ease another's heartache is to forget one's own."

- *Abraham Lincoln*

## Mission Statement

BounceBack Kids™ is a Section 501(c) (3) nonprofit whose mission is to bring together and serve kids with life-challenging medical conditions to enrich the lives of participants and their families.

*Unless someone like you cares a whole awful lot, nothing is going to get better. It's not. ~Dr. Seuss*

## About Us

In August 2003, BounceBack Kids began as Hoop Dreams Basketball Academy, a nonprofit that offered basketball skills instruction to four children with brain tumors. Over the years we have expanded the program to include children with other illnesses; to allow siblings to participate in all our activities; to add personal fitness training and recreational and social activities; and Support Services. In 2008 we changed our name to BounceBack Kids to better represent the spirit of our participants and their families as well as to reflect our broader scope and expanded programming.

BounceBack Kids™ is a Section 501(c) (3) nonprofit whose mission is to bring together and serve kids with life-challenging medical conditions to enrich the lives of participants and their families.

To be eligible to be a BounceBack Kid, a child must have a life-challenging medical condition, be between the ages of 3-21, and have a doctor's permission to participate in physical activity.

Siblings are invited to participate in all BounceBack Kids activities and events.  
Parents/guardians are always welcome to attend our activities and events.

A volunteer Board of Directors guides BounceBack Kids. A Medical Advisory Board, consisting of doctors from UNC, Duke, and the community, provides professional input and assistance to the BounceBack Kids' Board of Directors and staff with medical issues arising from BounceBack Kids activities and services.

A small staff of part-time employees administers BounceBack Kids operations and programs.

*The world is moved along, not only by the mighty shoves of its heroes, but also by the aggregate of tiny pushes of each honest worker. ~Helen Keller*

## Programs

### ***Group Sports Program***

- *Basketball*
- *Fitness*
- *Golf*
- *Bowling*
- *Hiking*
- *Frisbee Golf*
- *Indoor Soccer*
- *Dance*

For many of the sport sessions, parents/guardians are welcome to stay or to drop off their children and return at pick-up time.

### ***Recreational and Social Activities:***

Examples of past activities include attending college and professional sporting events, visiting local museums, , attending local theater productions and movies. We encourage the entire family to attend these events with many opportunities to meet other participants and their families.

### ***Support Services:***

- *Family Support Program:* Beginning in 2012, we will be able to provide some financial assistance for food, gas, and parking when participants go for clinic visits. Additionally, during some group sports sessions, we offer Parent Education Seminars. *iPads Loans for if a Child is Re-Hospitalized:* We have 4 iPads to loan to families if a child is re-hospitalized or in treatment. When a child borrows an iPad, s/he also receives an iTunes card. If a child already has an iPad, we give him/her an iTunes card when s/he is re-hospitalized or in treatment.
- *Special Services if Child Re-Hospitalized:* We try to offer a home service (house cleaning, yard work, or gutter cleaning) while the child is in the hospital. We will bring a BounceBack Soon FunBag to any child re-hospitalized. We also provide Road Trip Bags if a child leaves town for medical treatment or a procedure.
- *FunFuel Program:* The BounceBack Kids FunFuel Program provides gasoline cards to help BounceBack Kids families offset a portion of some transportation expenses associated with participating in BounceBack Kids activities.

## **Volunteer Role**

The role of a volunteer at BounceBack Kids is essential to the success and the development of our programs and organization. We strive to provide as many recreational, athletic and social activities as possible, while still maintaining quality programming. Volunteers offer us the opportunity to provide additional support through their time and effort.

Volunteers can offer their time and expertise to the organization in various ways. We have provided a list of current volunteer opportunities. If there is something not listed that you may be able to help with, please contact the volunteer coordinator at [volunteer@bouncebackkids.org](mailto:volunteer@bouncebackkids.org).

We recognize that volunteers are a valuable part of our organization, and we do our best to acknowledge that effort. It is our hope that each interested volunteer finds a good fit within our organization. If however, we and you find this is not the right fit; we ask that you let us know and we will try to accommodate your interest.

To learn more about volunteering at nonprofits, please visit the following websites:

<http://www.volunteermatch.org/>  
<http://www.idealists.org/>

*We make a living by what we get, but we make a life by what we give.*  
~Winston Churchill

## Volunteer Opportunities

The following page provides example descriptions of volunteer opportunities.

**Bakers:** We are looking for a few individuals who might be willing to help us with some upcoming events (year round opportunities as well) where some home-back goodies would be greatly appreciated.

**Special Event Assistance:** We have several upcoming events that will need some extra hands in planning in terms of gathering donations, activities and general support help.

**Program Activities:** We are always looking for volunteers to join us at our regular events. We are in particular need over the summer, as many of our college volunteers are away.

**Photographer:** We are looking for a photographer willing to take black and white photos of our kids, families, staff and volunteers during upcoming events.

**Operational Needs:** We regularly have volunteer opportunities to assist with the operational aspects of BounceBack Kids. (i.e. packet assembly, filing)

**Fundraising:** We are always looking for help with fundraising. This can include donor development and grant research and writing.

**Newsletter Articles:** We publish a monthly e-newsletter, and so we are always interested in article research, writing and editing.

**Graphic Design:** We regularly are in need of graphic design assistance to help to develop new materials and enhance existing materials.

**Social Media:** We are in need of help with adding to our Facebook, Twitter and Blog Posts. We could use assistance in expanding our base of social media followers.

*Find a need and fill it. ~Ruth Stafford Peale*

## Volunteer Application Process

A volunteer must complete a volunteer application and sign a Confidentiality Agreement prior to participating in any activity of, or task for, BounceBack Kids. **BounceBack Kids must officially accept a volunteer before the volunteer performs tasks on behalf of BounceBack Kids.** To become a volunteer you must complete the following steps:

- Submit a completed a volunteer application including the confidentiality agreement
- Pass a background check
- Provide references for us to check
- Sign a confidentiality agreement
- Anyone who would like to work directly with our participants must be up to date on their immunization shots (including the seasonal/H1N1 flu shot)
- Provide a \$10 check made out to "BounceBack Kids" to cover the cost of the background check.

### **Please mail your check and application to:**

Volunteer Coordinator, BounceBack Kids  
1289 Fordham Boulevard, #317  
Chapel Hill, NC 27514

### **Reference & Background Checks**

All potential volunteers must provide three references. Background checks are mandatory. Those who want to work with the kids must be up to date on the flu shot .

### **Confidentiality**

In the course of your volunteering, you may learn information about our participants and their families that is confidential. Accordingly, you must sign our Confidentiality Agreement before you participate in any activity, or engage in any task, for BounceBack Kids. Please be sure to read the confidentiality form closely. Any information shared by our families and our staff is meant as a way to enhance our participants' experience and shall not be discussed outside of that framework.

We recognize that volunteers are a valuable part of our organization, and we do our best to acknowledge that effort. It is our hope that each interested volunteer finds a good fit within our organization.

*I've learned that you shouldn't go through life with a catcher's mitt on both hands. You need to be able to throw something back. ~Maya Angelou*

## **Volunteer Participation**

### **Attendance**

If you agree to attend an activity or an event, you are expected to fulfill your commitment. If you become ill or otherwise are not able to attend, please contact the appropriate staff person to inform him/her that you will be absent. Please RSVP to each event that you plan on attending.

### **Training and Supervision**

Volunteer training will be provided on an as-needed basis and if appropriate.

BounceBack Kids Staff will be the supervisors of all volunteers. Depending on task and event, we may need to provide training.

### **Meetings**

Volunteers will meet with staff on an as-needed basis, if appropriate.

### **Required Community Service Hours**

Volunteers needing certification of required community service hours must provide all necessary forms to staff. If the entity requiring community service (such as a high school, Scout troop, or house of worship) needs BounceBack Kids to be on an approved list of community partners, the volunteer must inform BounceBack Kids of this requirement and provide all necessary forms to staff. If we are expected to provide documentation or materials ahead of time, please send an email to [volunteer@bouncebackkids.org](mailto:volunteer@bouncebackkids.org) at least 5 business days in advance.

## Volunteer Expectations

### **Commitment & Conduct**

BounceBack Kids expects volunteers to support BounceBack Kids' mission and values and to conduct themselves appropriately when attending BounceBack Kids events or acting on behalf of BounceBack Kids. Please be respectful of all attendees.

### **Volunteer Attire**

Please dress modestly and casually when volunteering. If attending a special event and different attire is required, we will specify ahead of time to ensure your understanding and agreement.

### **Media Procedures**

To ensure that information is accurate and efforts are not duplicated, please refer all media requests to staff or the Board of Directors. Please tell staff of any contacts or story ideas.

### **Health/Safety**

Given the illnesses of our participants, it is imperative that you not attend any activity when you are ill. Please do not come to a BounceBack Kids event if in the last 72 hours you have had a fever or have vomited. We also ask that you do not attend a BounceBack Kids event if someone in your home is sick. A BounceBack Kid Staff member or Board member will be present at all events. If there are any safety issues or concerns, please direct all to the staff or Board member present. To work with our children there are several items to remember in order to help maintain your health and the health of our participants:

**Shots:** All volunteers must be up to date on their flu vaccine. (we will make some exceptions for participants who are volunteering remotely, i.e. Internet research)

**Hand washing:** We ask that you wash your hands with antimicrobial soap and water. An alcohol-based waterless hand sanitizer may be used instead and will be provided at BounceBack Kids events, if there are no sink facilities. Please wash your hands after visits to the rest room, in preparation of or after meals, and other time deemed necessary during our events.

**Smoking:** We ask that you refrain from smoking prior to and during all events with BounceBack Kids. Please understand that our children may have sensitivity due to allergies or general breathing conditions.

**BounceBack Kids:** If a child feels ill, please find a staff member or trained medical professional immediately. Do not administer any shots or medicines. Only trained staff, medical providers or parent/guardians will conduct this.

### **Alcohol/Drug Use**

Volunteers may not possess, distribute or be under the influence of alcohol or illegal drugs at anytime during their volunteer time under any circumstance.

# Volunteer Application Form

Please mail your \$10 check (made out to BounceBack Kids to cover the cost of the background check) and a completed application to:

Volunteer Coordinator, BounceBack Kids  
1289 Fordham Boulevard, #317  
Chapel Hill, NC 27514

## Personal Information (Please print clearly):

Mr./Mrs./Ms./Miss: \_\_\_\_\_ First: \_\_\_\_\_

Middle: \_\_\_\_\_ Last: \_\_\_\_\_

Former Name(s) (please list any previous names, i.e. maiden or birth names):  
\_\_\_\_\_

Street Address:  
\_\_\_\_\_  
\_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Alternative Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Social Security Number: \_\_\_\_\_ Birthdate: \_\_\_\_\_

Please understand that we require all volunteers to undergo a criminal background check. If you are uncomfortable writing down your social security number in this application, you may tell us your social security number directly by calling the Assistant Director, Alicia Altmueller, at 919-246-9100x1.

Emergency Contact (Name, Phone and Relationship):  
\_\_\_\_\_

## References:

Name: \_\_\_\_\_ Telephone: \_\_\_\_\_

Address: \_\_\_\_\_ Email: \_\_\_\_\_

Name: \_\_\_\_\_ Telephone: \_\_\_\_\_

Address: \_\_\_\_\_ Email: \_\_\_\_\_

Name: \_\_\_\_\_ Telephone: \_\_\_\_\_

Address: \_\_\_\_\_ Email: \_\_\_\_\_

**Volunteer Experience (Please Explain):**

**Special Skills (Please Explain):**

**Other Involvement: Please list all of your activities and the average time commitment per week (i.e. Soccer 3hr/wk)**

**Why are you interested in volunteering with BounceBack Kids?**

**How did you hear about this volunteer opportunity?**

**Volunteer Applicant Name:** \_\_\_\_\_

I understand that I must undergo a criminal background check prior to being accepted into the BounceBack Kids Volunteer Program. I understand that I must have the seasonal flu vaccination. I understand that I may not transport BounceBack Kids participants. I understand that my references will be contacted. I attest that the above information is true.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Consent: PARENTAL/GUARDIAN PERMISSION REQUIRED FOR ALL VOLUNTEERS UNDER 18 YEARS OF AGE.**

I, the undersigned parent or legal guardian of \_\_\_\_\_, do hereby give permission for him/her to perform volunteer services with BounceBack Kids.

\_\_\_\_\_  
Signature of Parent/Guardian

\_\_\_\_\_  
Date

**Volunteer Availability:** Please indicate availability by checking all that apply:

Weekdays: \_\_\_\_\_ Morning \_\_\_\_\_ Afternoon \_\_\_\_\_ Evening

Weekends: \_\_\_\_\_ Morning \_\_\_\_\_ Afternoon \_\_\_\_\_ Evening

## CONFIDENTIALITY AGREEMENT

Participant and independent contractor information from any source and in any form (such as paper, talking, computers) is confidential. I shall protect the privacy and confidentiality of participant and independent contractor information. Access to this information is allowed ONLY if I need to know it to do my position. In my position, I may see or hear confidential information on:

- **PARTICIPANTS AND/OR FAMILY MEMBERS** Such as participant records, conversations and financial information
- **INDEPENDENT CONTRACTORS, VOLUNTEERS, STUDENTS, PARTNERS** Such as salaries, employment records, disciplinary actions
- **BUSINESS INFORMATION** Such as financial records, reports, memos, contracts, computer programs, technology
- **THIRD PARTIES** Such as vendor contracts, computer programs, technology
- **OPERATIONS IMPROVEMENT, QUALITY ASSURANCE, PEER REVIEW** Such as reports, presentations, survey results

### I AGREE THAT:

1. I WILL ONLY access information I need to do my position.
2. I WILL protect the privacy of our participants and independent contractors.
3. I WILL NOT show, tell, e-mail, copy, give, sell, review, change or improperly dispose of any confidential information unless it is part of my position. If it is part of my position to do any of these tasks, I will follow the procedure dictated by my supervisor (such as shredding confidential papers before throwing them away).
4. I WILL NOT misuse or be careless with confidential information.
5. I WILL NOT share any confidential information even if I am no longer a BOUNCEBACK KIDS volunteer.
6. I KNOW that confidential information I learn as a volunteer does not belong to me.
7. I AM RESPONSIBLE for my use or misuse of confidential information.
8. I understand that if I am allowed to remotely access confidential information that I AM RESPONSIBLE for ensuring the privacy, security and confidentiality of the information at ANY location (e.g., home, office, etc.).
9. When granted access to any BOUNCEBACK KIDS computer system, I will read and abide by these systems' Secure System Usage Memos. Do we have such a memo? Do we allow volunteers to use our computer? If the answer to both questions is "no", let's delete this sentence.

10. I UNDERSTAND that BOUNCEBACK KIDS may take away or restrict my access at any time.

Failure to comply with this agreement may result in the termination of my volunteering at BOUNCEBACK KIDS and/or civil or criminal legal penalties. By signing this, I agree that I have read, understand and will comply with this agreement

Signature:

Date:

Print Full Name:

**Examples of Breaches of Confidentiality (What you should NOT do)**

These are examples only. They do not include all possible breaches of confidentiality covered by this policy and the agreement.

**Accessing information that you do not need to know to do your position:**

- Unauthorized reading of participant information.
- Accessing information on family, friends or coworkers.

**Sharing, copying or changing information without proper authorization:**

- Making unauthorized marks on a participant's file.
- Making unauthorized changes to an independent contractor's file.
- Discussing confidential information in a public area such as a waiting room, elevator, or cafeteria.

**Leaving a \*secured application unattended while signed on: \***

**Secured application** any computer program that allows access to confidential information. A secured application usually requires a user name and password to login.