



Children's Cancer  
**PARTNERS**<sup>TM</sup> OF THE  
CAROLINAS

Supporting Families Through the Journey

# Volunteer Handbook



*Updated Summer 2024*

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## AN INTRODUCTION TO CHILDREN'S CANCER PARTNERS

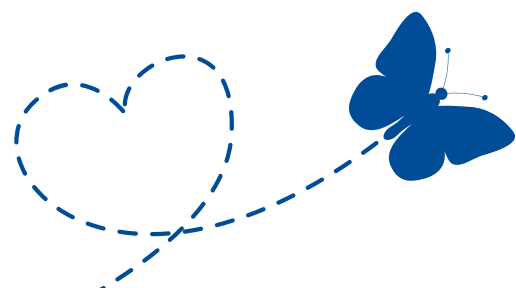
# Welcome Volunteer!

Welcome to the Children's Cancer Partners team! While many organizations offer 'parts and pieces' that matter to families battling childhood cancer, none are as immediate, comprehensive, and continuous in their support until a child turns 21 years old. We provide transportation, lodging, and meals away from home for children who are receiving treatment for cancer and their families. We know that you could have chosen to spend your time in any number of ways. We are so happy that you decided to share your time and talents volunteering with us.

This handbook is designed to answer any questions you may have about your responsibilities in your volunteering role. Please review in detail, and reach out to a member of our staff with any questions or concerns. Thank you for your time, energy, and effort in helping us best serve our families!

## Helping Families Across the Carolinas

As an organization, we work to benefit families across North and South Carolina. We have volunteer opportunities in each of our offices, as well as on-site for events, fundraisers, and remote volunteering opportunities. We rely on volunteers in each state to meet the needs of our families.



## VOLUNTEER INFORMATION

# Contact Information

## South Carolina

Our main office is headquartered in Spartanburg, South Carolina.

900 S. Pine Street, Suite F  
Spartanburg, SC 29302

## North Carolina

Our North Carolina office is in Durham, by appointment only.

404 Hunt St., Suite 300, MB#4  
Durham, NC 27701

## Volunteer Contact Information

South Carolina Office: 864-582-0673

North Carolina Office: 919-973-6963

Volunteer Questions: [volunteer@childrenscancerpartners.org](mailto:volunteer@childrenscancerpartners.org)



# Volunteer Roles

## Events

- South Carolina Holiday Party set up/break down
- North Carolina Holiday Party set up/break down
- Volunteering at fundraising events: Strut, Burger Cook Off, etc.
- Holiday Party planning and logistics
- Additional ad-hoc event planning, logistics, set up and break down

Volunteer with us!



## Advancement

- Reach out to schools and talk to them about participating in the Kidz in Lids program
- Assist with logistics leading up to fundraising events
- Write donor recognition letters
- Individual/group/company fundraising initiatives
- Collecting donations for GIK
- Recruiting volunteers, including group and corporate volunteers

## Family Facing

- Family-facing roles at Holiday Party
- \*Off treatment family correspondence
- Select family facing roles at additional events throughout the year
- Dropping off Gift in Kind bags

## Administrative

- Assist with sorting donated blankets
- Assist with general in-office donations
- Assist with organizational tasks around the SC/NC offices
- Assist with correspondence/mailings
- Filing paperwork
- Fundraising/Development data entry
- Making Gift in Kind bags
- Sorting Gift in Kind donations in our SC/NC offices
- Creating intake packets for new families
- Social media content creation
- Assist with marketing materials
- Assist with volunteer communications, organization, recognition



## VOLUNTEER INFORMATION

# Policies and Procedures

**Attendance:** Volunteers and supervisors will work together to determine volunteer hours. If you are unable to serve during your scheduled time, we ask that you call our office at 864-582-0673. When possible, please give at least 24 hours of notice if you will not be able to serve your assigned shift.

**Logging Volunteer Hours:** Tracking volunteerism is important for us in securing grants and reporting to donors. Help us keep track of your hours by signing in and out on the form located in the lobby or at your volunteer site, or filling out the online hours form. If you volunteer from home, please send an email with hours served to [volunteer@childrenscancerpartners.org](mailto:volunteer@childrenscancerpartners.org).

**Dress code:** As representatives of Children's Cancer Partners of the Carolinas, volunteers are expected to present a positive image in the community. Volunteers are to dress appropriately for the conditions and performance of duties. We ask that volunteers avoid items with political, drug/alcohol and profanity references. Some roles may have a specific dress code.

**Health & Safety:** We are committed to providing a safe environment for our staff and volunteers. We ask you not to serve if you have a fever or other symptoms of Covid-19 or other transmissible illnesses.

**Media:** You may be approached by the media while serving at a Children's Cancer Partners event. Please refer any media inquiries to a Children's Cancer Partners staff member.

**Privacy:** The privacy and safety of our families and staff is a top priority. We ask that all volunteers do not use personal devices to take photos or videos unless asked by a member of our team. We also ask that volunteers refrain from contacting Children's Cancer Partners families outside of designated volunteer hours and roles.



## VOLUNTEER INFORMATION

# Policies and Procedures

**Drug-Free Environment:** Children's Cancer Partners of the Carolinas prohibits the use, sale, dispensing, possession, or manufacturing of illegal drugs in the workplace and while engaged in Children's Cancer Partners activities. The use of tobacco in our office or while serving at a CCP event is prohibited.

**Equal Opportunity Statement:** Children's Cancer Partners does not and shall not discriminate based on race, color, religion, gender, gender expression, age, national origin, disability, marital status, sexual orientation, or military status in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, subcontractors, and vendors.

**Harassment Policy:** Children's Cancer Partners of the Carolinas prohibits any form of unlawful harassment based on race, color, religion, creed, sex, age, national origin, marital status, sexual orientation, disability, or veteran status in accordance with applicable laws. With respect to sexual harassment, Children's Cancer Partners of the Carolinas strives to foster a work environment free of unlawful sex discrimination, sexual harassment, or retaliation. Sexual harassment includes unwelcome and/or unsolicited sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature. Any volunteer who believes he/she has been harassed should immediately notify his/her supervisor or the volunteer coordinator. All complaints and related information will be investigated and kept confidential to the fullest extent possible. If you encounter circumstances or behaviors that concern you for whatever reason, please inform your volunteer supervisor.

## SAFETY & SECURITY

# Family Facing Roles



### Privacy and Safety

To best protect the privacy of our families, we have specific expectations for any volunteers that interact directly with families. We expect all volunteers to treat our families with kindness and respect. We ask that volunteers do not contact patients or families outside of designated volunteer roles.



### Background Checks

Individuals interested in a hands-on, supportive role with our families must submit to a background check. Children's Cancer Partners covers the cost of a one-time background check, which must be complete prior to the volunteering start date. Depending on the results of the background check, volunteers may be placed in an alternate volunteering role.



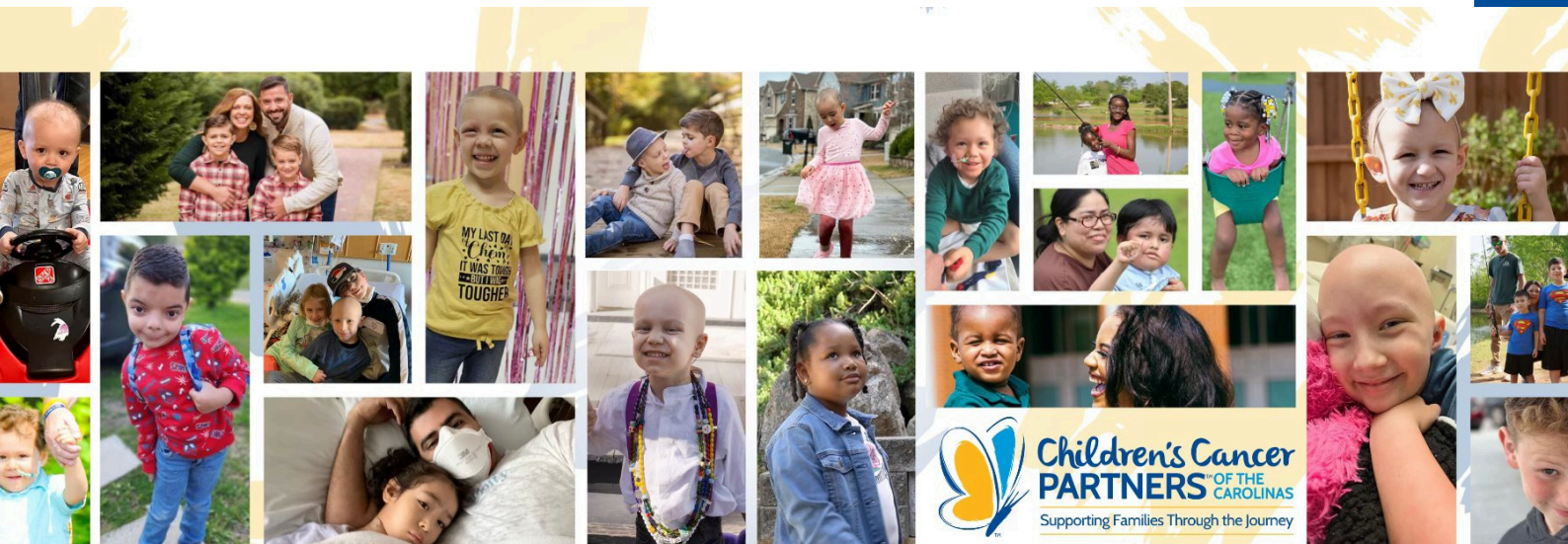
Children's Cancer  
**PARTNERS**<sup>TM</sup> OF THE  
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Supporting Families Through the Journey

THANK YOU FOR YOUR  
COMMITMENT TO OUR  
MISSION AND OUR  
FAMILIES!

Questions: [volunteer@childrenscancerpartners.org](mailto:volunteer@childrenscancerpartners.org)

Website: [www.childrenscancerpartners.org](http://www.childrenscancerpartners.org)





## Volunteer Photo Release Form

I hereby grant the Children's Cancer Partners of the Carolinas permission to use my likeness in a photograph, video, or other digital media ("photo") in any and all of its publications, including web-based publications, without payment or other consideration.

I understand and agree that all photos will become the property of Children's Cancer Partners and will not be returned.

I hereby irrevocably authorize the Children's Cancer Partners to edit, alter, copy, exhibit, publish, or distribute these photos for any lawful purpose. In addition, I waive any right to inspect or approve the finished product wherein my likeness appears. Additionally, I waive any right to royalties or other compensation arising or related to the use of the photo.

I hereby hold harmless, release, and forever discharge Children's Cancer Partners of the Carolinas from all claims, demands, and causes of action which I, my heirs, representatives, executors, administrators, or any other persons acting on my behalf or on behalf of my estate have or may have by reason of this authorization.

I HAVE READ AND UNDERSTAND THE ABOVE PHOTO RELEASE. I AFFIRM THAT I AM AT LEAST 18 YEARS OF AGE, OR, IF I AM UNDER 18 YEARS OF AGE, I HAVE OBTAINED THE REQUIRED CONSENT OF MY PARENTS/GUARDIANS AS EVIDENCED BY THEIR SIGNATURES BELOW. I ACCEPT:

Signature \_\_\_\_\_ Date \_\_\_\_\_



## Volunteer Roles and Responsibilities

**General Office Volunteers-** Our office volunteers assist with data entry, preparing paperwork, sorting donations, organizing office supplies and sorting through our Gifts in Kind supplies in both our Spartanburg and Durham offices.

**Social Media/Website Volunteers-** Do you have existing skills in Canva, social media, and/or website creation and editing? Our dedicated Social Media volunteers assist with content creation, updates, and edits across Children's Cancer Partners social media pages and our website.

**Events Volunteers-** We are always looking for volunteer help with our many events each year- including our annual Holiday Party in both North Carolina and South Carolina. Events volunteers can choose to dedicate their time assisting in the preparation/set up of events, assisting during the event in various capacities, or assisting in the clean up after the event is over. There are one-time volunteering opportunities for events and recurring roles.

**Fundraising/Advancement Volunteers-** Our fantastic advancement team seeks out volunteer assistance with donor recognition, fundraising events, Individual/group/company fundraising initiatives, and the recruitment of additional agency-wide volunteers. There are opportunities for individual, group, and company involvement within our fundraising and advancement team!

**Family Correspondence-** A select number of volunteers will be asked to take on a more family-facing role with our organization as a Family Caller. Individuals selected for this role must submit to a background check prior to volunteering. We invite any interested individual to contact us for more information at: [volunteer@childrenscancerpartners.org](mailto:volunteer@childrenscancerpartners.org)

**School Advocates for Kidz In Lids-** We need volunteers to help promote our Kidz In Lids program in North and South Carolina schools. Kidz In Lids mobilizes students to show concern for local youth who are in a life or death struggle against cancer. Kids simply bring a dollar to school and get to wear a hat throughout the school day. Teachers can join in the fun too. For a five-dollar donation, teachers can wear jeans throughout the day.

*Do you have a special talent or skillset not represented above that you'd like to share with us as a volunteer? If you are interested in a unique volunteering role or project, please contact us at [volunteer@childrenscancerpartners.org](mailto:volunteer@childrenscancerpartners.org)!*