



RONALD MCDONALD
HOUSE CHARITIES
OF THE BLUEGRASS

Volunteer Manual

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Ronald McDonald House Volunteer Manual

Section One

INTRODUCTION

The House that
love built....
®

Welcome to the Ronald McDonald House. We are happy that you have decided to join us as a volunteer. Without you, our House could not operate to its full potential.

Volunteers are the heart of the Ronald McDonald House. The role that you play will help to make the stay of our families a less stressful experience.

The information provided in this manual will help you have a better understanding of the House and volunteer roles. If you have any questions while reviewing the manual or while you are working at the House, please ask. We will be happy to help in any way we can.

We hope that you will enjoy being associated with the “House that Love Built” and that this experience will give as much to you as you give to the families who stay with us.

Mission Statement

The mission of Ronald McDonald House Charities® of the Bluegrass is to create and support programs that directly improve the health and well-being of children and to strengthen families by keeping them together in times of medical need.

History of the Ronald McDonald House

The House is located next door to KET-The Kentucky Network, across from Bluegrass Community and Technical College and behind the University of Kentucky Commonwealth Stadium. It was founded and operated by the Children’s Oncology Services of the Bluegrass, Inc. (now called Ronald McDonald House Charities® of the Bluegrass, Inc.) and is a private, nonprofit corporation with a 501(c) 3 status.

The Children’s Oncology Services of the Bluegrass, Inc. was formed in the early 1980’s by the Fayette County Medical Society, the Fayette County Medical Auxiliary, the Parent’s Group, and the McDonald’s® Restaurant owners/operators of Central and Southeastern Kentucky.

The purpose of this corporation was to build and operate a Ronald McDonald House in Lexington – a place where families with ill children (21 years of age or younger) could

stay regardless of financial means while the children are seeking medical care in any of the Lexington area hospitals or surgery centers as an inpatient or outpatient.

The House opened in December 1984 and since that time over 24,000 families from nearly all Kentucky Counties, 38 U.S. States and nine foreign countries have been served. The majority of these families come from the eastern Kentucky (Appalachia) area.

The House can accommodate 20 families per night. A minimal fee of \$10 per night is charged IF the family is able to pay. We would not turn away a family due to an inability to pay. A “home like” atmosphere exists where families can be near their children and can also find strength by association with others experiencing similar situations.

There is a great need for the services we provide and we sincerely hope that you enjoy the volunteer work that you will be doing at our House. Without you, our volunteer, our House could not operate.

Section Two GENERAL INFORMATION

The Purpose of the Volunteer Program

The In-House Volunteers serve two general purposes. Volunteers help meet the needs of the families in residence at the House and assist staff with the daily operations. New volunteers will be assigned to seasoned volunteers for further training.

What to Wear

There is no specific dress code, but please dress appropriately (neat and clean) with conservative clothing and closed toed shoes. (No “short shorts,” bare midriffs/bellies or short skirts will be allowed.) Please do not wear “flip-flops” or other open-toed sandals, anything with holes in it, dirt on it, or any symbol or language that could be offensive. Slacks or nice looking jeans are acceptable. You are reflecting the Ronald McDonald House.

Volunteer Roles

Although this is a “home away from home” for families of hospitalized children or families with outpatient children, no medical care or counseling is offered by the volunteers or staff. Be willing to listen, if approached, but please do not place yourself in a counselor/counselee role with the guests. A volunteer, like a good friend, is always a helpful and understanding listener. Our goal is to make a difficult time in an unfamiliar place as normal and comfortable as possible.

We are looking for volunteers with the following qualifications:

- Friendliness
- Dependability
- Flexibility and ability to handle the unexpected
- Willingness to share time, skills and interests

- Respect for the confidentiality of the families

Volunteer Scheduling

Volunteer opportunities are available seven days a week.

Shifts are available each day as follows: 9 a.m. -1 p.m., 1-5 p.m., and 5-9 p.m. At least two volunteers are needed for each shift. (Opportunities exist between 9 p.m. and 9 a.m. through special arrangement with the Volunteer Coordinator.)

The scheduling of volunteer shifts has been designed to meet the needs of the volunteer as well as the House.

Each volunteer is responsible for scheduling times and days to volunteer with the Volunteer Coordinator.

Please contact the House if you will not be able to work your shift. This will allow time for us to possibly find a substitute for that day.

When You Arrive For Your Shift

Please go to the office and sign in on the volunteer log. If you have personal belongings, they may be placed in the first desk in the front office. There are two sets of volunteer keys in the cabinet above the volunteer desk.

Volunteers should check the "To-do list" located on the office counter to see what should be done for your shift. It would also be a good idea to check with the previous volunteer to find out what has been started, but not completed. The House Manager on duty may also direct you to specific tasks that should be completed.

Volunteer Housekeeping Duties

The following is a sample list of duties that are to be completed by volunteers. You will not necessarily be doing everything on the list.

Kitchen:

1. remove expired food from community refrigerator and freezer
2. restock dry goods in cabinets (cereal, soup, etc.) from storage
3. check sinks for dishes
4. check dishwashers and put clean dishes away
5. replenish salt and pepper shakers
6. wipe tabletops and countertops
7. fill napkin dispensers
8. stock coffee supplies (cups, filters, sugar, creamer, coffee)
9. sanitize high chairs and booster seats
10. empty trash cans and carry bags to dumpster
11. restock paper products (napkins, plates, cups, paper towels)
12. sweep under tables and chairs

13. mop sticky areas, especially around family refrigerators
14. refill soap dispensers
15. wash/dry/fold dirty dish towels and put away
16. check ovens and warming drawers for cleanliness
17. make sure all appliances are off
18. straighten cabinets (tupperware, dishes, etc.)
19. refill Coke machine
20. dump pop tabs into bins
21. make sure foil/saran/tupperware is available for volunteer chefs
22. dust TV and stand
23. wipe front of ice machines

General House - Inside:

1. Straighten the hall closet and replenish family hygiene supplies if needed.
2. Make sure there is laundry detergent and bleach in the front hall closet and in the linen closet off the upstairs laundry room.
3. Make sure there is laundry detergent and bleach in each laundry room.
4. Check the room bins. Refill or put the proper supplies in each, if necessary.
5. Water the house plants.
6. Check the unassigned family chore cards. Do those chores that need to be done.
7. Replenish the coffee, sugar, cups, etc. in the dining room.
8. Check the cleaning carts and replenish their supplies if necessary.
9. Replenish toilet paper, tissues, etc. on the pantry shelves off the kitchen as needed.
10. Launder dish towels, wash rags and cleaning rags.
11. Straighten up the books in the Media Room or upstairs alcove.
12. Clean refrigerators.
13. Check lint filters.
14. Check vacuum cleaner bags.
15. Clean the public and/or Volunteer Center bathroom.
16. Clean windows and walls of fingerprints and other marks.
17. Stock and straighten shelves in the back storage room.
18. Wipe toys in playroom and straighten.
19. Prepare rooms for guests using checklist
20. Sweep/mop floors.

General House – Outside:

1. Sweep exterior entrance areas
2. Pull weeds and other general yard maintenance.
3. Pick up trash.
4. Clean off patio furniture.

Volunteer Office Duties

Answering the Phone

Please answer the phones: “Ronald McDonald House, this is ____ how may I help you?”

Please smile when you answer a phone. You never know if a caller is going to be a hospital worker, a family member, a potential major donor or a board member. You only have one opportunity to make a good first impression. If you are going to answer the phone, but are having a bad day or are distracted, take a moment to breathe before you answer or allow someone else to answer the phone.

If the caller is trying to reach someone who is standing near you, please put the caller on hold first and then inform the person that they have a call and what line the call is on.

If the caller is trying to reach someone who is not presently in the office, please do not let them know the reason why that person is not available. Please simply tell the caller that the person is “unavailable at this time” and ask if they would like the voicemail or would like to leave a message. If you know that someone is going to be out for the day or a few days, you should share that with the caller and ask if there is someone else who could help them.

Messages

You should know how to transfer any call to the appropriate extension number or voicemail box. If you do take a message, please write it clearly including the date and time of the call. Then, deliver the message to the recipient in a timely manner by placing it in their mailbox in the House Manager’s office.

Long Distance Calls

Long distance calls require assistance from the Business Manager.

Section Three

RONALD McDONALD HOUSE® POLICIES

Code of Ethics

The mission of Ronald McDonald House Charities® of the Bluegrass is to create and support programs that directly improve the health and well-being of children and to strengthen families by keeping them together in times of medical need. In order to achieve this mission to the fullest, the following principles must be adhered to:

All staff/volunteers shall respect and protect the civil and legal rights of all guests/families, and will not:

- a. Exchange personal gifts or favors with guests/families, or use their position to secure personal privileges.
- b. Perform duties under the influence of alcohol or illegal drugs, distribute or consume alcohol or illegal drugs while on duty or while in the company of guests/families, report to work under the influence of alcohol or illegal drugs, or possess alcohol or illegal drugs on the premises.
- c. Violate or disobey: 1) established Ronald McDonald House rules or regulations, or 2) lawful and work relevant orders from a supervisor.
- d. Discriminate against any guest/family, volunteer, or staff member on the basis of race, religion, creed, gender, national origin, disability, or other individual characteristic.
- e. Intentionally demean or humiliate guests/families, volunteers, or staff.
- f. Bring any kind of weapon or items declared as contraband into the facility, including sexually explicit materials.
- g. Engage in critical discussion of staff members, volunteers, or guest/families in the presence of guest/families, volunteers, staff, or in any situation where such comments would be unprofessional. Concerns about guests/families, volunteers, staff, or the agency should be expressed only when concerns could be used constructively.
- h. Inquire about, disclose, or discuss details of a guest/families personal situation, other than may be necessary for performing official duties.
- i. Divulge confidential information about staff, volunteers, or guest/families without proper authorization.
- j. Withhold information which, in doing so, threatens the Ronald McDonald House, its guests/families, staff, or volunteers.
- k. Through negligence, endangers the wellbeing of self or others.
- l. Engage in any forms of business or profitable enterprise with guests/families without prior consent from the Operations Manager or Executive Director.

All staff/volunteers are expected to maintain a professional relationship with clients at all times. Outside of regular work or volunteer hours, any contact with current or previous guests/families must be approved by the Operations Manager.

An employee/volunteer will not:

- a. Lend money to a guest/family with the expectation that repayment will be made or a favor returned.
- b. Enter into a dating or sexual relationship with a guest/family.
- c. Visit or take guests/families home without first obtaining approval from the Operations Manager.
- d. Give special privileges to one guest/family that are not given to all guests/families. All guests/families must be treated fairly and special trips, gifts, etc. must be approved by the House Manager on duty.

Volunteer Code of Conduct

- a. Volunteers are expected to arrive at work and leave work at scheduled times as determined by their supervisor.
- b. Volunteers are expected to perform their work assignments competently and in a professional manner. Private conversations not relating to work are to be kept to a minimum, except during non-working times.
- c. Theft of any property or equipment will not be tolerated.
- d. Private telephone calls must be kept to a minimum during working hours except for emergency calls.

Conflict of Interest Policy

REASON FOR STATEMENT: Ronald McDonald House Charities® of the Bluegrass (RMHC), as a nonprofit, tax-exempt organization, depends on charitable contributions from the public. Maintenance of its tax-exempt status is important both for its continued financial stability and for the receipt of contributions and public support. Therefore, the IRS, as well as state corporate and tax officials, view the operations of Ronald McDonald House Charities as a public trust that is subject to scrutiny by and accountability to such governmental authorities as well as to members of the public.

Consequently, there exists between RMHC and its board, officers, and management employees a fiduciary duty that carries with it a broad and unbending duty of loyalty and fidelity. The board, officers, and management employees have the responsibility of administering the affairs of RMHC honestly and prudently, and of exercising their best care, skill, and judgment for the sole benefit of RMHC. Those persons shall exercise the utmost good faith in all transactions involved in their duties, and they shall not use their

positions with RMHC or knowledge gained there from for their personal benefit. The interests of the organization must have the first priority in all decisions and actions.

PERSONS CONCERNED: This statement is directed not only to board members and officers, but also to all employees and volunteers who can influence the actions of Ronald McDonald House Charities® of the Bluegrass. For example, this would include all who make purchasing decisions, all other persons who might be described as "management personnel," and all who have proprietary information concerning RMHC.

All Board, Staff and key Volunteers are asked to sign the “Conflict of Interest Disclosure” form.

Media Interaction

To ensure the quality and consistency of Ronald McDonald House Charities of the Bluegrass information and key messages disseminated to media sources, the following policy shall be enforced:

- ♥ All media contacts are to be handled by the Executive Director, regardless of who the media representative is, whom he or she represents, or how innocuous the request.
- ♥ All press releases or other promotional materials (including flyers/signs within the House) are to be approved by the Executive Director. Failure to comply with the Ronald McDonald House Charities of the Bluegrass media policy shall be grounds for disciplinary action.

Security Information

Without exception, the safety of our staff, volunteers and families staying at the Ronald McDonald House is our #1 priority.

If you suspect, witness, or have received any reports* of criminal behavior taking place inside or on the grounds of the Ronald McDonald House® you must report it to the UK Police Department immediately (Dispatch 859-257-1616). **Additionally, if you suspect, or have received any reports* of criminal behavior taking place off site from the Ronald McDonald House that may directly affect the safety of staff, volunteers, or our other guests you must report it to the UK Police Department immediately.**

Criminal behavior is defined as any activity considered in violation of a local, state, or federal law. This includes (but is not limited to) the use of any illegal substance(s), theft,

possession of a weapon, possession of open alcohol containers in public, public intoxication, spousal or child abuse, or threatening / disorderly conduct which takes place on or within RMHC property and/or affects the safety of self or others.

You do not have to contact Management prior to contacting the UK Police. We do ask that you do inform Management as soon as is reasonable of any calls that you have made and report the result of those calls (what did UK Police do or suggest?)

**** Reports could come from other staff, volunteers, guests, social workers, nurses, witnesses, etc.***

Please keep in mind the following:

- If you have witnessed or have suspicions of criminal activity, or even if you have knowledge that a report of criminal activity was reported to Management and not acted upon, please inform the House Manager on duty immediately.
- We do not wish for any staff, volunteer, or guest to “take matters in to their own hands” by directly confronting a suspect(s) of a crime.
- We recognize that our families are coping with extremely difficult situations as they deal with life-threatening medical conditions facing their child. We expect that you will act with discretion, sensitivity, and professionalism and that you will use your best judgment when faced with a situation as outlined in the Security Policy.
- It is a privilege, not a right, to be a guest of the Ronald McDonald House. All guests, staff, and volunteers have the right to feel safe.
- It is better to be safe than sorry. Even if reported activity is proven to be false, it is better to have made the report to authorities than to learn too late that you could have prevented a crime or repeat offense.
- The UK Police will keep the source of your call confidential. There is no reason to share with anyone other than management (and the Staff Log) your report.
- The Ronald McDonald House’s doors should be locked at all time. Security problems will be referred to UK Police at the Manager’s discretion.

SECURITY PROCEDURES

1. The front doorbell is to be answered by staff or volunteers only. Guest families should never open the door to anyone or let anyone they do not know into the House.

2. All guest families will receive a key for use when entering the House. The key is not transferable to unregistered guests. A new key card(s) specifically for their room is made each time a family checks in. Only staff members are able to make keys and blank keys are kept in the front office.
3. The Operations Manager or House Manager on duty makes periodic rounds of the interior of the House until 10:00 p.m.
4. Any suspicious activity (unusual behavior, unknown individuals, etc.), vandalism or other security problems should be reported immediately to a House Manager. If the activity may involve criminal behavior, immediately call 9-1-1.
5. Guests, staff and volunteers are discouraged from keeping valuables in the House or in their cars. RMHC of the Bluegrass is not responsible for valuables in the House or on House property. Volunteers are encouraged to lock their cars.
6. Guests are encouraged to take the hospital shuttles to and from the hospital. Walking in the surrounding neighborhood after dark is discouraged.
7. In the event that the fire alarm goes off, the House Manager on duty makes sure the House is evacuated to the parking lot (or to the KET parking lot as needed) and should take all family files and the visitor log outside. Our fire alarm is directly connected to the fire department.

Death, Condolences, and Bereavement

The death of a child whose parents, family and/or guardians have been residents of Ronald McDonald House has the potential of creating a crisis for the family as well as stress for the staff, volunteers and other guest families. Staff and volunteers are encouraged to express their condolences to the family and avoid overwhelming the family with their or other residents' grief. Volunteer grief should be addressed with the support and assistance of other staff. Whenever appropriate, staff seek consent of the parents/guardians to inform volunteers or other guests of the child's death.

Families frequently decide to return home quickly after a death, though some may ask to stay at the House for an additional night or more. Room fees are waived in the event of a death.

Expressions of sympathy are encouraged. A sympathy card will be sent to the family from the staff and House. Individual staff members or volunteers may choose to send a card on their own.

Other residents of the House may need support in dealing with their feelings about the death. For many families, worries about their own child's vulnerability are heightened when another child dies. Allowing people to express their feelings and share stories about losses is usually helpful. In some circumstances, a card signed by residents who knew the family may be helpful to the guests as well as the family.

Section Four

Guidelines for Temporary Volunteer Help (Service Learning/Community Service Projects)

- 1) All arrangements must be made through the Volunteer Coordinator.
- 2) Work will include the following:
 - a. **Outdoor work** - raking leaves, pulling weeds, washing the windows on the outside, sweeping the patios, emptying trash, cleaning up the parking lot.
 - b. **Inside work** - sweeping and mopping floors, cleaning and rearranging cabinets, washing baseboards, cleaning vents, washing windows, cleaning light fixtures, inventory kitchens, straighten up library, clean all pictures, and straighten up storage areas. A staff member will assign what jobs are to be done.
- 3) This work may be done on weekends as well as weekdays (after school and during school holidays).
- 4) The manager supervising this work will sign the forms indicating the student has done the work.
- 5) All work will be checked before the supervisor signs any forms the student may have.
- 6) Group activities may also be scheduled - these would include the above work as well as such things as cooking a meal, baking cookies, cakes, etc.
- 7) A brief tour should be given on the first visit.

Ronald McDonald House Charities[®] of the Bluegrass CONFLICT OF INTEREST FORM

At this time, I am a Board member, committee member, volunteer or employee of the following organizations:

This is to certify that I, except as described below, am not now nor at any time during the past year have been:

1. A participant, directly or indirectly, in any arrangement, agreement, investment, circumstance or other activity with any vendor, supplier, or other party; doing business with Ronald McDonald House Charities of the Bluegrass which has resulted or could result in personal benefit to me.
2. A recipient, directly or indirectly, of any salary payments or loans or gifts of any kind or any free service or discounts or other fees from or on behalf of any person or organization engaged in any transaction with Ronald McDonald House Charities of the Bluegrass.

Please state on the back of this form, any exceptions to statements 1 and 2 above with a full description of the transactions, circumstances and the interest which you currently have, had in the past, or plan to have in the future.

Name: _____

Signature: _____

Date: _____

Accepted by Board of Directors

Signed: _____

Date: _____

**Ronald McDonald House Charities[®] of the Bluegrass
Volunteer Confidentiality Agreement**

I have been made aware of the issues regarding strict confidentiality about information available to me in the position of volunteer for the Ronald McDonald House. All information obtained will be strictly for the purpose of executing my responsibilities as a volunteer and must be kept confidential. This agreement applies to all information regarding personnel and guest/family matters. Violation of this confidentiality agreement will result in my dismissal.

Signature of Volunteer

Date

Volunteer Coordinator

Volunteer Information for the Media

Name (s): _____

If student, please indicate current year of school:

- High School College Freshman Junior
 Sophomore Senior

College Major:

Hometown (city & state):

Hometown newspaper:

Why do you volunteer with the Ronald McDonald House?

What most interests you about being a volunteer?

Why should others get involved?

What types of activities have you done to help the Ronald McDonald House?

Please sign here for permission for the Ronald McDonald House to send a brief to your hometown newspaper about your volunteerism with the House:

Signature: _____

Date: _____

Authorization To Use Likeness

Please sign below to grant authority to the Ronald McDonald House Charities® of the Bluegrass to photograph, televise, take motion pictures or permit other persons to photograph, televise or take pictures of you and/or place them on the RMHC of the Bluegrass website.

The undersigned also agrees that the negatives or print prepared therefrom may be used for the following purposes:

- News media releases
- RMHC website
- RMHC promotion / advertising
- Educational materials / videos

Signature

Date

*If the individual to be photographed and/or videotaped is under the age of 18, please indicate your relationship or authority to consent: _____

Signature of Authority to Consent:

Signature

Date

*Thank you for all you do to brighten the lives of others.
We couldn't accomplish what we do without your help!*

Authorization for Background Check

To Whom It May Concern: I hereby authorize Ronald McDonald Charities® of the Bluegrass to conduct a thorough background check for the purpose of volunteering at the Ronald McDonald House and / or the Ronald McDonald Family Room located inside Kentucky Children's Hospital

This authorization is executed with the full knowledge and understanding that the information is for use by Ronald McDonald Charities of the Bluegrass in evaluating my qualifications for volunteering.

I hereby release Ronald McDonald Charities of the Bluegrass, its directors, officers, and agents both individually and collectively, from any and all claims of liability to damages of whatever kind, including, but not limited to, invasion of privacy, slander or defamation of character, which may at any time result to me, as a result of compliance with this Authorization for Background Check or any attempt to comply with it.

Should there be any question about the validity of this authorization, you may contact me as indicated below.

This Authorization will continue in effect for 90 days from the date of signature. A photocopy of the authorization shall have the same force as the original.

Name

Signature

Date

Contact Telephone _____

Office Use Only

\$5 processing fee received

Received: _____
Signature

Ronald McDonald House[®] Volunteer Experience Survey

General Information

Name (optional):

How long have you been a volunteer?

Are you planning to volunteer again in the future?

Why did you volunteer?

Training

Was the training you received (Please circle one):

Excellent Good Fair Poor Received none

Did your training prepare you for your volunteer role? (Please circle one):

Very well Somewhat Didn't relate Received none

If you have comments you'd like to share regarding training, please include them below.

Supervision

Were you provided with a clear outline of what was expected from you?

YES NO

Did the House staff provide adequate support?

YES NO

Did the House staff make you feel like a valuable member of the team?

YES NO

Did you feel that the Ronald McDonald House, as a whole, supports volunteers?

YES NO

Did you feel that the Ronald McDonald House got as much from your service as it could have?

YES NO

If you have comments you'd like to share, please include them below.

Recognition

Did you feel that your efforts were being/have been recognized and appreciated?
YES NO

Did you receive recognition for your service? If so, what was it?

Overall Satisfaction

How would you rate your overall volunteer experience? (Please circle one):

Excellent Good Fair Poor

Were you treated properly and with respect?

YES NO

Do you enjoy working with other volunteers?

YES NO

Would you volunteer with Ronald McDonald House again?

YES NO

Would you recommend volunteering with Ronald McDonald House to a friend?

YES NO Explain:

Has your volunteer experience made a positive impact on you?

YES NO Explain:

What was the highlight of your volunteering experience with Ronald McDonald House?

Please use the space below to make any further comments about your experience that could help Ronald McDonald House improve the volunteer experience for yourself and others?

Thank you for taking the time to complete this survey.