



Volunteer Handbook



American
Brain Tumor
Association®

Providing and pursuing answers

Letter from the President & CEO

Dear Volunteers,

On behalf of the American Brain Tumor Association and the thousands of patients and families from across the United States, we want to thank you for your interest in becoming a volunteer.

As a member of our volunteer network, you are doing your part in supporting programs and research initiatives that are helping those impacted by brain tumors. Whether you serve as a mentor, assist with administrative support or cheer on our runners at a BT5K, your contribution is greatly appreciated. Volunteers are an integral part of what we do at that ABTA, and we hope that your experience with us is meaningful and rewarding.

Thank you again for your commitment to the American Brain Tumor Association. We look forward to working alongside you.

Sincerely,

Ralph DeVitto
President/CEO

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About the ABTA

Since 1973, the American Brain Tumor Association (ABTA) has been providing comprehensive resources that support the complex needs of brain tumor patients and caregivers, in addition to funding critical research in the pursuit of breakthroughs in brain tumor diagnosis, treatment, and care. The ABTA's office is headquartered in Chicago, IL.

Mission

> *To advance the understanding and treatment of brain tumors with the goals of improving, extending and ultimately saving the lives of those impacted by a brain tumor diagnosis.*

We do this through interactions and engagements with brain tumor patients and their families, collaborations with allied groups and organizations, and the funding of brain tumor research.

Vision

> *A future where not one life is lost to a brain tumor.*

ABTA Leadership Staff

- > **President & CEO** Ralph DeVitto
- > **Chief Development Officer** Kelly Sitkin
- > **Chief Mission Officer** Nicole Willmarth
- > **Director, Patient Services** Mindy Freund
- > **Sr. Director, Marketing and Communications** Colleen O'Malley

Volunteer Management Contact

- > **National Volunteer Manager** Sherrie Izban • 773-577-8746 • sizban@abta.org

ABTA Programs & Services

ABTA website

The ABTA's website is a comprehensive and trustworthy source for up-to-date brain tumor information. abta.org

Educational Brochures

The ABTA has a range of brochures, both in print and online, on tumor types and other brain tumor related topics that are available to patients and caregivers at no charge.

abta.org/brochures

CareLine

CareLine connects patients and caregivers with information and resources to help support them throughout their brain tumor journey. CareLine is available Monday - Friday, 8:30 a.m. – 5:00 p.m.

CT. Call **800-886-ABTA (2282)** or email info@abta.org

ABTA Connections, Online Support Community

A free online support community that links patients, families and friends with each other for support and inspiration in a private setting online. abta.inspire.com

Webinar Series

Free, hour-long presentations given by experts on topics of interest to brain tumor patients, families and healthcare professionals. abta.org/webinars

National Patient & Family Conference

The conference is held annually in Chicago and brings patients, caregivers, and healthcare professionals together to learn about the latest advances in brain tumor research, treatment, and care from leading experts in the field.

Partners in Treatment & Care

These free, half-day educational meetings give patients, caregivers and their families the opportunity to learn from local brain tumor experts, as well as meet others going through their own brain tumor journey. braintumormeetings.org

Patient and Caregiver Support

The ABTA's support program connects brain tumor patients and caregivers with mentors who provide a broad range of insight and support.

Volunteer Positions

The ABTA strives to provide volunteers with opportunities that are meaningful, engaging and in line with the organization's mission. Visit [abta.org/volunteer](https://www.abta.org/volunteer) for current volunteer opportunities.

BT5K Committee Member

Each Breakthrough for Brain Tumors 5K (BT5K) Run & Walk has a committee of local volunteers that help promote and plan the event. Committee members work with the ABTA to make the organization's signature fundraising event a success.

Event Volunteer

Event Volunteers support ABTA hosted events, including Breakthrough for Brain Tumors 5K (BT5K) Run & Walks, Partners in Treatment & Care meetings, and the annual Patient & Family Conference.

Outreach Specialist

Outreach Specialists raise awareness about the ABTA's programs, services and resources in their community by distributing materials and representing the ABTA at conferences and local events.

Skill-Based Volunteer

Volunteers with specific skills are often needed to help support the ABTA with special projects. There may be opportunities for graphic designers, photographers, videographers, etc. to use their skills and talents to give back.

Volunteer Event Organizer

Event Organizers use their passion and interest for the brain tumor cause and uses it to host unique fundraising events (i.e. golf outing, bowling event, etc.) that benefit the ABTA. It's up to the Event Organizer to plan, promote and fundraise for their own event, but the ABTA can help by offering some support and resources.

Volunteer Training

The ABTA's goal is to provide you with the training and tools needed to be successful in your volunteer role. All volunteers are required to complete Volunteer Orientation (formerly ABTA 101) prior to completing their first activity. Select positions may require additional trainings. Trainings are open to anyone, and you are encouraged to take as many as you may like. Trainings may be accessed by creating an account in the ABTA's online learning center and are available at any time.

Volunteer Orientation

An introduction to the ABTA's mission, history, programs and the Volunteer Network. Required for all volunteers.

Patient and Caregiver Support Mentor Training Webinar

Provides guidance and tools for new patient and caregiver mentors on how to provide the best support to their mentees. This training is done via webinar every 4-6 weeks and required to become a mentor.

Community Outreach and Recruitment

A required training for Community Outreach and Recruitment volunteers to learn the expectations of their role, gain valuable insight on how to find recruitment opportunities and share information effectively at a variety of recruitment events.

Volunteer Leadership Workshop

An annual workshop and volunteer training session. This workshop is held during the annual Patient and Family Conference in Chicago and virtually and is for experienced volunteer leaders who are actively engaged with the ABTA. Information on how to get involved is typically available in January/February.

Become an Expert Spokesperson: General Talking Points

Your volunteer training, inspiring story and knowledge of ABTA programs and services make you an expert spokesperson for the organization. You are in a position to provide healthcare professionals, and anyone impacted by a brain tumor with critical information about how the ABTA can help support patients and their families. Keep in mind it's best to talk about ABTA programs and services you have first-hand experiences with because you will be able to speak about them with confidence and ease.

About Brain Tumors

- > *There are more than 700,000 people in the U.S. living with a primary brain or central nervous system tumor.*
- > *Nearly 80,000 new cases of primary brain tumors will be diagnosed this year.*
- > *Brain tumors are the leading cause of cancer-related deaths in children, ages 0-14.*
- > *Brain tumors are the third most common cancer and cause of cancer-related deaths in adolescents and young adults, ages 15-39,*

About the American Brain Tumor Association

- > *The American Brain Tumor Association (ABTA) was the first national advocacy organization committed to funding brain tumor research and providing education and information on all tumor types and for all age groups.*
- > *The mission of the American Brain Tumor Association (ABTA) is to advance the understanding and treatment of brain tumors with the goals of improving, extending, and ultimately saving the lives of those impacted by a brain tumor diagnosis.*
- > *Since its founding, the American Brain Tumor Association (ABTA) has funded more than \$30 million in brain tumor research.*

American Brain Tumor Association Information & Support

- > *The ABTA hosts webinars, regional meetings, and a national conference to provide patients, families, and healthcare professionals with the latest information on brain tumor research, treatment, and care. You can learn more on the ABTA website at www.abta.org.*
- > *The ABTA has a toll-free CareLine 1-800-886-ABTA (2282) and email (abtacares@abta.org) staffed by caring professionals who are available Monday - Friday, 8:30 a.m. – 5:00 p.m. CT to help connect patients and caregivers with information and resources that can help support them in their brain tumor journey.*
- > *The ABTA website, www.abta.org, is a comprehensive and trustworthy source of brain tumor information for patients, families and healthcare professionals.*

Policies & Procedures

Volunteer Rights and Responsibilities

The ABTA values its volunteers and the time and commitment they make to our organization. The ABTA strives to give volunteers meaningful volunteer opportunities, effective supervision, full involvement and participation, and recognition for work done.

In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the mission, goals and procedures of the ABTA.

Purpose of Volunteer Policies

The purpose of these policies is to provide overall guidance and direction to individuals engaged in volunteer activities on behalf of the ABTA. These policies are intended for guidance only and do not constitute, either implicitly or explicitly, a binding contractual or personal agreement. The ABTA reserves the exclusive right to change any of these policies at any time and to expect adherence to the changed policy. Changes to or exceptions from these policies may only be granted by ABTA staff and must be obtained in advance and in writing. Areas not specifically covered by these policies shall be determined by ABTA staff.

Definition of “Volunteer”

A “volunteer” is anyone who, without compensation or expectation of compensation beyond reimbursement, performs services at the direction of and on behalf of the ABTA. A “volunteer” must be officially accepted and enrolled by the ABTA prior to performance of the task. Unless specifically stated, volunteers shall not be considered “employees” of the ABTA, but are often the face of the association.

Service at the Discretion of the ABTA

The ABTA accepts the service of all volunteers with the understanding that such service is at the sole discretion of the ABTA.

Equal Opportunity Policy

The ABTA maintains a strong equal opportunity policy. We recruit, accept, train, promote and dismiss volunteers on the basis of personal competence and position performance without regard to race, national origin, color, religion, gender, sexual orientation, age, marital status or physical or mental disability.

Harassment Free Environment

All ABTA volunteers have the right to a work environment free from harassment of any type. Accordingly, harassment of any type, especially harassment based on a person’s race, color, gender, sexual orientation, marital status, religion, disability, age, national origin or ancestry is strictly prohibited. This prohibition applies to conduct in all ABTA-related settings and functions. Any volunteer who believes that he or she has been subject to harassment should notify the National Volunteer Manager. Any volunteer who violates this policy will be dismissed.

Contractual Obligations

Unless otherwise noted in writing, the ABTA maintains sole responsibility to execute contracts, agreements, permits, liability insurance, and general logistics, including but not limited to, contracts with event production companies, local subcontracts, and event location. Volunteers should refrain from entering into verbal or written contractual obligations on the ABTA's behalf related to sponsorships, incentives, goods or services.

Media Conduct

Volunteers should not represent themselves as a spokesperson of the ABTA, and all media requests for interviews should be sent to the Marketing & Communications Department at marcom@abta.org.

Social Media

If you wish to speak about the ABTA within your social networks, we ask that you identify yourself as an ABTA volunteer and make it clear that you are not speaking on behalf of the association. Please ensure that your Facebook, LinkedIn, Google+, YouTube, Twitter, Instagram, Pinterest and other social profiles and related content is consistent with how you wish to present yourself and the ABTA. We do ask that social media accounts are not created to formally represent the ABTA in any form or fashion.

Safety/Liability

The ABTA asks all volunteers to place safety among your highest priority, looking out not only for your safety, but also the safety of others.

It is the responsibility of each volunteer to conduct all tasks in a safe and efficient manner, complying with all local, state, and federal safety and health regulations. Safety shall be given primary importance in every aspect of planning and performing all activities.

Please immediately report any and all injuries (no matter how slight) to the National Volunteer Manager as well as any damage to ABTA property or anything that needs repair or otherwise is a safety hazard.

Vehicle Insurance Coverage

When the ABTA assigns a volunteer to drive a vehicle that the ABTA owns, leases, or rents in the name of the ABTA, the volunteer is covered by the ABTA's business auto liability insurance. When volunteers drive their own vehicle or some other vehicle not owned, leased or rented by the ABTA, the ABTA's automobile liability and physical damage insurance does not apply. A volunteer's personal automobile insurance policy is primary in the event of an accident occurring while a volunteer is conducting business on behalf of the ABTA.

Volunteers are encouraged to discuss their personal insurance program with their insurance agent to determine what coverage is available for claims arising from their volunteer activities. The ABTA will require proof of insurance coverage.

Certificate of Ability

Any potential volunteer who indicates that they are under the care of a physician for any physical or psychological ailment which might impede their ability to work may be asked to present a certificate from the physician as to their ability to satisfactorily and safely perform their duties. Any volunteer who, after accepting an assignment with the ABTA, enters a course of treatment which might adversely impact the performance of their volunteer duties should consult with the National Volunteer Manager.

Volunteer Conduct

The lasting impression that volunteers make on those they serve and work with is a true reflection of their character. The ABTA expects volunteers to act in a professional and responsible manner:

- > **Make Realistic Commitments:** *We understand that volunteers have busy lives. We want you to volunteer with us whether you have one hour a day or one hour a year to give. All we ask is that once you have made a commitment, you do your very best to follow through with the opportunity. We will work with volunteers to set realistic expectations.*
- > **Be Responsible, Punctual, and Considerate:** *Volunteers should do their best to be on time for their scheduled event or activity. If you will be late or absent, please communicate with your contact at least 72 hours before the expected reporting time.*
- > **Be a Positive Role Model:** *Conduct yourself in a manner that positively reflects on the ABTA and respects the dignity of others. Refrain from public criticism of participants or other volunteers, and the use of profane, insulting, harassing, or otherwise offensive language.*

Dress Code

Volunteers visibly represent the ABTA. Please be sure that your dress reflects a clean and neat appearance. On occasion, a dress code may be requested based on the activity or program.

Alcohol/Drugs

When participating in ABTA activities, volunteers are prohibited from purchasing, transferring, using, or possessing alcohol, illicit drugs, or prescription drugs in any way that is illegal. If caught or suspected of breaking this policy, the ABTA reserves the right to terminate the volunteer's service or take other action it deems appropriate.

Stewardship and Expenses

The ABTA does not reimburse volunteers for out-of-pocket expenses incurred as a result of their volunteer efforts. While most volunteers consider their time and expenses to be a part of their donation, volunteers are permitted by law to deduct their out-of-pocket expenses, including parking and the charitable mileage rate of .14 per mile, incurred while providing donated services.

The ABTA will do its best to provide information about anticipated out-of-pocket expenses to volunteers prior to the activity, but cannot guarantee that all out-of-pocket expenses can be predicted. It is the responsibility of the volunteer to be prepared for any potential out-of-pocket expenses that may be incurred as a result of their volunteer efforts.

Please direct questions about Stewardship and Expenses to the National Volunteer Manager.

This handbook is the property of the American Brain Tumor Association (ABTA) and is intended for your personal use and reference as a volunteer of the ABTA. This handbook is not intended to create a contractual relationship between you and the ABTA, nor is it intended to create an employment relationship between you and the ABTA. The ABTA reserves the right to change, suspend, or delete the benefits, policies, and procedures explained in this handbook or abrogate the whole handbook with or without notice.