



# **Little Hands Can**

## **Volunteer Handbook**

Last updated: September 2016

Welcome to Little Hands Can!

We are thrilled that you would like to volunteer with Little Hands Can. Volunteers are an essential part of Little Hands Can and in the work we do to better our community and world. We hope that you find your volunteer experiences with Little Hands Can to be positive and fulfilling.

This guide will help you have the best possible experience as a Little Hands Can volunteer. It includes essential information about our organization and the policies and expectations of Little Hands Can for our volunteers.

We ask that you read this Handbook carefully, and refer to it whenever questions arise.

No handbook can answer all the questions you might have about our organization. Please ask questions during your orientation and feel free to ask additional questions at any time during your volunteer service with Little Hands Can.

Thank you!

Sincerely,

Mandi Vance  
Managing Director  
Little Hands Can

and

Miriam Clark  
Executive Director  
Little Hands Can

# Little Hands Can Basic Information

## **Mission Statement**

Little Hands Can is dedicated to  
inspiring and empowering children to  
better their communities by connecting them with  
local service opportunities.

## **History**

Little Hands Can started with two moms who love their kids and want them to help others. Not finding many organizations that accepted toddler-age volunteers, they decide to create an organization that would seek out service opportunities that young children could do and make them accessible to as many families as possible. Little Hands Can's first community event was held July 2015 at Skinner's Butte Park putting together mini first aid kits for the Eugene Mission. Since then we've expanded to include many more community events as well as other programs ranging from an afterschool program to playdates to summer camps to school/church visits and more. We also keep the website stocked with easy service ideas for families to do on their own time as well as great examples of kids doing service so that any child anywhere can feel like they can do something to help others.

## **Key Volunteer Staff and Contact Information**

Miriam Clark, Executive Director

[miriam@littlehandscan.org](mailto:miriam@littlehandscan.org), (541) 729-4613

Mandi Vance, Managing Director

[mandi@littlehandscan.org](mailto:mandi@littlehandscan.org), (541) 515-0469

Edon Davenport, Development Director

[edon@littlehandscan.org](mailto:edon@littlehandscan.org), (786) 473-8801

In addition, each event has a lead volunteer who coordinates the event as well as acts as Little Hands Can authority at the event. The lead volunteer varies by program and event.

**Board of Directors** (in order of history with Little Hands Can)

Miriam Clark

Mandi Vance

Casey Hire

Charlene Shope

Kelli Plevyak

Taylor Jensen

# Volunteer Information

At Little Hands Can, we rely on volunteers to make the organization run. In our first year alone, we helped over 1,500 kids and their families positively impact over 1,000 people (not to mention the animals and environments we served as well). That was done without any paid staff at Little Hands Can. Through our volunteers we are able to continually expand our reach, both in showing kids that they can make a difference and in our ability to help the world around us. We are grateful for all our volunteers and look forward to growing our volunteer force in the coming years.

## **Little Hands Can volunteers have a right to:**

- ❖ Be provided with orientation of the organization in general and your role specifically
- ❖ Be given accurate and truthful information about Little Hands Can
- ❖ Be given the support you need to fulfill your role
- ❖ Be given the opportunity to contribute to the welfare of our community and world

## **Little Hands Can volunteers have the responsibility to:**

- ❖ Learn about Little Hands Can as well as your role with us
- ❖ Follow all policies of Little Hands Can
- ❖ Be reliable and committed to Little Hands Can
- ❖ Be accountable for your actions
- ❖ Ask for support when you need it
- ❖ Let us know as early as possible if unable to fulfill a responsibility
- ❖ Be courteous to families attending events and as well as other volunteers

# Volunteer Policies

## **Qualifications and Screening**

We screen applicants in order to find volunteers that we believe will make the most suitable candidates for particular roles in our organization. An ideal volunteer is self-motivated, dependable, and a team player. We look for volunteers that also show a genuine concern for Little Hands Can and the values it represents. Our application process depends on the volunteer position of interest but can include an application, review of resume, interview, background check, orientation, probation period, and evaluation process. All volunteers must sign a *Release and Waiver of Liability* (at the back of this handbook) and acknowledge understanding of this handbook.

## **Appearance at Little Hands Can events**

As a representative of Little Hands Can at events, please act as a role model to the children and families present. Wear a Little Hands Can t-shirt, if you have been given one. Absolutely no smoking, possessing and partaking of any illegal drugs or alcohol, or pets (except service animals). Please perform your volunteer responsibilities in a professional manner and do not allow personal opinions to conflict with Little Hands Can's purpose.

## **Representing Little Hands Can**

As a volunteer with Little Hands Can, you are always welcome to share with others the mission and values of Little Hands Can and invite others to Little Hands Can events. However, please consult with, and receive permission from, the Executive Director before engaging in any actions which may affect or hold Little Hands Can liable including, but not limited to, public statements to the press, signing contracts or entering into financial agreements, or lobbying or forming partnerships with other organizations.

## **Attendance**

We want our Little Hands Can volunteers to be as active as commitments permit. Once you have agreed to be available for a particular event, we count on you to be there. In the event that you are unable to be at the event, please contact the lead volunteer for that event as soon as possible.

## **Safety**

Safety is very important to Little Hands Can. Volunteers should conduct themselves in a way that promotes safety of themselves, other volunteers, and especially the children and families at events. Volunteers should never put themselves or others into a situation that makes them fearful or uncomfortable. If you feel uncomfortable, please notify the lead volunteer for that event immediately.

## **Injury**

Any injury that occurs while volunteering for Little Hands Can events should immediately be reported to the lead volunteer for the event so that immediate medical assistance can be sought, if needed.

## **Child and Family Protection**

Little Hands Can seeks to provide a safe and secure environment for the children and families who participate in our events and other programs. We do not tolerate any abuse or misconduct. Abuse is defined in the following ways:

- ❖ Physical abuse - any physical injury that is not accidental, such as beating, shaking, burns, and biting
- ❖ Emotional abuse - emotional injury when a person is not nurtured or provided with love and security, such as an environment of constant criticism, belittling and persistent teasing.
- ❖ Sexual abuse - any sexual activity including fondling, exhibitionism, intercourse, incest, pornography, and any other unwanted intentional physical or visual conduct..
- ❖ Neglect - depriving a person of essential needs, such as adequate food, water, shelter, and medical care.

During most of our events, families are encouraged to attend together and the children are under the direct supervision of their parents or other caregivers rather than Little Hands Can. It is our goal that a minimum of 2 volunteers be in attendance whenever children are being supervised during our events and other programs.

In the unfortunate event that volunteers become aware of abuse of any child or person in any way, it should be reported to authorities, parents if the victim is a minor, and to our Executive Director immediately for further action.

## **Discipline**

Little Hands Can does not administer corporal punishment. There should be no spanking, grabbing, hitting, or other physical discipline of children. Volunteers

should refer children to their parents if a situation arises and may ask a family to leave if necessary for the safety and welfare of the other families present.

### **Discrimination and Harassment**

Little Hands Can seeks to provide equal opportunities for all people interested in participating with our organization and does not tolerate discrimination on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its events, programs, or operations.

Little Hands Can does not tolerate any harassment. Any conduct or action, whether overt or subtle, which creates a hostile environment is prohibited and should be reported immediately.

### **Feedback**

Little Hands Can encourages volunteers to make suggestions, voice concerns, and give ideas about how we can better fulfill our mission. If you have something to share, please speak to or email the key volunteer staff. Alternatively, as a member of our Little Hands Can Volunteer Facebook page, you can engage in productive dialog with other volunteers as well as our Board of Directors members.

### **Termination of Volunteer Service**

Little Hands Can may, at any time, and for whatever reason, decide to terminate any volunteer's relationships with our organization. Similarly, volunteers may at any time, and for whatever reason, decide to terminate their relationships with Little Hands Can. Notice of such decisions should be communicated at the earliest opportunity, preferably in writing.



## **Volunteer Acknowledgement**

I have read the *Little Hands Can Volunteer Handbook* and understand that I should consult the Executive or Managing Directors if I have any questions about the principles and policies contained therein.

I acknowledge that this handbook is not a legal document and may need to be revised from time to time. I understand that it is my responsibility to comply with the principles and policies contained in this handbook and any revisions made to it.

By signing below, I express my intent to follow the principles and policies listed in this handbook.

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Volunteer signature & date

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Signature of parent/legal guardian if volunteer is under 18

# Emergency Contact Information

My information:

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Name

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Address

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Phone

Email

Any allergies, medications, or other information that might be useful in an emergency:

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In case of emergency, please contact:

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Name

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Relationship

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Phone

Email

# Release and Waiver of Liability

This Release and Waiver of Liability (the "Release") executed on this \_\_\_\_ day of \_\_\_\_\_, 20\_\_, by \_\_\_\_\_ (the "Volunteer") in favor of Little Hands Can, a nonprofit corporation organized and existing under the laws of the State of Oregon, USA, and its directors, staff, and volunteers.

I, the Volunteer, desire to work as a volunteer for Little Hands Can. I hereby freely, voluntarily, and without duress execute this Release under the following terms:

1. Release and Waiver. I, the Volunteer, hereby release and forever discharge and hold harmless Little Hands Can and its successors and assigns from any and all liability, claims, and demands of whatever kind or nature, either in law or in equity, that arise or may hereafter arise from my volunteer work with Little Hands Can. I, THE VOLUNTEER, UNDERSTAND THAT THIS RELEASE DISCHARGES LITTLE HANDS CAN FROM ANY LIABILITY OR CLAIM THAT THE VOLUNTEER MAY HAVE AGAINST LITTLE HANDS CAN WITH RESPECT TO ANY BODILY INJURY, PERSONAL INJURY, ILLNESS, DEATH, OR PROPERTY DAMAGE THAT MAY RESULT FROM MY PARTICIPATION WITH LITTLE HANDS CAN, WHETHER CAUSED BY THE NEGLIGENCE OF LITTLE HANDS CAN OR ITS DIRECTORS, STAFF, VOLUNTEERS, OR OTHERWISE. I ALSO UNDERSTAND THAT LITTLE HANDS CAN DOES NOT ASSUME ANY RESPONSIBILITY FOR OR OBLIGATION TO PROVIDE FINANCIAL ASSISTANCE OR OTHER ASSISTANCE, INCLUDING BUT NOT LIMITED TO MEDICAL, HEALTH, OR DISABILITY INSURANCE IN THE EVENT OF INJURY, ILLNESS, OR DEATH.

2. Medical Treatment. I, the Volunteer, hereby release and forever discharge Little Hands Can from any claim whatsoever which arises or may hereafter arise on account of any first aid, treatment, or other service rendered in connection with my participation with Little Hands Can.

3. Assumption of the Risk. I, the Volunteer, understand that my time with Little Hands Can may involve activities that may be hazardous to me. I hereby expressly and specifically assume the risk of injury or harm in these activities, and release Little Hands Can from all liability for injury, illness, death, or property damage resulting from these activities.

4. Insurance. I, the Volunteer, understand that Little Hands Can does not carry or maintain health, medical, or disability insurance coverage for any Volunteer. Each Volunteer is expected and encouraged to obtain his or her own medical or health insurance coverage.

5. Photographic Release. I, the Volunteer, hereby grant and convey unto Little Hands Can all right, title, and interest in any and all photographic images and video or audio recordings made by Little Hands Can during my participation with Little Hands Can, including, but not limited to, any royalties, proceeds, or other benefits derived from such photographs or recordings.

6. Other. I, the Volunteer, expressly agree that this Release is intended to be as broad and inclusive as permitted by the laws of the State of Oregon, USA, and that this Release shall be governed by and interpreted in accordance with the laws of the State of Oregon. I also agree that in the event that any clause or provision of this Release shall be held to be invalid by any court of competent jurisdiction, the invalidity of such clause or provision shall not otherwise affect the remaining provisions of this Release which shall continue to be enforceable

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Volunteer signature & date

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Signature of parent/legal guardian if volunteer is under 18