



## Volunteer Handbook

2016



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Sisterhood of Survivors, Inc.

7797 North First Street, #43 • Fresno, CA 93720 • phone: 559-439-2183

[www.sisterhoodofsurvivors.org](http://www.sisterhoodofsurvivors.org)

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# Welcome!

Dear Sisterhood of Survivor Volunteer,

Thank you for registering as a volunteer for Sisterhood of Survivors. We appreciate and value your offer to share your time and talents with us. Our hope is to provide a rewarding volunteer experience while contributing to the education and support of breast cancer survivors.

While this manual may be lengthy, it is very informative and you are required to read and understand your responsibilities as a volunteer. We urge you to read it thoroughly so that you may have a good grasp of our mission. If you have any questions, problems, or suggestions, please feel free to contact me at 559-355-8489 or at [fresnosisterhoodofsurvivors@gmail.com](mailto:fresnosisterhoodofsurvivors@gmail.com).

Again, thank you for taking the first step to join Sisterhood of Survivors to educate and support breast cancer survivors. We look forward to working with you!

Sincerely,

Shary Wofford  
SOS Board Chair

# Sisterhood of Survivors, Inc.

Incorporated March 19, 2010

Sisterhood of Survivors is a 501(c)(3) organization classified as a public charity by the Internal Revenue Service.

## Mission

**SOS Mission Statement: Sisterhood of Survivors assists newly diagnosed breast cancer patients and their families and offers on-going support to those affected by breast cancer through peer support and educational resources.**

The following objectives have been selected to carry out our general mission:

- to deliver to newly diagnosed breast cancer patients a gift tote filled with educational and personal items, delivered by a breast cancer survivor as a token of support;
- to provide support to recently diagnosed patients and survivors through monthly no-host luncheons;
- to provide resources to breast cancer patients through a quarterly newsletter;
- to maintain educational material in a library;
- to participate in community events in order for the community to be aware of our support and services; and
- to partner with other organizations in the community.

## History

Sisterhood of Survivors began with two women meeting while being treated for breast cancer in the spring of 2002. They promised one another that when their treatment was over they would get together for lunch. By the time they were able to meet for lunch, the group had grown to six and continues to grow and change monthly. Monthly luncheons continue to this day.

Toward the end of 2005, the group decided to form an Outreach Program in addition to the monthly luncheon meetings. They wanted to do something to reach out to newly diagnosed breast cancer patients and created the *Tote* Program. Janet Ames, one of original two women, researched and found the Fresno Regional Foundation. The Foundation offered to allow us to operate under their "umbrella" (as of January 1, 2006) and we were able to accept tax-deductible donations in order to fund the Outreach Program.

With the guidance of the Foundation, Sisterhood of Survivors was able to operate independently and to finally incorporate and become our own non-profit, 501(c)(3) organization with a Board of Directors, Planning Committee and Advisory Council.

# Future

The goal of Sisterhood of Survivors is to establish and maintain collaboration with professional organizations in the community in order to reach recently diagnosed breast cancer patients and survivors, to continue providing quarterly newsletters, monthly luncheons and the tote program.

Office as of November 2015:

Physical Address: 7797 N. First St., #43  
Fresno, CA 93720

Mailing Address: 7797 N. First St., #43  
Fresno, CA 93720

Telephone: 559-439-2183

## Volunteer Opportunities

Volunteer opportunities arise throughout the year and may involve 2 to 8 hours, or more, depending on your desired level of involvement. If you have ever volunteered before you understand how valuable volunteers are. For those who desire a greater level of involvement, the following areas are always in need of volunteers:

- Volunteer Recruitment and Training
- Volunteer Recognition
- Tote Program
  - Assemble
  - Delivery
- Monthly Luncheons
  - Hostess
  - Set-up
  - Close
  - Raffle
- Recruit Quarterly Luncheon Guest Speakers
- Attend Community Events
- Quarterly Newsletter
- Marketing
  - Media
    - Social Media
      - Facebook
      - Instagram
      - Twitter
    - SOS Website
    - Promote SOS Events and Activities
      - Press releases
      - Local radio
      - Newspapers
      - Community calendars

- Fundraising
- Plan and Organize Events
- Special Projects
  - Help other committees and BOD special needs
  - Development of name badges, shirts etc.
  - Establish public speakers pool
  - Educational materials source
  - Grant writing
  - Annual by-law review and BOD appointed special projects

## Highlights

Aside from our tote program, opportunities arise for Sisterhood of Survivors to attend various conferences and forums by having educational booths manned by members. This helps to further our efforts to inform the community of our organization. Below is a partial list of highlights:

### Past SOS Activities

Art of Life  
 AT&T Health Fair  
 Buddy Check24 & Komen Survivor Luncheon  
 Cancer Care Associates Open House  
 Cancer Care Patient Appreciation Evening  
 Cancer Resource Network Monthly Meetings  
 Central California Cancer Survivorship Conference  
 Central California Softball Association Luncheon  
 Central California Women's Annual Conference  
 Clear Channel Radio Interview  
 Clovis High Softball Tournament  
 CSUD Student Wellness Fair  
 CSUF American Humanics Program  
 CSUF Breast Cancer Awareness Women's Basketball Game  
 CSUF Breast Cancer Awareness Women's Softball Game  
 Deaf & Hard of Hearing Service Center Annual Health Fair  
 Discount Party Store Grand Opening  
 Early Cancer Detection (5 Videos made by SOS)  
 Foster Farms Annual Health & Wellness Fair  
 Fresno City College Dental Clinic & Family Care Faire  
 Fresno County Employees Health & Wellness Fair  
 Fresno County Office of Education Annual Support Staff Conference  
 Fresno County Office of Education Employee Seminar  
 Fresno County Women's Chamber of Commerce Monthly Luncheon  
 Fresno Unified School District Health Fair & Family Wellness Expo  
 Fresno Women's Network Community Connection

Fresno Women's Network Nonprofit Showcase  
Fundraiser SOS Annual *Girl's Night Out* KMPH Interview  
Fundraiser SOS Annual *Girl's Night Out*  
Fundraiser SOS Annual *Girls Night Out* Central Valley internet interview  
Fundraiser SOS Annual *Halloween A Costumed Affair*  
Fundraiser SOS Annual *The Finest Things*  
Fundraiser SOS *Pink Tie Affair*  
Fundraiser SOS *See's Candy Holiday Candy Sale*  
Gay Central Valley Community Spring Fling  
Gospel Concert for Breast Cancer Survivors  
Growing Healthy Together in Selma  
Healthy Fresno Clinic  
Hematology Oncology Medical Group Patient Appreciation Day  
Hmong Cancer Coalition Community Health Event Asian Village  
Juneteenth *Breaking Barriers* Celebration  
Khmer & Lao New Year's Celebration  
Madera County Employee Health Fair  
Madera Kiwanis Club Annual *Mother's Day Run*  
Madera Kiwanis Club Luncheon  
Man of the Year Event  
Net at Night  
Pink Heals  
Public Service Announcement (KJEWEL)  
Selma Central Valley Lioness Lions Club  
Shares Cards  
SOS Board Meetings  
SOS Monthly Luncheons  
SOS Parking Lot Sale  
SOS Quarterly Newsletters  
SOS Tote Assembly  
SOS Volunteer Training Sessions  
Southeast Community Health Faire  
Sportsman's Warehouse Annual *Ladies Night Out*  
Susan G. Komen Bidder's Conference  
Susan G. Komen *Bowl for the Cure* at Sierra Lanes  
Susan G. Komen *Force for the Cure* Grizzlies Game  
Susan G. Komen *Race for the Cure* Team & Tailgate  
Universal PAC Health Awareness  
University Surgical Associates *A Breast Cancer Awareness Event*  
Valley Children's Hospital Employee Health & Wellness Fair  
Vera Bradley Studio Opus I  
Walk for the Cure

# Sisterhood of Survivors Volunteer Program

Sisterhood of Survivors provides a proactive volunteer program that recruits, orients, trains, develops, evaluates, and recognizes a diverse volunteer group to advocate for early detection of breast cancer; provide education; support recently diagnosed breast cancer patients; promote breast cancer awareness; and, contribute to our fundraising efforts.

## Volunteer Bill of Rights

Sisterhood of Survivors depends on volunteers like you to help fulfill our mission to educate and support breast cancer patients and survivors.

### **As a Sisterhood of Survivors volunteer, you will:**

- Be treated as a member of a team committed to excellence in carrying out our mission.
- Be given sufficient information, orientation, and training for each assignment.
- Be given as much information about SOS as needed to complete your project.
- Be involved in a meaningful assignment, which utilizes and develops your skills.
- Have a clear understanding of what your role and duties are; volunteers should expect guidance and direction.
- Have a rewarding volunteer experience.
- Have a regular opportunity to discuss your volunteer experience with committee chairs.
- Be recognized for all achievements.

### **Sisterhood of Survivors asks volunteers to:**

- Be dependable and committed to your volunteer role.
- Arrive at the assigned meeting area at the agreed time. Call your appropriate chair contact if you are running late or are unable to fulfill your commitment.
- Dress appropriately for the volunteer environment. Attire will be specified in the volunteer request and on the volunteer information sheet.
- Show respect for the feelings and words of others. It is not our place to judge. Embrace the differences of all people regardless of his or hers religion, race, ethnicity, gender, or sexual orientation.
- Be an active listener.
- Be respectful of personal opinions; do not ask questions out of idle curiosity and always maintain SOS confidentiality.
- Smile! A smile and positive attitude puts participants at ease and makes for a friendly and open atmosphere.



# Media Statement

Sisterhood of Survivors (SOS) is a non-profit 501(c)(3) corporation.

Our mission is to educate and support newly diagnosed breast cancer patients and survivors.

Sisterhood of Survivors delivers a gift “tote” filled with educational and personal items to newly diagnosed breast cancer patients as a token of support. We also provide support to recently diagnosed patients and survivors through monthly no-host luncheons and quarterly newsletters. SOS also maintains a library of educational materials, participates in community events, and collaborates with other community organizations.

*For further media or marketing information, contact Shary Wofford at 559-355-8489 or at [fresnosisterhoodofsurvivors@gmail.com](mailto:fresnosisterhoodofsurvivors@gmail.com).*

## Safety

### Safety Policy Statement:

At Sisterhood of Survivors, the safety and health of our volunteers and event participants comes first. We are committed to doing everything possible to prevent injuries and maintain a healthy environment wherever we conduct business.

### Protocol:

To assist in the accommodation of a safe environment for volunteers and participants of facilitated events, the Sisterhood of Survivors has established a Safety and Accident program. The designated Safety Officer has the responsibility for implementing, administering, monitoring, and evaluating the Safety program. Its success depends on the alertness and personal commitment of all.

Sisterhood of Survivors provides information to volunteers and all interested parties about environmental safety (i.e. volunteer orientations, SOS office and/or any facilitated events such as luncheons, Girls Night Out, etc.) and health issues through regular internal communication channels such as meetings, newsletters, or other written communications.

Being that the best safety improvement ideas come from our volunteers, those with ideas, concerns, or suggestions for improved safety are encouraged to bring them to the attention of the SOS officer.

Every volunteer is required to comply with safety rules and exercise caution in all activities of daily routine to ensure they are following safe work methods. Immediately report any unsafe conditions to the appropriate SOS officer. In the case of accidents that result in injury, regardless of how insignificant the injury may appear, volunteers must immediately notify the (designated SOS Safety Officer). Such reports are necessary to comply with procedures for liability insurance coverage.

### Safety kits and accident reports

Safety kits and accident reports are located in luncheon cart, event cart, supply room, and SOS website at [www.sisterhoodofsurvivors.org](http://www.sisterhoodofsurvivors.org).

## Safety Tips

- Do not leave a safety hazard unattended without immediate resolution (i.e. making SOS officer aware and taking steps to remove the safety hazard)
- Look around your general area for safety hazards
- Lift with legs (not back)
- Utilize 2-person lift whenever necessary
- Implement Emergency procedures (dial 911) and First Aid as appropriate

## Accident / Incident Reports

To report a claim during business hours email the completed report to [info@sisterhoodofsurvivors.org](mailto:info@sisterhoodofsurvivors.org).

To report a claim after business hours or on a weekend call 1-866-718-1947.

- Completely Fill Out Accident Report Form to include:
  - Date / Time / Location of Accident or Injury
  - Name of Injured and contact information
  - Nature of injury / Part of the body – what was person doing before injury
  - What treatment provided (if any)
  - Names and contact info of witnesses
  - Contributing factors that led to accident/injury
  - Corrective action to remove unsafe conditions leading to accident
  - Names and contact info of attending physician/hospital/clinic

Completed forms must be given to Safety Coordinator, if Safety Coordinator is not onsite call 559-439-2183. The Safety Coordinator is responsible for reporting processes.

# Volunteer Tips

As a volunteer for the Sisterhood of Survivors, you are our representative, our connection to the community.

## **WHEN THE PUBLIC SEES YOU, THEY SEE SISTERHOOD OF SURVIVORS!**

1. Our name is "Sisterhood of Survivors."
2. When working with the public, as a representative of Sisterhood of Survivors, we ask that you maintain a positive attitude.
3. Refer all questions of which you are unsure to the event organizer.
4. If you sign-up for an assignment and are unable to fulfill your commitment, please notify the event chair.
5. Never give medical advice.
6. If you encounter a medical emergency, of any type, please call 911 and then notify your event chair.
7. Never place yourself in a dangerous situation. If a questionable situation occurs, notify the event chair or the appropriate authorities.
8. Be proud; take pride in the fact you are the energy that keeps us moving forward.
9. Be respectful of others.
10. Enjoy the opportunities.

*"Some people will notice what you've done, and some won't. But I guarantee you, if you start to approach your job (in SOS) with the goal of giving truly caring service, you will be transforming your work into something MAGNIFICENT." Lou Tice, 5/26/11--Winner's Circle Network*

# Statement of Confidentiality

Due to the nature of Sisterhood of Survivors and those we serve, it is necessary to insure the utmost confidentiality. As you accept a volunteer position at Sisterhood of Survivors, you have an obligation to keep in confidence all patient/survivor information that you may obtain during your involvement with Sisterhood of Survivors.

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Printed Name)



# Volunteer Handbook Receipt

I certify that I have read the Sisterhood of Survivors Volunteer Handbook and understand it. I agree to the terms detailed in the booklet.

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Printed Name)

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