



Keeping families close®

Volunteer Handbook

Revised August 2022



Mission Statement

Ronald McDonald House Charities of Greater Charlotte provides the families of seriously ill children being treated in area medical facilities with a safe, affordable, and caring “home away from home.”

Vision Statement

RMHC of Greater Charlotte builds strong relationships with community partners. Working together, we create a caring, supportive environment for families when an illness strikes.

RMHC of Greater Charlotte has **H-E-A-R-T** – Our Values

HOSPITABLE

- We greet everyone in the House with a smile, acknowledge them and give them our full attention
- We provide the comforts of home, including home cooked meals, activities and a clean and inviting room
- We staff the House 24 hours a day 365 days a year to best accommodate our guest families
- Volunteers, visitors, guests and staff respectfully engage our guests and each other
- All families are greeted with a welcoming gift

ENCOURAGING

- We all contribute to a positive environment by
- Celebrating milestones large and small
- Providing a place for families to gather, share stories and support one another
- Supporting families in their time of need
- Offering Family Service Interns that meet with our families weekly to provide guidance and support
- Inviting and answering questions in a timely manner

ACCOUNTABLE

- Our House is a safe, clean, and secure place for all our guests, visitors, volunteers, and staff
- We are fiscally responsible and good stewards of all contributions
- We protect the confidentiality of all information
- We are timely and meet deadlines


RESPONSIVE

- We recognize when someone is in need and we accommodate them appropriately
- We attend to guest family’s needs in a timely manner
- We all assist in preparing the House for guests so that we can serve families more efficiently
- We handle all phone calls and requests in a timely and professional manner
- We solicit feedback regularly so that we can address questions and concerns that may impact the House

THANKFUL

- We acknowledge all donors with a Thank You letter within 48 hours
- We honor our volunteers throughout the year for their time and dedication to the House



- We recognize and appreciate the role our community partners play in supporting the RMH of Charlotte
- We are appreciative of our medical partners for providing extraordinary care to our families
- We are grateful to our families for allowing us to serve them with **HEART** 

Governance

RMHC of Greater Charlotte is governed by a Board of Directors composed of representatives from the community, the medical profession, McDonald's corporation and volunteers and families.

RMHC of Greater Charlotte is linked through an affiliation agreement with the Global Charities of RMHC. We are operated by a professional staff and a body of trained volunteers.



Ronald McDonald House Charities of Greater Charlotte Staff

Denise Cubbedge – CEO

Vicky Seksinsky – Office Administrator

Meg Meaher – Finance Manager

Emily Ransone – Director of Development

Kristin Young – Director of Marketing and Communications

Isobel DeRusha - Associate Director of Corporate Relations

Lila Grimes - Development Specialist

Kayla Roberts – Marketing and Events Specialist

Leslie Teiro - Director of Volunteer and Family Programs

Open Position - Director of House Operations

Avery Fansler – Family Room Coordinator

Darrell McGill – Group Volunteer Manager

Jasmine Smith – Volunteer and Operations Assistant

Jonathan Doughty – Family Services Manager, Evening

Elizabeth Lee – Family Services Manager, Day

Ana Valdez, Gail Mills, Robin White, and Melvin Teel – Weekend Managers

Beth Crosby, Brooke Jackson, Mike Higgins, Sherry Slifer – Relief Managers



Volunteer Bill of Rights

As a volunteer of the RMHC of Greater Charlotte, you are entrusted with special responsibilities and are entitled to certain rights. You have the right to:

- Be offered the opportunity to become a volunteer regardless of race, gender, religion, ethnicity or financial status;
- The right to be placed in a volunteer assignment that is appropriate for your skills and abilities, and that demonstrates a meaningful impact on the organization;
- The right to fully understand the job description, roles and responsibilities of your volunteer assignment;
- The right to receive training and support before and throughout your volunteer assignment;
- The right to ask questions and receive support from staff at Ronald McDonald House of Charlotte;
- The right to feel safe and comfortable in your volunteer environment;
- The right to refer questions to staff or to ask for help should any situation feel uncomfortable;
- The right to be recognized for the service you are providing to the RMHC of Greater Charlotte.

As a volunteer, we depend on you to fulfill your responsibilities and to serve as an ambassador for our House and our mission. We ask that you:

- Be honest with staff – during your initial interview, orientation and throughout your volunteer experience so that you are placed in a volunteer role that is comfortable, enjoyable and meaningful for you;
- Consider and understand the time commitment and responsibilities of your volunteer assignment before accepting the role;
- Follow the policies and procedures described in this volunteer handbook;
- Fulfill your commitments, arriving on time, coming to “work” with a positive attitude, respecting others and yourself;
- Participate in all volunteer orientations and training and provide feedback to staff;
- Respect the confidentiality of guests, visitors, staff and fellow volunteers;
- Seek and accept feedback on your performance, learn and grow from this experience;
- Keep up to date with volunteer communications and House operations;
- Ask questions and seek help when you need it!

I have read, understood and agree to honor by my rights and responsibilities as a House Operations Volunteer for the Ronald McDonald House Charities of Greater Charlotte.

Signature

Date: _____

Volunteer Name: Printed _____

Volunteer Eligibility & Guidelines

Each of the various volunteer programs at RMHC of Greater Charlotte has specific guidelines for volunteer eligibility and behavior in the House:

- **House Operations Volunteers:**

House Operations Volunteers are a vital necessity to the day-to-day operations of the House. They are truly the “heart of the House,” responsible for carrying out daily house tasks. Our volunteers help create a warm, supportive, home-away-from-Home environment for our guests and are ambassadors of our mission.

- Must be 18 years of age or older
- Must attend an Interest Meeting or meet in person with a staff member to learn more about the House Operations Volunteer program, determine suitable fit and to receive an application
- A completed application is required
- Upon approval of application and background check results come back as “pass”, HOV must complete appropriate RMHC of GC orientation/training program.
- House Operations Volunteers are asked to complete a one-year commitment of at least 36 hours annually. One three-hour shift a month over the span of a year will fulfill this commitment.
- Weekend Volunteers will receive credit for one extra volunteer hour on weekends or specific holidays (New Year’s Day, Easter, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, Christmas Eve, Christmas Day, and New Year’s Eve). To receive the extra hour, they must contribute a minimum of one hour at the House or at the Family Room or at the Hospitals a Happy Wheels volunteer on a Saturday, Sunday or one of the above holidays.
- All volunteers must attend an annual Volunteer Re-orientation. These hours will count towards the required 36 hours per year. Participation in reorientation is mandatory.
- Multiple opportunities to participate in the reorientation will be available during the year.
- If there is no participation in reorientation session in a calendar year, volunteer account is marked inactive.
- Consistency and frequency of volunteer service will be considered when any volunteer requests reinstatement as an active volunteer. A new application may be required to be reinstated.
- Prior volunteer service hours accrued before new application will not be carried over to new account.
- Must abide by Volunteer Program Handbook and policies
- House Operations Volunteer records and hours are managed through Volgistics database by the Volunteer Department.
- Background checks will be conducted on House Operations Volunteers every 3 years (Volunteer will be responsible for the cost of the background check).



- **Pet Therapy:**

Pet therapy is an animal-assisted therapy service we offer to guest families in the House.

- We request that pet therapy handlers be 18 years of age or older; pet therapy handlers under the age of 18 must be accompanied by a parent or guardian while volunteering at RMH.
- Pet therapy dogs and handlers must have a current membership with Therapy Dogs International (TDI), Invisible Paw Prints, Pet Partners or Alliance of Therapy Dogs and must be covered by that agency's general liability insurance.
- A complete therapy dog program application, including copies of current license and vaccination records, group interview/behavior screening and orientation session is required for every dog/handler prior to first scheduled shift.
 - All paper applications, including copies of current license and vaccination records, will be scanned, and filed electronically on the Volunteer Services drive.
 - Paper copies of current membership applications will be kept in the Volunteer Services office and shredded at the end of the year.
- Upon successful completion of application and in-person interview with handler and dog, pet therapy team must complete a "shadow" with another pet therapy team for first shift
- Must Abide by Volunteer Program Handbook and policies
- Pet therapy registrations and hours are managed through Volgistics database by Volunteer Services Department.
- Pet therapy volunteers must complete a mandatory Volunteer Reorientation annually.
- We ask that Pet Therapy Volunteers make a commitment of at least one year and 18 annual hours of service. Attendance at the Volunteer Reorientation will count toward the 18 hours.
- If a Pet Therapy Volunteer has multiple certified therapy dogs, each dog must complete an in-person "interview" with the Volunteer Services Department, before coming onsite for a shift.

Volunteer Policies

Attendance

- House Operations Volunteers are the heart of the House – without you, the House truly would not function. To that end, consistency is key to accomplish our mission! You will be asked to select a shift (day and time) for your time to volunteer in the House, and we ask that you make that volunteer time a priority. Please plan to arrive a few minutes before your shift to put up your personal belongings and check in.
- If you must be absent for a shift, please call the House at 704-335-1191 as soon as possible in advance of your absence. We will work with our volunteer base to try to find someone to cover your shift. If you will be late for your shift, please call and let us know! Please do NOT come in if you are sick –stay home and get well sooner.



- If a volunteer has not met the minimum hourly requirements by the end of the calendar year, their volunteer account will be marked inactive. Hours will be prorated for volunteers with a start date after the month of January. Please see the Volunteer Job Descriptions for hourly commitments. Exceptions to this policy may be made at the discretion of the Director of Volunteer and Family Programs.
- To assist with volunteer engagement, RMHC of GC will contact volunteers who have been inactive for 60 days to inquire about their volunteer status. If volunteer does not contribute hours within the next 60 days, their volunteer account will be marked inactive. If there is still no volunteer activity in the next 60 days, the volunteer account will be closed. To resume volunteering, the volunteer will need to submit a new volunteer application. Consistency and frequency of previous volunteer service will be considered when any volunteer reapplies to volunteer.
- All volunteers must attend an annual Volunteer Re-orientation. These hours will count towards the minimum required 36 hours per year. Participation in reorientation is mandatory. Multiple opportunities to participate in the reorientation will be available during the year. If there is no participation in reorientation session in a calendar year, volunteer account is marked inactive.
- Consistency and frequency of volunteer service will be considered when any volunteer requests reinstatement as an active volunteer. A new application may be required to be reinstated.
- Prior volunteer service hours accrued before new application will not be carried over to new account.

Children

- The House Operations Volunteer role requirement is 18 years of age or older. For everyone's safety, we ask that children do not regularly accompany you during your House Operations Volunteer shift. Should, on the rare occurrence, you wish to have a child accompany you during a shift, please speak with the Director of Volunteer Services and Family Programs regarding your request.
- If you want to bring your child with you on a regular basis, please contact the Director of Volunteer and Family Services for information about our Season of Smiles program. Other options for young volunteers that are 16 or older, is being part of a cookie baking team or a meal team. We also have a program for ages 6-11 called Kids Helping Kids, which allows children to take part in a creating a craft project and to learn about Ronald McDonald House Charities of Greater Charlotte.

Season of Smiles

SOS is a volunteer opportunity for youth ages 12 to 17 to volunteer with a parent as a team on Saturday or Sundays to help with House Operations.

The parent must complete House Operations (HOV) on-boarding process, including online application, background check, online training, and a shadow shift.

An additional SOS application is also required for the parent/child team.

Confidentiality

It is extremely important to protect the patients and patient families' right to privacy and confidentiality, as well as the rights of our fellow volunteers and staff. Thus, all proprietary or confidential information of the RMHC of Greater Charlotte, its guests, volunteers, donors, and employees must be protected at all times.



“Confidential information” applies to any information learned or discovered by volunteers that is not otherwise publicly available; examples include but are not limited to: the names of a patient or family, the condition of a patient, donor information. This also includes personal information that another volunteer, staff or guest family may share with you.

Volunteers should not disclose proprietary or confidential information to anyone who is not employed by RMHC of Greater Charlotte. In addition, volunteers may not take, copy, utilize or remove proprietary or confidential information from the premises for their own purposes without written permission from the CEO.

Eligibility

Persons with the following criminal history will be ineligible to volunteer at the RMHC of Greater Charlotte at any time:

- any person that has a felony conviction
- any person that has a pending charge or conviction for child abuse, murder, arson, sex crimes, domestic violence or indecent exposure
- any person under the influence of drugs that are not prescribed or any person currently participating in a drug treatment program
- any person with an open CPS investigation

The RMHC of Greater Charlotte **does not** knowingly accept volunteers who are completing court-ordered community service for any program, except for those who volunteer to make meals as a part of a larger group.

Volunteers demonstrating inappropriate or unsafe behaviors will be asked to leave; depending on the level of severity, they may be asked to not return. This decision is at the discretion of the CEO. Inappropriate behaviors include but are not limited to:

- offensive gestures, speech or language
- inappropriate interactions with guest families or other visitors
- volunteering under the influence of drugs or alcohol
- demonstrating violent or threatening behaviors

All volunteers must meet the guidelines listed in the Infection Control Policy.

Not all volunteer opportunities are for everyone. RMHC of Greater Charlotte or the volunteer, has the discretion at any time to make the decision to stop the volunteer service.



Giving Gifts

Volunteers are asked not to provide financial assistance, gifts in kind, personal loans or other benefits to families staying in the RMHC of Greater Charlotte. When families need assistance, please direct their requests to a Family Services Manager or Director of House Operations.

Receiving Gifts

Volunteers may not accept merchandise, entertainment, hospitality, transportation, loan or other tangible or intangible benefit from RMHC of Greater Charlotte guests without paying the fair market value, unless permission is given by the CEO.

Offering Rides

Volunteers are not permitted to offer any RMHC of Greater Charlotte guest transportation in a personal vehicle. Our hospital partners currently provide scheduled transportation to and from the hospitals.

Personal Appearance

Volunteers are ambassadors for our House and will be perceived as unpaid staff by our guests and the community. Please do all that you can to present a clean, neat, professional appearance! Your work will require comfortable clothing, so please prepare yourself and dress accordingly. Some examples of appropriate attire include:

- Clean jeans with no holes, tears
- Khakis or other slacks
- Knee-length shorts and skirts (no tight or revealing items, please)
- Polo style shirts, button-down shirts
- Clean, dressy t-shirts (no foul language or images, please) including RMH shirts
- Anything that would be considered business casual attire in a professional work setting

Volunteer/Guest Relationships

Our guests are the reason we are here. Volunteers are expected to act with the utmost professionalism and integrity when interacting with our guests. Guests are defined as visiting individuals and families to whom RMHC of Greater Charlotte is extending hospitality and services, as well as non-House Operations Volunteers who come to the House to give time and service. The following requirements are to be maintained in the House regarding guests:

- Volunteers shall not engage in romantic or social relationships with our guests
- Volunteers shall never take personal responsibility or sole supervision for a guest's child/children for any reason. The child's parent or legal guardian should be with the child at all times in the House
- Volunteers shall not arrange services for guests through their personal contacts or business relationships
- Volunteers neither solicit guests for personal services or favors, nor extend such courtesies to guests (see giving and receiving gifts below)



- Conduct that is demeaning to guests and undermines the integrity of our volunteer/guest relationship is prohibited. This includes but is not limited to: sharing offensive/lewd/inappropriate jokes; inappropriate touching; making crude or offensive gestures; and making crude or inappropriate comments.

Zero Tolerance Policy: Sexual and Other Unlawful Harassment

RMHC of Greater Charlotte is committed to providing an environment that is free of discrimination and unlawful harassment. Actions, words, jokes or comments based on an individual's gender, race, age, religion, ethnicity, national origin, physical or mental disability or any other legally protected characteristic will not be tolerated.

Any volunteer who feels he or she has been the victim of or who witnesses an incident of any form of unlawful harassment should promptly report the matter to the Director of Volunteer Services and Family Programs or the CEO. Any volunteer, staff person or guest/resident may raise concerns and make reports without fear of reprisal. Upon notification of a claim of harassment, the CEO and Board President will promptly conduct a thorough investigation of the allegations and respond to the claimant. To the extent possible, information gathered during the investigation and final determination will remain confidential.

If it is determined that harassment has occurred, appropriate actions – including dismissal from volunteer post – will be taken.

Volunteer Conduct

To ensure a safe environment and orderly operation, the RMHC of Greater Charlotte request volunteers to follow rules of conduct that will protect the interest and safety of everyone in the House.

- Please give RMHC of Greater Charlotte your best work effort while you are at the House
- Maintain an attitude of honesty, sincerity, and commitment to the families we serve and to other volunteers, RMHC of GC staff and guests
- Treat each guest, other volunteers and staff with respect, dignity, and fairness
- Avoid activities that might lead to misuse of influence with other volunteers and guests
- Not all volunteer opportunities are a good fit for everyone. RMHC of Greater Charlotte or the volunteer has the discretion at any time to make the decision to stop the volunteer service.

Use your best judgment- if you would not do it at your workplace or in any public venue, it does not belong at the Ronald McDonald House Charities of Greater Charlotte. While it is not possible to list all forms of behavior considered unacceptable, the following are examples of infractions/behaviors that may result in discipline up to termination from your volunteer post:

- Theft or inappropriate removal of private property
- Impairment during your shift due to alcohol or illegal drug use
- Possession, distribution, sale, transfer or use of illegal drugs or alcohol on House premises
- Negligence or conduct that leads to the damage of private property
- Violation of safety rules



- Violation of policies and procedures listed in the Volunteer Handbook
- Sexual or unlawful or unwelcomed sexual or any type of harassment
- Inappropriate relationships with guest families
- Possession of dangerous or unauthorized materials, such as explosives or firearms
- Unauthorized disclosure of confidential information

Volunteers who do not adhere to the rules and procedures of the House or who do not satisfactorily perform their volunteer assignments are subject to performance coaching and/or dismissal. Performance Coaching shall range from verbal warning to immediate discharge, depending on the seriousness of the action in the judgement of management.

Performance Coaching Steps:

Informal Meeting- First step is to conduct an informal meeting. Most problems can be resolved by informal discussions and can help to avoid the need for formal performance coaching. This may include mediation or additional training or support for the volunteer.

Formal Verbal Warning- A formal verbal warning may be given to the volunteer if despite informal discussions or training the conduct or performance still does not meet acceptable standards. This warning will be discussed with the Volunteer by someone in management. The warning will include a length of time allotted for improvement. This warning should be documented in the Volunteers file and will lapse after 6 months.

Written Warning- If there is no improvement in standards within the prescribed time, or if further offence occurs, management will meet with the Volunteer to discuss the continued offence and hear the volunteer's side of the situation. If it is decided that the Volunteer has not improved, they will be given a written document stating specific improvement expectations and a time frame for improvement. A copy of the written warning be kept on file and will lapse after 12 months of satisfactory conduct and/or performance.

Final Written Warning- If the conduct or performance remains unsatisfactory by the designated date, management will meet with the volunteer to discuss again. If this meeting establishes that there has been a failure to improve or change behavior, then a final written warning will be given to the Volunteer. A short time frame for improvement will be given to the Volunteer at this warning stage. If no improvement is seen in the stipulated time frame, management will proceed to the next and final step.

Dismissal- If the Volunteer's conduct or performance still fails to improve or further serious misconduct occurs, the final stage in the disciplinary process may be instituted and the Volunteer will be dismissed.

Depending on the severity of the offense, steps of this procedure can be skipped in part or in its entirety and proceed directly to dismissal.



Problem Resolution

We are committed to encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response. All volunteers are expected to treat one another with mutual respect, and to offer and receive constructive and positive criticism. A volunteer comment box is available if you wish to leave remarks anonymously. The Director of Volunteer & Family Programs will be happy to speak with you about a concern if you wish it. Throughout your time volunteering with Ronald McDonald House Charities of Greater Charlotte, we will check in with you frequently to make sure you are satisfied with your volunteer experience. Please take advantage of these check-ins to share your feedback with us!

Social Media Policy

Ronald McDonald House Charities of Greater Charlotte social media platforms not only engage the community/followers but help build awareness of the mission of *keeping families close*. Employees/Volunteers can help RMHC of Greater Charlotte by following the House on their social media platforms and sharing approved posts/information about events, volunteers, and families. **When interacting with RMHC of Greater Charlotte online, please adhere to the following guidelines:**

Personal Use of Social Media

You are **personally responsible** for the content you post/share online (blogs, social media, etc.). Please remember that the internet never forgets. This means everything you publish will be visible to the world for a very, very long time. **Common sense** is a huge factor here. If you are about to publish something that makes you even the slightest bit uncomfortable, review. If you are still unsure and it is related to RMHC of Greater Charlotte, please consult the Director of Marketing and Communications.

Always respect your audience. Harassment, bullying, discrimination, or retaliation that would not be permissible in the RMHC of Greater Charlotte workplace is not permissible between coworkers/volunteers online, even if it is done after hours, from home, and on personal devices. Do not use ethnic slurs, personal insults, obscenity, or engage in any conduct that would not be acceptable in the House.

Use of any external media sites is considered personal use, unless you are an official RMHC of Greater Charlotte online communicator. You need to strike a balance between your other work and your engagement on social media. You should limit your use of social media during work hours as your activities online should never replace the other work that must be accomplished to make the organization run efficiently. You should comply with all technology policies, and you should get permission from your manager or supervisor about the time you invest online.

Commenting or Posting about Ronald McDonald House Charities of Greater Charlotte

Do not comment on work related matters. You should never comment or post on confidential Ronald McDonald House Charities of Greater Charlotte information at any time. This includes information such as financial performance, organizational plans, program issues, or relationships (families, volunteers, corporate partners, etc.). In addition, do not comment on rumors in any way on your personal accounts or on RMHC of Greater Charlotte's



accounts. Do not deny or affirm them. Instead, alert the Director for Marketing and Communications who will convey an appropriate response.

Respect People and Privacy

Remember that the internet is a public forum and private information includes anything that you do not have a release/permission to publish. Just as you should not disclose confidential organizational information, you should never disclose information about families, staff members, volunteers, board members, donors, visitors, and any other RMHC of Greater Charlotte stakeholder. Everyone has different sensitivities toward social media, and **you should never assume that individuals are comfortable with their image, quote, story, or situation entering this public forum.** If using an image, likeness, story of a family, additional release information is required. You can obtain a release from the Director of Marketing and Communication.

Zero Tolerance Policy – Illegal Drug and Alcohol Use, Weapons and/or Violence in the House

RMHC of Greater Charlotte supports a drug-free, safe, healthy environment for guests, volunteers and staff. All volunteers, guests and staff are prohibited from using or consuming any illegal drugs or any form of alcohol while on House premises, and while conducting business-related activities off RMH premises. The parking areas are considered work premises.

Reasonable alcohol consumption by invited volunteers/employees may be permitted in the event RMHC of Greater Charlotte sponsors a social function on its premises and alcohol is served in conjunction with such event. Possession of alcohol or drugs on RMHC of Greater Charlotte property may result in disciplinary action up to and including termination of volunteer services.

No volunteer is permitted to possess or carry a weapon, concealed or unconcealed, on RMHC of Greater Charlotte property. This applies to firearms, tasers, knives, mace or any object intended for use as a weapon. Our commitment to maintaining a safe environment also means that threats, acts of violence, whether verbal or physical, will not be tolerated within the House. Any volunteer found to have threatened or committed a violent act on the House property will be immediately dismissed from their volunteer service.

Your Volunteer Shift

Arrive on Time

Please be sure to arrive at least 10 minutes prior to your shift's start time. This will give you adequate time to park, walk to the House, store any personal items, and review any communications before beginning your shift. Be sure to put on your nametag and apron and store any personal items in the volunteer hub area.

Parking

Our House has limited number of on-site parking spaces. Those spaces behind the House are reserved for families and our volunteers with disabilities. Please park in the Volunteer Parking Lot located on the right side of the House.



Check the Communications Board

House Operation Volunteers (HOV) should check the Hub Board and Daily Happenings in the House for any special information before beginning your shift. If volunteers from previous shifts need to leave notes for you, they will do so on the Hub Board. Please be sure to check both places for any updates and see a staff person before beginning your shift.

Check the Happenings in the House

House Operations Volunteers (HOV) should know who and what will be going on in the House! Please be sure to check the Happenings in the House to see if there are volunteer groups coming in to do special projects.

Check in With Your Colleagues

If you are a **House Operations Volunteer (HOV)** please take a moment to say hello to your fellow volunteers – both those from the previous shift and those working with you during your shift! Make sure each of you know what role the others will be filling for the day. There should always be someone at the front desk.

Additional Resources

Please be sure to visit our Volunteer Resource Page at www.rmhclt.org/volunteer-resources at any time to access all of the volunteer resources available to our RMH volunteers. This is a private site only for our volunteers so please do not share this link with others.

Thank You. The Ronald McDonald House Charities of Greater Charlotte truly runs on Volunteer Power. You are the Heart of our House, and it is YOU who the families will remember when they think fondly of the Ronald McDonald House Charities of Greater Charlotte.



Volunteer Roles:

To ensure that volunteers have the best volunteer experience possible, and the House runs as efficiently as possible, RMHC of Greater Charlotte introduces House Operations Volunteers to specific volunteer roles in a gradual process.

For the first 6 hours of service:

HOV's are asked to assist with general tasks such as completing cleaning checklists, turning over rooms for incoming guest families and assisting with guest family check-ins as needed by Manager on Duty. All HOVs are asked to commit to a minimum of one year of volunteer service totaling a minimum of 36 annual hours. Please see General HOV Job Description for details.

Any volunteer may continue volunteering as a General HOV indefinitely; however, after accruing additional volunteer hours, there are additional Volunteer Opportunities available as follows:

- Family Room Volunteer
- Happy Wheels Volunteer
- Kitchen Host Volunteer
- Storage Room Captain
- Volunteer Hub Assistant
- Community Ambassador

The following two prerequisites must be met before House Operations Volunteers are asked to take on additional volunteer roles:

- As described below, an adequate number of volunteer hours have been served to facilitate a good grasp of the new role as described in the specific Volunteer Job Description.
- The individual HOV communicates an interest in taking on additional roles as described in the specific Volunteer Job Description.

Over 18 hours of service:

HOV's may take on additional roles such as becoming a Kitchen Host Volunteer and/or a Storage Room Captain. Length of shift and frequency of shift may vary depending on House needs and specific Volunteer Job Description. Please see specific Job Descriptions for further details.

Over 36 hours of service:

HOVs may take on additional roles of Volunteer HUB Assistant and/or Community Ambassador. Length of shift and frequency of shift may vary depending on House needs and specific Volunteer Job Description. Please see specific Job Descriptions for further details.

Recognition of Experience and Training:

As volunteers complete training and gain experience with various tasks in the House an achievement card is utilized to track accomplishments and volunteers gain recognition on their name badge with the addition of icons that reflect experience.



Volunteer Name:		
Start Date:		
Training	Date	Staff Approved
Shadow Shift		
Turnover		
#1 Completed		
#2 Completed		
#3 Completed		
Family Check Ins		
#1 Completed		
#2 Completed		
#3 Completed		
 Ronald McDonald House® Charlotte		

Training	Date	Staff Approved
Kitchen Host		
Shadow Shift		
Storage Captain		
Shadow Shift		
Hub Assistant		
Shadow Shift		
Donations/Laundry		
Door/Sign in/Phone		
Fam Check Out		
#1 Completed		
#2 Completed		
#3 Completed		
Community Amb		
Training Session		
Speech/Presentation		



Ronald McDonald House of Charlotte provides the families of seriously ill children being treated in area medical facilities with a safe, affordable, and caring “home away from home”.

General HOV Job Description:

Volunteers are asked to support families and administrative staff during their shifts. The role of House Operations Volunteer is to focus primarily on the operations of the House. The role of House Operations Volunteer is to focus primarily on supporting the House Operations/Hospitality Department with the cleanliness/maintenance of the facility, the readying of guest rooms for incoming families, assisting staff with the orientation of incoming guest families. Volunteers may be asked to complete tasks outside of their assigned roles on an as needed basis.

Responsibilities May Include:

- Complete daily cleaning/maintenance checklists to maintain the cleanliness of all common areas of the House
- Ready guest rooms for incoming families by completing room turnovers utilizing a turnover guide
- Check families into the House and be a welcoming, caring presence to all visitors and guest families

Job Qualifications:

- Ability to work effectively with other volunteers and staff
- Ability to follow-through with assigned tasks
- Report to scheduled shift on time
- Ability to interact and communicate well with families and staff
- Ability to follow directions

Requirements:

- Complete a House Operations Volunteer application
- Complete a satisfactory background check
- Complete online training videos with accompanying quiz
- Complete a three-hour shadow shift with a shadow shift trainer

Time Commitment:

- 36 hours annually with a minimum 1-year commitment
- Available shifts:
Monday–Sunday: 8am-11am, 9am-12pm, 11am-2pm, 2pm-5pm, 5pm-8pm

Signature

Date: _____

Volunteer Name: Printed _____



Ronald McDonald House Charities of Greater Charlotte provides the families of seriously ill children being treated in area medical facilities with a safe, affordable, and caring “home away from home”.

Kitchen Host Volunteer Job Description:

Volunteers are asked to support families and administrative staff during their shifts. The role of Kitchen Host is to focus primarily on the kitchen/dining room to provide additional support to families, meal teams and administrative staff during meal preparation, serving of meals and maintain the cleanliness of kitchen/dining room. Volunteers may be asked to complete tasks outside of their assigned roles on an as needed basis.

Volunteer Meal Teams provide:

- *Dinner: Monday – Sunday, serving time is 5:30pm-7:00pm*
- *Breakfast: Saturday and Sunday, serving time is 9:00am-10:30am*

Responsibilities May Include:

- Stocking and cleaning kitchen refrigerators, freezers, and pantry, including checking for any forgotten food by recent check outs
- Assisting Group Volunteer Coordinator or Manager on Duty with the orientation of meal teams.
- Assisting meal teams with setting up the serving trays, plates, cups, and silverware
- Assisting meal teams with questions that may arise during meal prep. Assist meal teams in packaging leftovers properly and ensuring that the clean-up checklist has been completed, signed, and returned to front desk
- Processing any extra food that may be left by meal groups
- Assisting guest families and visitors in getting acclimated to the kitchen and dining room
- Assist in maintaining the cleanliness of the dining room and kitchen immediately before, during and immediately after meals are served

Job Qualifications:

- Ability to work effectively with other volunteers and staff
- Ability to follow-through with assigned tasks
- Report to scheduled shift on time
- Ability to interact and communicate well with families and staff
- Ability to follow directions

Requirements:

- Complete a minimum of 18 hours of HOV volunteer hours



- Apply by sending an email indicating interest in position to Volunteer Services Manager
- Complete a minimum of 3 hours of on-site training with focus on kitchen duties

Time Commitment:

- 36 hours annually with a minimum 1-year commitment
- Available shifts:
 - Monday – Sunday, 4:00pm–8:00 pm
 - Saturday and Sunday 8am-11am

Ronald McDonald House Charities of Greater Charlotte provides the families of seriously ill children being treated in area medical facilities with a safe, affordable, and caring “home away from home”.

Volunteer Hub Assistant Job Description:

Volunteers are asked to support families and administrative staff during their shifts. The role of Volunteer Hub Assistant is to focus primarily on supporting the Advancement Department and the House Operations/Hospitality Department with any activities originating in the vicinity of the Hub. This may include data entry, creating of spreadsheets/documents, addressing and stuffing envelopes, writing thank you notes, making phone calls, greeting visitors and volunteers, assisting with the processing of donations. Volunteers may be asked to complete tasks outside of their assigned roles on an as needed basis.

Responsibilities may include:

- Write thank you cards to donors and volunteer teams
- Process donations by logging in donations, filling out proper receipts and putting away donations
- Labeling and putting away incoming RMHC food purchases, such as milk and eggs, as requested by staff
- Receptionist duties as needed which may include answering the phone, greet and assist visitors in signing in on the lobby computer, issue visitor badges, assist guest families with checking out needed supplies
- Connect guest families with the appropriate staff member for inquiries about their stay
- Assist with the orientation of cookie crews as requested by staff
- Assist with the check-out process of guest families using Family Registry
- Assist in updating guest room concierge books as requested by staff
- Create the Happenings for upcoming week as requested by staff
- Assist with tracking the activity and recognition status of volunteers as requested by staff
- Assist with follow up of potential volunteers after interest meetings as requested by staff
- Assist with putting out of posters for any group activities and/or pet therapy volunteers

Job Qualifications:

- Ability to work effectively with other volunteers and staff
- Ability to follow-through with assigned tasks
- Attention to detail
- Report to scheduled shift on time
- Ability to interact and communicate well with families and staff
- Ability to follow directions
- Experience with Word and Excel

Requirements:



- Complete a minimum of 36 hours of HOV volunteer hours and/or Kitchen Host volunteer hours
- Apply by sending an email indicating interest in position to Volunteer Services Manager
- Complete a minimum of 6 hours of on-site training focused on HUB activities

Time Commitment:

- 45 hours annually with a minimum 1-year commitment
- Available Shifts: Monday-Sunday: 8am-12, 12-4pm, 4pm-8pm

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Storage Room/Linen Closet Captains and Crews Job Description:

Volunteers are asked to support families and administrative staff during their shifts. The role of a Storage Room/Linen Closet Captain or Crew Member is to focus primarily on the processing, organization and storing of supplies in the assigned storage room to facilitate the best use of donated supplies. Volunteers may be asked to complete tasks outside of their assigned roles on an as needed basis.

Responsibilities May Include:

- Assist in maintain the cleanliness of storage room
- Communicating supply needs of the House to Storage Room Supervisor
- Inventorying supplies of the House
- Organizing and rotation of supplies for most efficient use

Job Qualifications:

- Ability to work effectively with other volunteers and staff
- Must be able to work independently
- Ability to follow-through with assigned tasks
- Report to scheduled shift on time
- Ability to interact and communicate well with families and staff
- Ability to follow directions

Requirements:

- Must have completed a minimum of 18 hours of General HOV volunteer hours.
- Must complete a minimum of 3 hours of on-site training with a Storage Room Captain or Crew Member

Time Commitment:

- 75 hours annually with a minimum 1-year commitment
- Available shifts:
 - Shift hours are flexible between hours of 8am-8pm
 - Frequency is weekly or biweekly



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Community Ambassador Job Description:

The role of a Community Ambassador is to focus on building awareness for the Ronald McDonald House Charities of Greater Charlotte and the mission of “keeping families close”. The Community Ambassador(s) will represent the House at both onsite and offsite events. This volunteer position will be responsible for keeping up to date on House stats, events, and needs. The Community Ambassador(s) will report directly to the Director of Marketing and Communications.

Responsibilities May Include:

- Give groups/individuals tours of the House
- Make presentations/speaking engagements on behalf of the House
- Serve as a House representative at House/Advancement related and Third-Party Fundraising events
- Other tasks related to community engagement/public relations

Job Qualifications:

- Ability to work effectively with other volunteers and staff
- Must be able to work independently
- Ability to complete assigned tasks
- Prompt/timeliness
- Ability to interact and communicate well with families and staff
- Ability to follow directions

Requirements:

- Must have completed a minimum of 36 hours of volunteer general HOV tasks, Kitchen Host, or Storage Room Captain
- Must complete a minimum of 3 hours of training by the Director of Marketing and Communications

Time Commitment:

- Shifts will be assigned when received by the Director of Marketing and Communications
- A minimum of 2 to 3 shifts/events annually with a minimum 1-year commitment – shift times will vary