



Volunteer Handbook

Table of Contents

Introduction.....Page 3
 Operating Principles
 Mission
 ICP Care Team Volunteers

Volunteer GuidelinesPages 4 - 5
 Becoming a Volunteer
 Placement and Use of Volunteers
 Management of Volunteers
 Recognition and Rewards
 Reporting Volunteer Hours
 Liability
 Discrimination Policy
 Sexual Harassment Policy
 Dispute Resolution

Conduct GuidelinesPages 6 - 9
 Representing ICP Care
 Communication and Transparency Social
 Media Guidelines
 Online or Written Communication
 Patient Support
 Use and Copyright of Website
 Code of Conduct
 Conflict of Interest
 Confidentiality

Event Organizing Guidelines.....Pages 10 - 14
 Planning Your Event
 Representing the ICP Care
 Event Liability
 Finances

Sponsorships
Receiving and Tax-Deductibility of Charitable Donations to 501(c)(3) Organizations
Support from ICP Care Team

INTRODUCTION

The ICP Care foundation appreciates those who volunteer to give of their time and talents for the benefit of the organization and its mission. The purpose of this Handbook is to explain daily operations, policies and procedures, and provide overall guidance for any individual wishing to volunteer. Volunteers are expected to carry out their responsibilities to the best of their ability, in accordance with our Code of Conduct policy, while upholding the ICP Care’s mission and adhering to these policies. Your role as a volunteer is critical to the mission.

OPERATING PRINCIPLES

The ICP Care team and volunteers follow these five main principles. We will always strive to:

- Make decisions according to mission and plans;
- Orient ourselves toward measurable results in every endeavor;
- Communicate according to a standard of kindness and honesty;
- Work to acknowledge and understand all points of view;
- Adhere to “gold standard” business principles.

MISSION

ICP Care’s mission is to provide patient support and education, raise public awareness, support the advancement of research and improve health care practices.

THE TEAM VOLUNTEERS AT ICP CARE

ICP Care is governed by a volunteer Board of Directors and is advised by a volunteer Medical Advisory Committee. The Board ensures advancement of the Foundation’s programmatic objectives, development and fundraising goals, and manages volunteer leaders.

ICP Care has only volunteers to execute many of the programs and services we provide. This enables us to be better stewards of our donors’ gifts. For more information on the Board, visit <http://www.icpcare.com/about/team>

Our Board Volunteers oversee nearly all the work in volunteer development, online community and other communication and awareness efforts. Time and talent are needed in these and other areas, either on an ongoing or short-term basis.

VOLUNTEER GUIDELINES

BECOMING A VOLUNTEER

Volunteers will be accepted through a registration application process, which is available online under the Get Involved section of the website at <http://www.icpcare.com/get-involved/volunteer/> Once established, a volunteer will be introduced to other volunteers in their area and made aware of in-person and virtual volunteer opportunities. Volunteers are one of the most valuable resources and as such are extended the right to meaningful duties, fair treatment and full participation and in exchange agree to perform their assigned duties to the best of their ability and remain loyal to the mission, goals and procedures of ICP Care.

PLACEMENT AND USE OF SKILLS

Volunteers will be matched to opportunities that recognize their talents, interests and availability for their time. If a volunteer wishes to be reassigned or take on an additional project or role they can discuss their interest with the team.

To help keep running smoothly, it is important that volunteers complete their tasks on schedule and to monitor the amount of work to which one commits. If deadlines cannot be met, it is important to communicate that status with the team immediately and/or to seek out another volunteer to help with those responsibilities.

MANAGEMENT OF VOLUNTEERS

Volunteers should work with the team or leader to determine how they can most effectively serve. It is the responsibility of the volunteer to ask for assistance if needed and regularly report on progress to the team and volunteer leader, as well as to maintain a record of their own volunteer hours. It is the responsibility of the team to seek and provide answers to questions, provide training, and guidance as needed.

As appropriate, volunteers may receive evaluations to review their performance, allowing for team to suggest changes, seek suggestions and enhance the relationship between the volunteer and the Foundation. Both the team and volunteer should establish an open line of communication to better enhance the functionality of the project and organization.

If for any reason a volunteer is unable or unwilling to carry out their commitment of service, she or he should notify the team or volunteer leader as soon as possible. For volunteers serving in a principal role, advance notice (one month) of resignation is requested. If for any reason the ICP Care feels the need to terminate relations with a volunteer for the protection of the organization, it can do so at its sole discretion.

RECOGNITION & REWARDS

ICP Care will honor and recognize its volunteers from time to time in various ways.

Volunteers shall not expect to receive any form of payment, including wages, food, clothing, shelter or other kinds of payment, for volunteer talents and services contributed to ICP Care.

ICP Care encourages volunteers to help create and encourage a culture of mutual appreciation and gratitude for the hard work and contributions of fellow volunteers and encourages all volunteers to take the time to express thanks and appreciation to others when appropriate.

REPORTING VOLUNTEER HOURS

ICP Care asks that all volunteers keep a record of their volunteer hours at

<https://www.trackitforward.com/site/icp-care> This tracking allows us to represent the impact of volunteers in helping us be good stewards of our dollars. In addition, many funders including individual donors, foundations, and corporations look more favorably on organizations that claim a large number of volunteers' contributing a large percentage of work hours.

LIABILITY

ICP Care is not financially or otherwise liable for injury or casualties that occur to anyone while serving as a volunteer for ICP Care. Accordingly, volunteers agree to waive any claims against, indemnify, and hold harmless ICP Care, its respective officers, directors, sponsors, representatives and volunteers from any and all liability, including attorney fees, that may accrue on account of, or in any way growing out of, any and all property damage, personal injury, and/or economic loss as a result of or in any way related to or arising out of the volunteer's involvement with ICP Care.

DISCRIMINATION

ICP Care does not discriminate against any applicant with regard to volunteering, hiring, retention, promotion, benefits or compensation because of race, national origin, ethnicity, citizenship, gender, age, marital status, creed, sexual orientation, disability, or any other characteristic protected by law. Similarly, ICP Care does not discriminate against any client or applicant for services on any of the above criteria, and is committed to the promotion of diversity in all of its programs.

SEXUAL HARASSMENT POLICY

ICP Care is committed to providing volunteers with an environment that is safe and productive and will not tolerate any form of sexual harassment among its team and/or volunteers. Any volunteer who has a complaint or knowledge of sexual harassment should bring it to the immediate attention the Board of Directors described in the section below.

DISPUTE RESOLUTION

If an issue or dispute should arise between volunteers, or between a volunteer or volunteers and team, the parties involved should first communicate directly with one another in a respectful attempt to reach a mutual understanding. If the parties cannot reach a reasonable resolution, then a volunteer can request mediation and then, if necessary, the Board of Directors.

ICP Care website, support groups and social media are public and may not be used as a medium for airing conflicts, including boards that are protected from public view.

CONDUCT GUIDELINES

REPRESENTING ICP CARE

All actions (i.e. speaking publicly, posting on-line, raising funds, spreading awareness) performed on behalf of ICP Care must be carried out with a positive and professional customer service approach. It is likewise the responsibility of volunteers to regularly visit the website, read informational emails, and stay current and knowledgeable about ICP Care efforts.

Volunteers as representatives of ICP Care will dress appropriately for the conditions and performance of their duties. Individual volunteers will be informed of the dress standard for their duties at the time of assignment.

Professional, respectful and timely communication is expected of anybody representing ICP Care whether in person, by email, phone or other communication form.

COMMUNICATION & TRANSPARENCY

Volunteers shall recognize their work as being done as part of a larger team and therefore will keep the lines of communication open as appropriate within and among the team of the organization.

Communication is important both to obtain information and feedback from volunteers and to share with them new information about ICP Care. Email, teleconferences and Zoom will be used, but volunteers should feel free to share where they see opportunities for growth, both for the organization and for themselves as volunteers.

As stated in our operating procedures (see page 3), our policy is one of “kindness and honesty.” Our communications with one another shall be respectful, direct, and truthful with intent to resolve problems.

SOCIAL MEDIA POLICY

ICP Care considers social media sites (including, but not limited, to Facebook, Twitter, Instagram, Pinterest) to be an important extension of our communications strategy. Volunteer leaders of specific Fundraising and/or Events sites or other Foundation-sanctioned events may seek approval to set up and maintain social media accounts specific to their event, or one may

be created for them. Any and all such accounts are considered ICP Care social media accounts for all purposes, and must adhere to the following rules:

1. All ICP Care logos, taglines and branding belongs to ICP Care and therefore all social media sites for any for fundraising and/or events are considered an extension of the official methods of communication from ICP Care. Volunteers must adhere to all conduct guidelines of branding usage in this Volunteer Handbook.
2. All ICP Care communication channels should only be used to:
 - a. Fundraise for ICP Care,
 - b. Raise awareness for ICP Care,
 - c. Advertise and raise support for officially-sanctioned ICP Care events,
 - d. Share information relevant to the mission of ICP Care.

Volunteers cannot advertise fundraising events for organizations outside ICP Care.

3. A team member of ICP Care must be a full-level admin on Facebook groups or pages that contain any ICP Care-branded events or images
4. We encourage collaborations that drive greater awareness and education for this cause and that align with our goals and messages. When unsure of an outside article's relevance, volunteers should consult with the staff supervisor.
5. Volunteers operating ICP Care social media accounts can (and should) advertise fundraisers that directly benefit ICP Care.
6. If or when a volunteer leader of a ICP Care-sanctioned event ceases to serve in that role, the volunteer should immediately remove him or herself from administrative rights of the page, or ICP Care will remove the volunteer upon learning of their intent to not continue with the event. At their discretion, the team will maintain the account until a new volunteer leader is placed in the role, or delete the account. At all times the account remains the property of ICP Care and under no circumstances shall it be used for any purpose other than those set forth in this section.
7. The ICP Care team reserves the right to remove any content found objectionable on ICP Care-branded social media sites.
8. Volunteers can be removed from their position on social media pages should they violate any of the communications policies outlined in this Volunteer Handbook.

Volunteers are encouraged to use their personal social media platforms to advocate for ICP awareness, education and fundraising on behalf of ICP Care.

ONLINE or WRITTEN COMMUNICATION

All volunteers agree to communicate in writing with sensitivity, patience, and respect. Volunteers should remain conscious of the possibility for misinterpretation of tone and inference, especially in email. Volunteers agree to use clear and kind language when formulating messages.

PATIENT SUPPORT

Volunteers will remain sensitive to the experiences of those who seek ICP Care. Volunteers agree to become familiar with educational tools and materials that offer accurate information to patient's in need and the general public (brochures, medical articles, social media support groups)

Volunteers give guidance rather than to offer medical advice of any kind, but can direct those to speak to their healthcare provider or to seek out a Maternal Fetal Medicine specialist consultation.

USE AND COPYRIGHT OF WEBSITE

Volunteers will become familiar with ICP Care website. Using the website for personal business promotion or other advertising is not permitted. ICP Care reserves all rights and privileges to its logo, graphics, endorsement, and property, which cannot be used without consent of proper authorities.

CONDUCT

A Code of Conduct agreement, which establishes an expectation of professional and respectful behavior, must be signed by volunteers working in an on-going role with ICP Care. Volunteers represent ICP Care in a highly public capacity and may be working with privileged information.

No volunteer should:

- a. Authorize the use of the name, emblem, endorsement, services, or property of ICP Care for the benefit or advantage of any person or organization, except in conformance with ICP Care policy.
- b. Accept or seek on behalf of any person, any financial advantage or gain of other than nominal value offered as a result of the volunteer's or employee's affiliation with ICP Care, or knowingly take any action or make any statement intended to influence the conduct of ICP Care in such a way as to confer any financial benefit on any person, corporation, or entity in which the individual has a significant interest or affiliation. (see Conflict of Interest section for more detail.)
- c. Publicly use any ICP Care affiliation in connection with the promotion of positions on any issue not in conformity with the official position of ICP Care.

Disclose or use any confidential ICP Care information that is available solely as a result of the volunteer's affiliation with ICP Care to any person not authorized to receive such information or use to the disadvantage of ICP Care any such confidential information, without the express authorization of the Board of Director (see Confidentiality section for more detail.)
- d. Disclose or use any confidential ICP Care information that is available solely as a result of the volunteer's affiliation with ICP Care to any person not authorized to receive such information or use to the disadvantage of ICP Care any such confidential

information, without the express authorization of the Board of Director (see Confidentiality section for more detail.)

- e. Operate or act in a manner that creates a conflict with the interests of ICP Care and any organization in which the individual has a personal, business, or financial interest. The individual shall disclose such conflict of interest to a member of the Board of Directors, as applicable, upon becoming aware of it. Where required, the individual shall absent him or herself during deliberations, and shall refrain from participating in any decisions or voting in connection with the matter. (see Conflict of Interest section for more detail.)
- f. Conduct themselves in any manner deemed inappropriate by the rule and guidelines provided by ICP Care which includes, but is not limited to:
 - a. Theft or inappropriate removal or possession of ICP Care property or that of any volunteer, team member, or agent including failing to cooperate fully in any investigation of improper usage of ICP Care property,
 - b. Volunteering under the influence of alcohol or illegal drugs, and/or illegal or unauthorized possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the volunteer environment, cash, discounts, concessions, services or other similar item or benefits) for services rendered as part of his or her volunteer service. This includes payment for speaking engagements or for participation in workshops or similar activities.

NOTE: If a person or organization wishes to make a charitable donation, volunteers are encouraged to conduct them to the proper donation channels, or if that is impossible, direct them to the project director so that the donation can be processed correctly.

Improper Influence: Any volunteer or relative should not, when acting on his or her own behalf or when acting on behalf of another person, business or organization, attempt to influence ICP Care position on any issue, matter or transaction nor participate in any discussions pertaining to a related organization.

Confidential Information: As explained in the Code of Conduct, inside, personal or sensitive information should not be used either for the purposes of gaining advantage for one's self, a relative, or another organization or for any other purpose not specifically approved for use by ICP Care.

Political Activities: Volunteers are encouraged to take an active interest and to participate in the political and governmental process. However, except for those authorized to act on behalf of ICP Care concerning official affairs, volunteers participating do so as individuals and not as official representatives of ICP Care. To avoid any inference of support or sponsorship by ICP Care a volunteer must never represent that his or her political donation, endorsement or other political activity was made or engaged in with the approval, or on behalf, of ICP Care.

CONFIDENTIALITY

Designated and authorized volunteers may be exposed to confidential information that is defined as inside, personal or sensitive information, and may include contact information, health information, or personal experience stories. The Code of Conduct (See Appendix A) signed by all volunteers upon completion of their volunteer application includes a confidentiality statement barring the sharing or disclosing of this information for any unauthorized purposes, including personal benefit.

Creating a disturbance on premises, at sponsored activities or in areas which could jeopardize the safety of others, including any violation of any federal, state, or local safety or health law while acting as a volunteer of ICP Care.

Volunteers are likewise asked to certify that the statements made in their volunteer application are true and correct and have been given voluntarily. ICP Care may verify in whole or in part any information provided on the application. Information provided in the application will be kept confidential and will only be disclosed by ICP Care if under a legal obligation to do so.

CONFLICT OF INTEREST

ICP Care wants all volunteers to fully recognize the importance of their duty to ICP Care's constituents and supporters and the necessity to act in a manner that merits public trust and confidence. It is therefore necessary for volunteers to refrain from engaging in any transaction in which personal interests conflict, potentially conflict or appear to conflict with those of ICP Care.

An actual or potential conflict of interest occurs when a volunteer is in a position to influence a decision that may result in a personal gain for the volunteer or for a relative of that volunteer as a result of ICP Care business dealings. For the purposes of this policy, a relative is a person who is related by blood or marriage, or whose relationship with the volunteer is similar to that of persons who are related by blood or marriage. Participation in any activity prohibited by this Policy can result in the termination of volunteer service.

While some conflict of interests are easily identifiable, ICP Care requests that all volunteers be aware of examples of conflict of interest to promote the best working environment for ICP Care. All public statements on behalf of the ICP Care should be made by those dedicated to it in an official capacity by a designated team member.

The following list of "conflict of interests" is illustrative only and should not be regarded as all-inclusive:

Accepting Payment or Gifts: No volunteer shall solicit for compensation of any kind (including gifts,

EVENT ORGANIZING GUIDELINES

We gratefully welcome those who wish to organize events that raise funds and awareness on behalf of ICP Care, in accordance with our mission. Please review these guidelines if you are interested in hosting a special event or doing fundraising for ICP Care.

It is our goal to empower, not limit, you in your desire to help this cause. Please use this information as a tool that leads you to a successful and rewarding experience on behalf of ICP Care. If at any time you have questions or need more guidance, please contact us.

PLANNING YOUR EVENT

Because of ICP Care main mission raising awareness about ICP Care, most volunteers will in some way be a part of the fundraising process. Fundraising activities bring about significant tax, accounting, and liability issues and income must be documented according to state and federal requirements in order to prevent penalty to ICP Care. It is crucial that our volunteers are aware of proper procedures when dealing with fundraising and for this reason we have included a few funding guidelines.

To begin planning your fundraiser, check out the resources <http://www.icpcare.com/get-involved/fundraising/>

REPRESENTING ICP CARE

Events and promotions must fit ICP Care's mission and provide a favorable, non-controversial public image.

ICP Care name or logo can only be used with prior approval. Materials printed with the ICP Care name or logo, including letters, tickets, ads, banners, etc. that promote an event, or request contributions, need to be reviewed by a member of the ICP Care Team Board of Directors.

Every event is an opportunity to increase awareness. Official ICP Care brochures, publications, awareness merchandise and the website address can be distributed at your event. These materials are available on the [Education Brochures](#) page of the website and merchandise can be purchased at the [ICP Care Cafe Press](#) store.

Federal tax laws disallow third-party events from using ICP Care sales tax- exemption number or Federal Employer Identification Numbers when purchasing any goods or services from suppliers/vendors.

Bank accounts cannot be opened in the name of ICP Care for any reason.

EVENT LIABILITY

The volunteer organizer is responsible for filing for any necessary permits or insurance coverage needed to hold the local third-party fundraising event. ICP Care cannot promise to pay or reimburse fees for such permits or coverage. ICP Care cannot be held responsible in any way for casualties, thefts or accidents that occur at the event.

ICP Care is not financially or otherwise liable for the promotion or staging of local events

or projects. This includes ticket sales or other administrative aspects. The organizer must seek sponsorship, or have the means to cover up-front costs, such as ticket sales, promotion costs, or supplies.

FINANCES

As a responsible steward of public funds, ICP Care expects that a reasonable percentage of the gross revenues from fundraising events be directed to ICP Care. The total cost to produce the event should not exceed the amount generated from the event. If event expenses are greater than the total collected, it is the organizer's responsibility to cover the additional expense.

The public should be informed of any net amounts that will actually be donated to the ICP Care. Potential donors must be informed that only portions of proceeds will be donated whenever less than 100% of the net income will be donated. The organizer is responsible for accounting documentation of revenues and expenses.

A Donation Collection Form will be provided to you (also available to download at the website): please complete and return it, sent "certified mail," to our office along with the funds. Additionally, should donors to your event require a receipt, please include a physical or electronic email address on this form (see section on "Receipting and Tax-Deductibility of Charitable Donations to 501(c)(3) Organizations" below).

All proceeds must be mailed to ICP Care no later than 21 days following your event.

ICP Care should be informed, in advance, of any companies approached for underwriting or contributions for the event, so as to coordinate, where necessary, national and regional corporate partnerships.

No volunteer can take a commission for hosting an event.

SPONSORSHIPS

If you plan to seek sponsorships and/or provide benefits to a business for their sponsorship, please contact Donna Benavides at donna@icpcare.org for more instruction.

RECEIPTING AND TAX-DEDUCTIBILITY OF CHARITABLE DONATIONS TO 501(C)(3) ORGANIZATIONS

Receipts must be distributed with accurate information, and income needs to be documented according to state and federal requirements and the nature of the donation in order to prevent penalty to ICP Care. All donations or event registrations are accepted by checks made payable directly to ICP Care or directly through the ICP Care's website by credit card (Visa, MasterCard, American Express or Discover).

Donation of Services & Products

If goods and/or services are received in return for charitable donations (i.e. auction purchases, tokens of appreciation, giveaways, meals, beverages, etc.) the fair market value of those goods

and/or services must be determined by the donor, in writing, and given to ICP Care office for documentation.

Purchase of Donated Services & Products

Supporters making a purchase of an item through a silent auction, live auction, raffle, etc., should contact their tax accountant to determine what, if anything, will be deducted from the total purchase amount to determine the tax-deductible portion of the donation. (i.e. if event fee is \$100, but \$50 covers meal cost owed to hosting facility, only \$50 remains as the tax deductible donation to the charity).

Receipts for Charitable Donations

ICP Care's policy is to make every effort to acknowledge all donors with an official receipt outlining the tax-deductible portion of that donation. A credit card transaction receipt is emailed directly for all donations made on-line to ICP Care. All donations received in the mail by check over \$25 will have a receipt mailed to the name appearing on the check received and that individual, corporation, foundation, etc. will be the eligible party for tax benefits received as a result of the donation.

Cash donations should be converted to a cashier's check and subsequently donated in a single sum to ICP Care. If a Donation Collection Form is not sent with contact information of cash donors for receipting purposes, only the individual whose name appear on the check will receive tax benefits for the donation. Donors contributing in this circumstance should be made aware that their gift will *not* be acknowledged as a tax-deductible donation to ICP Care. If the donor of cash, property or in-kind donations wishes to receive tax documentation, the organizer must provide the detailed information listed below:

- Donor's complete name and address
- Date and amount of the contribution
- Whether the contribution was cash, in-kind services or property (non-cash)
- If applicable, description of the type of property and a good faith estimate of the fair market value
- If applicable, detailed description of any goods and services provided in exchange for the contribution

SUPPORT FROM ICP CARE TEAM

ICP Care team members are available to offer general advice on event or project planning along with tips for your specific type of event. If you are seeking sponsors, ICP Care can provide sample sponsorship letters and benefit ladders.

Announcements about your event will be posted to the ICP Care website on our event calendar, social media and possibly included in the monthly newsletter or annual report.

APPENDIX A: CODE OF CONDUCT

I understand and agree that submitting this application form does not automatically register me as a ICP Care volunteer, and that there may be certain qualifications I must meet, including the acceptance of the following established volunteer policies and procedures before I may begin volunteering:

I desire to serve as a volunteer with ICP Care and help further its stated mission.

As a volunteer, I understand that I may be exposed to confidential information that is defined as inside, personal or sensitive information, and may include contact information, health information, or personal experience stories. By agreeing to this Code of Conduct, I am prohibited from sharing or disclosing this information for any unauthorized purpose, including personal benefit.

In all situations in which ICP Care is involved, I promise to conduct myself according to the standards set forth in ICP Care Volunteer Handbook and I understand that it is my responsibility as a volunteer to remain professional, respectful and discreet at all times.

I acknowledge that I have access to the electronic version of the Volunteer Handbook and understand the contents of the Volunteer Handbook. I have now, and in the future, the opportunity to ask and receive answers to any questions I have about the contents of the Volunteer Handbook.

I also understand that I must disclose any of my outside interests that may be in conflict or competition with the interests of ICP Care or that stand to benefit from my involvement therewith, and then refrain from participating in any discussions pertaining to those conflicts.

I understand that ICP Care is not financially or otherwise liable for injury or casualties that occur to anyone while serving as a volunteer for ICP Care.

I hereby grant ICP Care specific permission to reproduce, publish, circulate, copyright, or otherwise use any and all photographs and/ or videotape of me and/or my family taken at any volunteer event, for use by ICP Care.

CODE OF CONDUCT CERTIFICATION AND DISCLOSURE

By signing the volunteer registration letter "I agree", I certify that I have read and understand ICP Care's Code of Conduct, I have the opportunity to download and read the Volunteer Handbook at any time, and I agree to comply with the terms therein, as well as applicable laws that impact ICP Care. I also understand that should I not maintain the conduct outlined above, ICP Care reserves the right to terminate my voluntary position immediately. I also have the right to step down from my volunteer position at any time.