

RESCU Foundation VOLUNTEER HANDBOOK

Revised January 2021



RESCU Foundation, INC.

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Pledged to the Health of the Company

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WELCOME

Thank you for becoming a volunteer for the RESCU Foundation. You will be joining the ranks of dedicated folks all around the country, without whom, we could not continue to provide quality services to our community.

We sincerely hope that your volunteer experience with us will be enjoyable and rewarding.

This Volunteer Handbook is intended to spell out the policies and procedures related to volunteering and to answer questions you may have regarding how we operate.

Volunteer activities may include preparing events for participants and donors, researching, and establishing wellness options, assisting with operations and phone calls, and other networking duties.

If you have any concerns or questions not addressed in this Handbook, please bring them to the attention of your RESCU representative and/or email RESCU at Governance@RESCUfoundation.org.

RESCU MISSION STATEMENT

The RESCU Foundation is a nonprofit organization established to promote and maintain the health and medical well-being of the participants of Renaissance Faires, historical performances and other artistic events through financial assistance, advocacy, education, and preventative programs.

RESCU VISION STATEMENT

CONNECTING OUR COMMUNITY WITH THE POWER OF HEALTH

RESCU IMPACT STATEMENT

The RESCU Foundation, Inc. (RESCU) is a nonprofit organization dedicated to the health and medical well-being of participants of historically themed events, including renaissance festivals and other interactive theatrical venues. RESCU provides preventative illness education, medical advocacy, and bill-abatement to a characteristically underinsured constituency.

Participants of these events keep skills and art forms alive that would otherwise disappear from our modern society. By doing so, they educate our youth about important periods of history, inspiring the next generation to broaden their knowledge about the world at large.

Providing this unique and important form of interactive theatre nationwide, these entertainers, artisans and festival staff positively impact the economy in cities across the country dependent upon the annual influx of income. As these events generally take place over the course of multiple weekends, revenue is also generated by thousands of guests who travel from other areas and invest widely in the host city.

The acronym RESCU stands for Renaissance Entertainers Services Crafters United. It was founded in 2003 by a group of dedicated individuals *united* in their commitment to provide resources for dealing with the medical needs of their community.

A single medical emergency can cause catastrophic outcomes to those whose primary income is dependent upon the ability to travel from one venue to another. Before RESCU, an isolated incident had the potential to cause a family to require public assistance, affecting the community at large.

To date, the dozens of dedicated volunteers and small staff of RESCU have served thousands of individuals. RESCU has disbursed over \$1.4 million in direct medical aid. Its advocacy and mentoring programs have enabled well over \$3.5 million in medical bill abatement, thereby empowering and ensuring that a multitude of talented people remain productive members of society.

ABOUT BEING A VOLUNTEER WITH RESCU

DEFINITION OF VOLUNTEER

A volunteer is anyone who, without compensation beyond reimbursement of approved expenses, performs a task at the direction of, and on behalf of RESCU and its programs. This includes the RESCU Board of Directors.

RESCU does have a small staff of paid employees. Unless specifically stated, a volunteer is not considered an “employee” of RESCU.

GETTING STARTED AS A VOLUNTEER

Welcome aboard!

Upon declaring your willingness and desire to work as a volunteer for RESCU, you should expect RESCU to connect you with an appropriate position or task and to provide you with a clear description of that position or task. You should also be provided with general information about RESCU and its programs, policies, and procedures, including but not limited to this handbook.

We may ask you to complete a Volunteer Application that requests personal information about yourself, emergency contact information, personal references and information and past job and volunteer experience. We will treat this information confidentially and will utilize it only for the purposes of considering you as a volunteer.

Depending upon the nature of your volunteer position, we may require criminal background, sexual misconduct, motor vehicle driving record and/or reference checks.

RESCU should communicate with you about matters related to your volunteer position, and about your performance, and provide you with opportunities to make suggestions and present ideas that will improve our services.

At all times, you should be treated with respect and courtesy. We value you and know that we are nothing without our dedicated team of volunteers.

If you have any concerns, at any time, please bring them to our attention at Governance@RESCUfoundation.org. We want RESCU and its programs to be a safe and secure environment for everyone.

Once you have read this handbook, we will ask you to sign a formal Volunteer Agreement that confirms that you understand the terms and conditions of your relationship to RESCU.

RESCU VOLUNTEER GUIDELINES

RESCU EXPECTS THAT YOU WILL:

- Only accept a volunteer position you believe you can perform.
- Work as a team member within the description of the position you accept.
- Accept the guidance and direction of your supervisor.
- Arrive on time for your shift; stay until the end of your shift.
- Notify us in advance if you are unable to fulfill a volunteer obligation.
- Always wear your volunteer badge when publicly volunteering. This indicates to all that you are serving in an official capacity for RESCU. (RESCU asks that smokers, even in designated smoking areas, please respect that we are a health-oriented organization, and protect our optics by removing any official insignia while smoking.)
- Always refuse gifts or tips from recipients of service.
- “Follow” RESCU on any social media platforms you use and “like,” “comment,” and “share” our posts whenever possible to help RESCU become more visible to others.
- Always adhere to the RESCU Style sheet, if representing RESCU in writing.
- Respect confidentiality* (*see more on this in the RULES that follow).
- Bring any concern, problem, or grievance to the attention of your supervisor and/or email RESCU at Governance@RESCUfoundation.org.

RESCU VOLUNTEER RULES

Volunteering should be fun, but there are a few matters that are **non-negotiable** as they represent image and/or legal concerns and could affect the future of our organization. All RESCU volunteers must adhere to this list of rules when organizing an event, or in fact, any time they are speaking as a representative of RESCU.

- Your SMILE and RESPECT are mandatory. Every RESCU Volunteer is expected to uphold the positive image of RESCU in all social networking and public discussions. No rudeness, abruptness, disgust, or demanding demeanor is acceptable. RESCU Foundation cannot have such behavior affiliated with it. Be friendly!
- Each Volunteer shall treat with respect and compassion EVERY PERSON that works for or needs aid from the RESCU Foundation.
- RESCU does not have religious or political affiliations and Volunteers should not act in a way that suggests the organization holds such affiliations. Under no circumstances shall a RESCU representative ever take a POLITICAL or RELIGIOUS stance at any RESCU gathering, onsite or off, including on social media, as a RESCU representative.
- We want to stop rumors and inaccuracies of information and you can help. If you are asked a question that you do not have the answer, we expect the response by you to be "I will find out". Follow up with the coordinator and then offer the accurate answer. Please do not speak as fact if you are unsure.
- Volunteers grant RESCU all rights to photographic images and video or audio recordings during the Volunteer's Activities with RESCU.
- **IMBIBING - Do not be impaired by drugs or alcohol when volunteering.** While you have volunteered your time for RESCU, keep it in a clear light. Keep the focus on the community and RESCU, and do not get **inebriated** or otherwise impaired.
- Firearms, knives, and other dangerous personal weapons, other than used in official RESCU-related programs, are not permitted at RESCU functions.
- NO RESCU PRODUCTS (with the name RESCU on it or promoted as a RESCU project) can be made and used or sold without prior approval from the Executive Board of RESCU Foundation. If someone wants to "do" something and then donate the money to RESCU, that is entirely acceptable, but if they want to

“make” something and sell it as RESCU, then it must go through the Board for approval. To begin that process, ideas should be emailed to Fundraising@RESCUfoundation.org.

- Volunteers handling RESCU funds will be required to uphold the responsibility of honesty and financial diligence as required by charitable law.
- If or when your time as a RESCU Volunteer ends, the Volunteer agrees to return all RESCU property, including electronic records, and relinquish other RESCU records within one (1) week from the last day.
- **CONFIDENTIALITY IS PARAMOUNT.**
 - We follow the HIPAA guidelines and treat confidentiality with the highest priority. Personal medical information will only be discussed during the process of official aid committee work. You, our trusted volunteer, agree to never divulge personal or medical information obtained through or for RESCU. If a person with medical issues approaches you, or a person approaches you on behalf of another, please direct them to our 800 number and our website, and/or provide them with an Aid Form to be faxed or mailed.
 - If you need assistance understanding HIPAA guidelines, we can arrange for you to speak with our HIPAA Compliance Director.

Basic Fundraising Rules

If you are working at a rally or other fundraising event, there are several additional rules which must be followed without exception to protect RESCU’s non-profit status. The following represents the basics, that we want all volunteers to know. Your rally or event captain may have others to share with you.

- **NO CASH PRIZES** at any fundraiser - All drawings, prizes, gifts, giveaways, and incentives must be either donated or purchased items and never cash. Each state has different rules and some would qualify a cash prize as gambling. It is too complicated to add to the already heavy paperwork load.
- Rallies onsite (or strictly in our community) can of course have more edge, but **ANY** rally held offsite must be kept in the PG rating.

REGARDING SAFETY AND SECURITY

We want our programs and activities to be a safe and secure environment for people to provide and use services and enjoy fundraisers. If you see an unsafe or dangerous situation, notify your supervisor. If your supervisor is not available, notify the staff person closest to where you are volunteering. In the rare event where a staff person is not immediately available to help with a safety or health emergency, dial 911 for help.

We suggest you leave all personal valuables at home or locked in your car. We do not have capability for the safe keeping of such items.

REGARDING HARASSMENT AND PERSONAL RELATIONSHIPS

Harassment of any kind will not be tolerated. It is our policy to strictly forbid any unwelcome or inappropriate contact, approach, or comment that makes anyone feel uncomfortable or threatened. Such conduct may be cause for immediate termination of the Volunteer Agreement.

If you encounter or are aware of any such behavior, bring it to the attention of your supervisor and/or email RESCU at Governance@RESCUfoundation.org.

We realize that while you are volunteering, close working relationships can lead to closer personal relationships. We ask that you maintain a professional appearance when a personal relationship is already established.

REGARDING SPECIAL NEEDS AND ACCESSIBILITY

If you have any special needs relating to accessibility that might affect your volunteer position, please let us know. We will do everything possible to accommodate to your situation.

HELPING RESCU IMPROVE

Since 2003, RESCU has been serving our community, and we owe our growth and success to ideas and involvement from people like you! We are always looking for ways to improve our methods, increase our services, and step up our fundraising efforts. If you have fresh ideas and helpful suggestions, sharing those thoughts with your supervisors and in an email to Governance@RESCUfoundation.org will ensure your ideas get proper consideration.

RESCU also loves to hear positive feedback about great things you've seen us do or outstanding volunteer efforts. Please email those happy things to Governance, as well.

Help us make RESCU better and stronger!

GRIEVANCE POLICY AND PROCEDURE

Grievance Policy Statement and General Principles

The RESCU Foundation recognizes that concerns and grievances may arise in the normal course of employment or volunteering within the organization. Such issues may relate to your working conditions, your job, your training, possible violations of policies, etc. The Board of Directors and staff are fully committed to ensuring that any such issues that arise can be discussed openly and dealt with satisfactorily and promptly.

As such, it is also recognized that in many instances, the opportunity to simply share an observation or suggestion and receive feedback may serve to clarify a situation sufficiently to avoid a formal grievance altogether.

The purpose of this document is to outline the mechanism by which any concern of any kind can be expressed, shared to the appropriate departments, and then rectified.

Sharing Thoughts and Concerns Informally in Person

All employees and volunteers are encouraged to raise issues, ask questions and get clarification informally in the normal course of their duties with their immediate manager representing RESCU. On a fair site, that RESCU representative might be a rally captain, event coordinator, or even a Board Member who is at that show. This should be done as issues arise and is normally the most effective way to resolve matters speedily.

When a problem, issue or concern arises that cannot be dealt with in this manner, or where such a conversation is not appropriate, a more formal grievance procedure may be invoked.

Sharing Thoughts and Concerns Informally by Email

Issues that begin as simple concerns can be addressed by emailing Governance@RESCUfoundation.org. The members of this committee are the Executive Director, President, Vice President, Treasurer, Secretary and one other appointed board member. This email will therefore be seen by a responsible group of RESCU Directors that meets regularly, assuring that any concern is handled fairly and is not overlooked. The governance committee will make the necessary determination and bring the concern to the attention of the department chair or staff member who can best examine the matter.

In a situation where a concern involves a member of the Governance Committee, and the regular procedure is not comfortable, this initial email may be addressed to any of the following:

President@RESCUfoundation.org

VicePresident@RESCUfoundation.org

Treasurer@RESCUfoundation.org

Secretary@RESCUfoundation.org

ExecutiveDirector@RESCUfoundation.org

Any one of them will work to establish a customized review body to ensure confidentiality and fairness.

Please remember: This method of communication is not just for problems. It is also ideal for sharing ideas, suggestions and helpful thoughts about how to make RESCU better and stronger. Sharing your idea in an email to Governance will ensure it gets proper consideration.

Formal Grievance Procedure – Stage One

First and foremost, it is important to note that all formal grievances will be dealt with in a confidential manner and no employee or volunteer will be penalized for raising a grievance in good faith. Timeliness is important for improving our organization and therefore it is expected that grievances will be raised within a month of the grievant's concern.

1. A formal written grievance should be sent to Governance@RESCUfoundation.org. This should clearly set out the nature of the grievance and make it clear that the formal grievance procedure is being invoked.
2. The Governance committee, previously described, will endeavor to ensure that grievances are addressed within 10 working days of being received. When the committee begins this process, the grievant will be informed that their case has been opened.
3. A grievance review body made up of an odd number of members of Governance and board members will arrange a conference call meeting with the grievant to ask for detail and clarification beyond the initial email. By advance arrangement, grievants are allowed and encouraged to be accompanied by a colleague or friend at any formal grievance meetings that are held. Multiple meetings will be held, if necessary.
4. All meetings and outcomes will be documented, and a copy of that documentation will be given to the grievant.
5. In the alternative situation that a grievance concerns a member of the Governance Committee, and the regular procedure creates awkwardness, the formal written grievance may be addressed to any of the following:

President@RESCUfoundation.org
VicePresident@RESCUfoundation.org
Treasurer@RESCUfoundation.org
Secretary@RESCUfoundation.org
ExecutiveDirector@RESCUfoundation.org

Any one of them will work to establish a customized grievance review body to ensure confidentiality and fairness.

6. A decision on the grievance will be confirmed in writing within 10 working days of the final grievance meeting.

Formal Grievance Procedure – Stage Two

If, upon receipt of the decision of the grievance review body at the conclusion of Stage One, a grievant is unhappy with the outcome, the decision may be appealed.

Appeals should be addressed in writing to the Executive Director. If the matter was originally raised with the E.D., it should at this point be referred to the President. Once the written appeal is received, a different selection of Governance committee and Board of Directors members working in committee will again review the grievance. The decision at this stage will be final.

Thank you, again, for volunteering with RESCU Foundation.

We look forward to having your help in realizing our

Vision Statement:

Connecting our Community with the Power of Health

RESCU Foundation, Inc.

Standard Information and Style Sheet

Standard Information:

Name:	RESCU Foundation, Inc.
Address:	2206 N. Main Street #223 Wheaton, IL 60187
Web Address:	www.RESCUfoundation.org This should always be written with "RESCU" in all caps and "foundation.org" in all lower case.
Voice Mail Messages:	800.374.9215
Fax:	888.299.9513
Tax Exempt Number:	31-1606346
State of Incorporation:	Wisconsin
Date of Incorporation:	July 2003
RESCU Acronym:	Renaissance Entertainers Services Crafters United
RESCU Mission Statement:	The RESCU Foundation is a nonprofit organization established to promote and maintain the health and medical well-being of the participants of Renaissance Faires, historical performances and other artistic events through financial assistance, advocacy, education, and preventative programs.
RESCU Vision Statement:	Connecting our Community with the Power of Health
RESCU Tag Line:	Pledged to the Health of the Company
Social Media:	Facebook: Facebook.co/RESCUfoundation Instagram: @RESCUfoundation Twitter: @WeAreRESCU

Official Style Standards:

The following style standards apply to all formal written communication on behalf of RESCU Foundation, Inc.

- Always write the name of the organization as “RESCU Foundation” on first reference. Subsequent references may be shortened to “RESCU” when appropriate. There is NO “e” at the end of the acronym. There are no periods between the letters.
- Every document produced on behalf of RESCU must contain a complete date. Internal administrative documents should be dated in a footer indicating their revision date, in the format yymmdd, in the lower right-hand corner. External documents such as posters, flyers, etc. should not only include an unobtrusive date footer, but also must contain the complete date in the body of the design. i.e., Monday, July 29, 2019.
- Internal multi-page documents should additionally contain a footer indicating page and page count. i.e., page 2 of 3, in the lower left-hand corner.
- If the answer to any question is not known, the responder MUST ask someone else and acquire the answer. We cannot afford to fake it.
- Important clarification: RESCU offers medical assistance NOT insurance coverage.
- RESCU is careful to not use the word “rennie.” It is too limiting and means too many things to different people.
- RESCU is careful to use gender neutral terminology whenever possible.
- We use the word "show" rather than "faire" or "festival," whenever possible.
- We use the word "event" when referring to FBOs, health fairs and Rallies, whenever possible.