

RESCU Foundation VOLUNTEER HANDBOOK

June 10, 2022



RESCU Foundation, INC.

2206 N. Main Street #223
Wheaton, IL 60187
800.374.9215

Pledged to the Health of the Company

The RESCU Foundation

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

WELCOME

Welcome to Renaissance Entertainers Services Crafters United, commonly known as the RESCU Foundation, and thank you for becoming a volunteer. 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.

This handbook explains our common policies, practices, requirements, and expectations related to volunteering. Information about volunteering and RESCU in general can also be found on our website at <https://rescufoundation.org>

If you have any questions or concerns not addressed in this handbook or on our website, feel free to talk to experienced RESCU volunteers and/or email us at Governance@RESCUfoundation.org

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

OUR 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.

OUR VALUE TO THE FAIRE COMMUNITY

The RESCU Foundation was formed in 2003 by a small group of individuals whose goal was to provide financial and advocacy support for the medical needs of the Renaissance Faire community. Since then it has grown into a 501(c)(3) non-profit incorporated in the state of Wisconsin and become able to help increasing numbers of participants in the broader related community, largely through the dedicated efforts of countless volunteers such as yourself.

All Renaissance Faires and similar events within RESCU's purview are supported by performers, craftspeople, vendors, operations staff, and participants in various other roles. Many of them do well financially and are amply covered by medical insurance.

Many others, however, earn much less and perhaps only during “faire season,” and may not be able to afford medical insurance. Those doing multiple shows, in particular, must obtain medical care however they can wherever they happen to be when they need it, regardless of whether their insurance (if any) covers the need. While healthy they may get along well enough, but prolonged illness, general infirmity, and especially medical emergencies can leave them deeply in debt to health care providers and without options for further medical help.

RESCU volunteers and staff have helped thousands of such individuals. RESCU has disbursed over \$1.4 million in direct medical aid, and its advocacy and mentoring programs have enabled over \$3.5 million in medical bill abatement, thereby providing a vital helping hand to members of our community in need.

VOLUNTEER OPPORTUNITIES

RESCU welcomes volunteers to help support our outreach areas of Programs, Fundraising, and Communications and Creative Services, as well as some internal operations teams -- all of which are headed by members of the RESCU Board of Directors (who are also volunteers).

Our Programs initiatives are wide-spread and far reaching, from First Aid/CPR trainings, First Aid Kit Giveaways, and Health Fair Days, to Mental Health, First Aid certifications, and on-site AED units. To contact this team, email us at Programs@RESCUfoundation.org

Fundraising raises the money that allows us to continue serving our community and living up to our mission statement. From RESCU rallies to online auctions to managing “for the benefit of” (FBO) activities, our Fundraising efforts keep the wheels turning. To contact this team, email us at Fundraising@RESCUfoundation.org

Communications and Creative Services supports and advances the stature of the RESCU Foundation and its identity in our community and in the world, by producing and providing direction for online, print, and promotional materials, and internal documentation such as policies and procedures. To contact this team, email us at CCS@RESCUfoundation.org

Three areas of our internal operations need volunteers with specific skills. Our Finance team handles, tracks, and reports on the fiscal resources of RESCU. Our Data and Technology team provides IT support to RESCU servers and other electronic devices. Our Compliance team assures that RESCU and its outreach areas operate in conformance with HIPAA Guidelines and applicable state regulations. To contact any of these teams, email us at Governance@RESCUfoundation.org

VOLUNTEERING WITH RESCU

A volunteer is anyone who performs a task at the direction of and on behalf of RESCU and its programs without compensation other than reimbursement of approved expenses. Volunteers work as members of a team of like-minded volunteers, headed by one or more volunteer supervisors who are accountable to the applicable Board member.

RESCU does have a small staff of part-time paid employees, but volunteers are not categorized as employees and must not represent themselves as such. This means that as far as the public is concerned, you “volunteer” for RESCU but do not “work” for RESCU.

GETTING STARTED

Once you have declared your interest in working as a volunteer, a representative of RESCU will contact you to discover your interests and capabilities, provide you with information about RESCU (including the contents of this handbook), answer your questions, and discuss available volunteer opportunities.

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 treat all such information confidentially, and will use it only for the purposes of considering you as a volunteer.

Be aware that certain volunteer positions may also require checks on criminal background, sexual misconduct, motor vehicle driving record, and/or references. If you are uncomfortable with any of these then we will not be able to consider you for the associated positions, but we will also not ask you for your reason(s), make any assumptions, or disqualify you for positions not requiring these checks.

For all volunteer positions you will be required to sign our Volunteer Agreement, which among other things affirms that you have read, understand, and will comply with the contents of this handbook and whatever other provisions may apply to your position.

When a position has been identified that interests you, the relevant volunteer supervisor or other designated person will contact you to begin your involvement. Welcome and thank you!

CONFIDENTIALITY

As a RESCU volunteer you may become privy to personal medical information because of your position and/or because people in need of help may come to you and ask about RESCU. You must keep all such personal information in the strictest confidence, even if you are aware that it is widely known by other people.

If you are approached by someone having medical issues or speaking on behalf of someone else, you may answer factual questions but must otherwise direct these people to the RESCU website. Here they will find our official information, as well as our online form for submitting aid requests and our 800 telephone number where they can leave confidential messages.

RESCU volunteers and staff are legally required to follow the privacy requirements of the “HIPAA Guidelines” established by the Health Insurance Portability and Accountability Act of 1996. An official summary of these can be found at the following website. RESCU has a HIPAA Compliance Officer who can provide clarification and answer any questions you may have about this.

<https://www.hhs.gov/hipaa/for-professionals/privacy/laws-regulations/index.html>

POLICIES AND PRACTICES

While you are volunteering for RESCU, particularly in a public venue or on social media, you are one of its official representatives. As such, there are certain elements of image, authority, ethical behavior, and legal requirements in addition to confidentiality that you must be aware of and must conform with, as summarized below.

- You must uphold the positive image of the RESCU Foundation, its activities, its benefit to our community, and of course its volunteers. Remember that you are the voice of RESCU not only at RESCU events but at all other times, at least to the people who know or may find out that you are a volunteer.
- Your demeanor when speaking or acting on behalf of RESCU must likewise be positive and respectful to every other volunteer and every person who interacts with us for any reason. Always be considerate.
- In consideration of the sensibilities of attendees at public RESCU events, you must restrain your interactions to within the “PG” rating. Events that are on-site or strictly within our community can have more edge.

- It is important that only accurate and complete information be given out about RESCU. If you are asked a question but don't know the answer, do not guess; tell the questioner whom else to ask (if a knowledgeable person is available) or where to find out (like our website), or find out yourself and let them know (if you can do it without interrupting what you're doing for RESCU at the moment). Do not spread rumors.
- Once you have accepted a volunteer position, you must fulfill your obligation. You must accept the direction and guidance of your supervisor and work proactively as a team member. If your position is event-based you must arrive on time for your shift and stay until the end of it; if you are genuinely unable to fulfill an obligation you must notify us in advance so that we can try to replace you.
- If you are supporting an event such as a RESCU rally or an on-site Programs activity you may be issued a volunteer badge, which identifies you as an official representative of RESCU. You must wear this prominently for the duration of the event, and will usually have to return it to your supervisor afterward.
- Whenever representing RESCU you must remain sober and otherwise unimpaired. Consumption of the occasional alcoholic beverage is not prohibited, but you must remain fully capable of doing whatever you volunteered for and must be perceived as sober by attendees of the event.
- Do not smoke or vape in public at any event while actively representing RESCU.
- While representing RESCU you must not express or endorse (even by implication) any stance regarding politics, religion, or social issues. The RESCU Foundation does not take any position on these things, and you must not state or imply otherwise.
- If you are handling RESCU funds or property, including contributions of money or goods, you are accountable for them while in your possession. You must exercise the utmost diligence and transparency so there can be no possibility or perception of misappropriation.
- Sometimes attendees at RESCU events will offer gifts or tips for a service or other benefit provided to them. You must not accept these personally; instead direct them to the event cashier or other designated RESCU cash recipient.
- RESCU is not allowed to offer cash prizes for any reason. While representing RESCU you must not initiate or participate in any action that results in the payment of money to anybody, including collections of contributions in which a "winner" gets to keep a portion.
- If you are in possession of RESCU-owned property at any time, you will eventually have to return it. Whoever supervises your activity will let you know when and to whom. For

examples: property supporting a RESCU rally which would be returned to the rally captain at the end of the event, and property supporting or created during a longer-term volunteer position which would be returned when you complete your task(s) or hand them off to someone else.

- Certain volunteer positions may entail working with electronic data files on your personal electronic device, such as records of contributions and sales made during a RESCU rally. You must handle this data with the same care and diligence as physical property. Whoever supervises your activity will let you know where to transfer the data once you no longer need to have it. Once the data is transferred you will normally be required to delete it, including all copies other versions; we will trust you not to “undelete” such files or use them for any purpose.
- Some RESCU events may require dress standards for volunteers, such as wearing period garb or wearing only street clothes; if so you will always be told about this in advance. Personal weapons may be brought to a RESCU event only if they are part of your garb and are legally allowed at the venue. In every case you must dress such that your appearance along with your volunteer badge does not demean the dignity of RESCU.
- Products displaying the word RESCU or any other RESCU-specific term (as shown on page 2 above) may be created for use or sale at public venues for RESCU’s benefit, but the design and purpose must be approved in advance to safeguard RESCU’s image. This extends even to one-of-a-kind items made casually to be used only once. To begin the process, email us at Governance@RESCUfoundation.org
- You grant RESCU permission to photograph and make video/audio recordings of you during RESCU events without compensation for any reason including whatever subsequent use may be made of the photographs and recordings.
- RESCU has developed standards for its basic information so that it appears consistently wherever it is presented, which are shown on the second page of this handbook. If you are asked to create written or electronic documents that include any of it, you must apply these standards.
- RESCU also has a few terminology standards to follow. “Show” is used as the general term for faire, festival, etc. “Event” is used as the general term for Programs and Fundraising activities. The term “rennie” is not used because it means too many things to different people. Gender neutral terminology is used whenever practicable.

DISABILITIES, HARASSMENT, GRIEVANCES, SAFETY

- If you have a disability as defined by the Americans with Disabilities with Act, we will make reasonable accommodations at RESCU events and activities to help you be able to participate as a volunteer. If you have any other personal needs that might affect your volunteer position, you should let us know.
- You should always be treated with respect and courtesy by your fellow volunteers. Harassment will not be tolerated, specifically any unwanted behavior, physical or verbal (or even suggested), that makes a reasonable person feel uncomfortable, humiliated, or mentally distressed.
- RESCU recognizes that concerns, issues, and grievances may arise in the normal course of activity. If anything of this sort occurs while you are volunteering you should report it either to whomever is supervising your event or activity for immediate resolution, or directly via email to Governance@RESCUfoundation.org where it will be promptly dealt with via our formal grievance process. Confidentiality will be maintained at all times.
- RESCU events and activities naturally require a safe and secure environment, so if you are volunteering at a public event make sure to know what the relevant policies and practices are for the site. If you see an unsafe, dangerous, or questionable situation, notify your supervisor and/or another appropriate person. Realize also that if something goes wrong, people instinctively look to the event organizers (RESCU volunteers) for help, so know what you should do.

OTHER THINGS YOU CAN DO

RESCU is always looking for ways to improve our methods, upgrade our services, and increase our fundraising efforts. If you have any positive or negative feedback, fresh ideas, or suggestions you are encouraged to communicate them to your volunteer supervisor or submit them via email to Governance@RESCUfoundation.org for consideration. Confidentiality will be maintained.

“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.

Thank you again for volunteering with the RESCU Foundation.
We look forward to having your help in realizing our Vision Statement:
Connecting our Community with the Power of Health