

Volunteer Handbook

For



Updated on 08-21-2014



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Brief Foundation Overview

Ragan's HOPE (*Helping Other Parents Endure and Embrace the Future*), is a nonprofit organization established in October 2010.

Our Mission

Ragan's HOPE is committed to helping parents of children with catastrophic illnesses or injuries endure the initial impact of their child's illness or injury, and embrace the future by providing ongoing support in the areas of financial, emotional and spiritual support, in the name of Christ.

Our Vision

Our Vision is to help parents and communities lift up the children with seemingly insurmountable obstacles, to not only rise up and meet their challenges, but also to go on and live extraordinary lives.

Our Need

For a parent of a child with a catastrophic illness or injury and ongoing medical needs, finding the way back to peace and a path forward can seem impossible. Ragan's HOPE helps parents endure the initial impact and create a positive, nurturing environment for their child and family as they move together through the healing process.

The Initial Impact and Ongoing Support

When all focus turns to the wellbeing of the child, there are simple daily needs and tasks that end up falling by the wayside. Ragan's HOPE volunteers help by doing things that allow parents to spend time with their children without the added stress of knowing their necessary routine tasks are being left undone at home. Support is specific to the family and their needs could include meals, hospital visits, personal household assistance, or assigning someone to act as a liaison and serve as a resource for families connecting them with agencies in their community that can assist them in their ongoing needs. We take pride in being long term in our support and giving assistance throughout the year for various holidays such as Easter, Thanksgiving and Christmas, as well as providing school supplies and backpacks for the school year.

Emotional Support

No one understands the grief and heartache of the parents of children in these situations like someone else who has walked in their shoes. Ragan's HOPE has a very special group of volunteers comprised of other parents with similar experiences who provide positive support and encouragement while helping families deal with harsh realities.

Spiritual Support

"Has God abandoned me?" "Do I still have purpose?"

These are two of the most profound and existential questions one can ask. Even the strongest faith can be shaken in a time like this. During this life-changing experience, it is difficult to comprehend why God would let this happen to a parent and child. Maintaining one's faith can make the difference between a life that becomes a triumph or tragedy. Ragan's HOPE provides spiritual support through prayer and faith in action upon the request of the family.

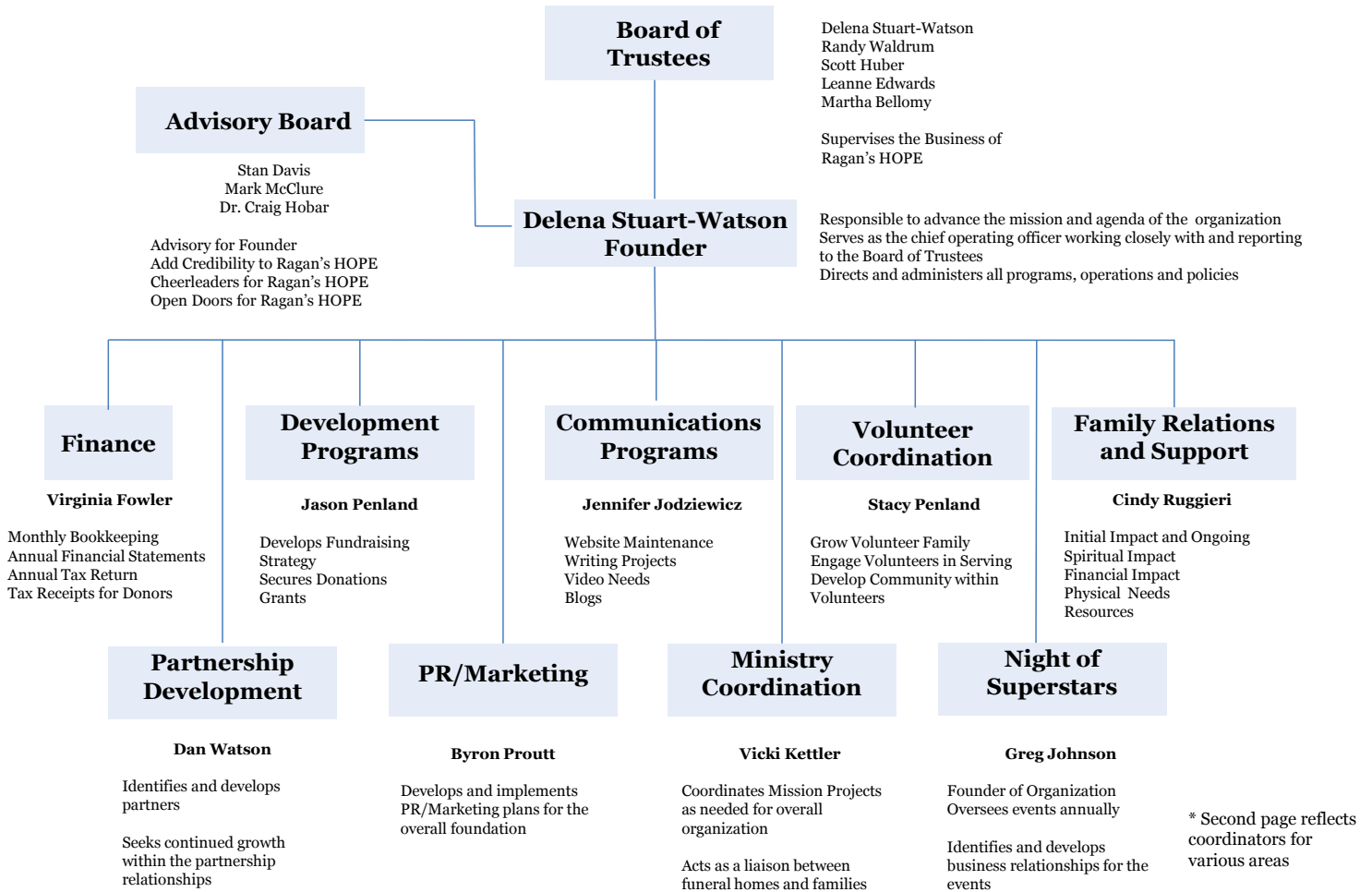
Financial Support

Even families with good incomes and medical insurance may find themselves in need. Dividing time between the hospital and work may be difficult and result in unplanned daily expenses that strain finances. This is especially true for single-parent families who may lose the income of the primary wage earner in order to stay with their child. Ragan's HOPE is not a financial institution – but will assist with gift cards giving assistance for gas/groceries. We also help families in connecting them with agencies for long-term assistance.



Organizational Chart – Page 1

Executive Leadership Team



Organizational Chart – Page 2

Leadership

| Development Programs | Night of Superstars | Ministry Coordination | Family Relations and Support | |
|--|--|---|---|---|
| | | | National Area Team Leads | Coordinators |
| <p>Creative Contribution Coordinator</p> <p>Ministry Wish List Coordinator</p> | <p>Platinum Ring Members Dallas/Ft. Worth St. Louis East Texas</p> <p>Host Chair Dallas/Ft. Worth St. Louis East Texas</p> | <p>National Meal Coordination</p> <p>National On Call Projects Coordinators</p> <p>National Movers N Shakers Coordinators</p> <p>Dance Therapy Coordinators</p> <p>National Event/Project Coordinator</p> | <p>Dallas County</p> <p>Tarrant County</p> <p>Wichita Falls</p> <p>Houston</p> <p>Austin</p> <p>San Antonio</p> <p>North East Texas</p> <p>East Texas</p> <p>Louisiana</p> <p>Missouri</p> <p>Indiana</p> | <p>National Card Team Coordinator</p> <p>National Counseling Services Coordinator</p> <p>National Patient Advocate Coordinator</p> <p>National Kids 4 Kids Coordinator</p> <p>National Translation Liaison Coordinator</p> <p>National Social Services Coordinator</p> <p>National Birthday Coordinator</p> <p>National Family Welcome Coordinator</p> <p>Area ISD Coordinators</p> <p>Area Visitation Team Coordinators</p> <p>Area Call Team Coordinators</p> <p>RH/NOS Liaisons Dallas/Ft. Worth St. Louis East Texas</p> <p>Global Services Coordinator</p> |
| Administration | <p>Event Coordinators Dallas/Ft. Worth St. Louis East Texas</p> | <h3>PR/Marketing</h3> | | |
| <p>Database Specialist</p> <p>Data Entry Coordinators</p> | <p>National Entertainment Coordinator</p> | <p>National Graphic Design Coordinator</p> <p>PR/Marketing Coordinator</p> | | |
| Communications Programs | <p>National Attire Coordinator</p> <p>Area Family Logistics Coordinators Dallas/Ft. Worth St. Louis East Texas</p> | | | |
| <p>Social Media Coordinator</p> <p>Video Coordinator</p> | <p>Area Volunteer Coordinators Dallas/Ft. Worth St. Louis East Texas</p> | | | |
| Volunteer Coordination | <p>National Event Program Designer</p> | | | |
| <p>Background Checks Coordinator</p> <p>Volunteer Call Team</p> | <p>Night of Superstars Scholarship Committee Chair</p> | | | |

Organizational Chart – Page 3

Leadership

Development Programs

Creative Contribution Coordinator
Amanda Adrian

Ministry Wish List Coordinator
Patricia Kirvin

Administration

Database Specialist
Julanne Kuras

Data Entry Coordinator
Mantequilla Green
Peggy Anderson

Communications Programs

Social Media
Stephani John

Video
Tom More

Volunteer Coordination

Background Checks Coordinator
Maryann Christman

Volunteer Call Team
Theresa Vesel

Night of Superstars

Platinum Ring Members
Dallas/Ft. Worth
St. Louis
East Texas

Host Chair
Dallas/Ft. Worth
St. Louis
East Texas

Event Coordinators
Eva Nichols
Cindy Ruggieri

Attire Coordinator
Ragan Bedinger

Area Family Logistics Coordinator
Kimi Riley – DFW
Gina Costlow – East Texas

Area Volunteer Coordinator
Dallas/Ft. Worth
St. Louis
East Texas

Event Program Designer
Cathy Ice

Night of Superstars Scholarship
Chad Hoskins

Family Relations and Support

Local Area Team Leads

Dallas County
Tarrant County

Dallas/Tarrant County Coordinators

RH/NOS Liaisons
Marinette Paredes – DFW

ISD Coordinator
Tonia Casper

Call Team A - Z
Linda Jessup - A
Patty Johnson - A
Vicki Kettler - C-D
Sharon Dilla – E-F
Tammie Goode - G-I
Cathy Ice - J
Terry Meyers – M-O
Debbie Revard – P-Z

Ministry Coordination

On Call Projects - DFW
Shane Sutton

Movers N Shakers - DFW
Chris Forgey

Dance Therapy
Liza Dunsmore

National Event/Project Coordinator
Kristin Bate

National Area Team Leads

Wichita Falls Team Lead
Jennifer Cartwright

Houston Team Lead

Austin Team Lead

San Antonio Team Lead

North East Texas Team Lead
Kym Curry

East Texas Team Lead
Melissa Youngman

Louisiana Team Lead
Randy and Kelsey Remmelts

Missouri Team Lead

Indiana Team Lead
Stephani John

National Coordinators

Card Team Coordinator
Liz Fulcher

Counseling Services
Chris Hunt

Patient Advocate
Ragan Bedinger

Kids 4 Kids
Cathy Ice

Translation Liaison
Grisel Weber

Global Services
Anna England

Social Services
Joie Bailey

Birthday Coordinator
Jacqueline Gilliland

Family Welcome Coordinator
Amanda Adrian

RH/NOS Liaisons
Angela Mayes – St. Louis
Kate Day – St. Louis
Eunice Mullins – East Texas 2013
Gina Costlow – East Texas 2014

*Note: All visitation and prayers are coordinated with the Founder and Director of Family Relations



Volunteer Team Positions

The following is a list of Volunteer positions available within Ragan's HOPE. These descriptions indicate what is expected of those committing to serve. All volunteers must complete the Volunteer Application process.

ADMINISTRATION TEAM

These volunteers' primary focus will be data entry for all activity being completed by our organization. It is imperative that we track all support being given so we may ensure the needs of the families are being met and that we are meeting the expectations of the partners making the referrals. There is also a need for clerical work that is typically needed once a week for a few hours.

CALLS WITH PURPOSE

There are two areas within this team to serve. One is our A-Z Family Call Team; these team members have ongoing contact with families on a monthly basis. They ensure that we know what the family's needs are by notifying the Area Team Leads; but they are not responsible to coordinate the needs. Often times, as they begin developing a relationship with the families, they take the next step in making visits to them while in the hospital. The other way to serve within Calls with Purpose is to make calls to our volunteers and/or families prior to an event or if a specific notification needs to be announced. This gives a personal touch that is often times needed to keep the connection within our foundation. This is on an as needed basis.

CARD TEAM MEMBER

The Card Team Members will handle card activities nationally. Cards provide encouragement to those we support and are an important part of this ministry. This team serves two areas of our foundation: first area is to those we support (families and children) and the other sends words of encouragement, celebrations and praises to volunteers in our ministry on a regular basis. The criteria given for writing these cards should be closely followed. This volunteer position will be responsible for reporting their activity to the Card Coordinator each time a card is mailed.

COMMUNICATION TEAM

This team assists in various writing projects; social media needs and web development as well as being responsible for video needs as they arise for the foundation. This team is comprised of volunteers that have a background in performing such tasks.

DANCE THERAPY TEAM

These team members assist the dance instructor during our six week sessions for the children we support and their siblings. This gives the volunteer a great time to interact with the kids and be a kid themselves! It is not necessary to have a background in dance or dance therapy to be a volunteer on this team.

DONATION TEAM

This team will focus on the needs of the foundation and will make contact with corporations, local businesses and individuals to make contributions to the foundation. This could be specific to a fundraising event/activity or ongoing depending on the availability of the volunteer.

GRAPHIC ART DESIGN

Our foundation has several projects ongoing that needs a graphic artist to design various logos / flyers / brochures in order to meet our marketing goals as an organization. These volunteers are used on an as needed basis according to the upcoming projects.



GLOBAL SERVICES

This team consists of volunteers who enjoy traveling abroad or enjoys hosting families that come to their area for medical attention. Through partnerships of Ragan's HOPE, the foundation has specific global opportunities with other partners who share the mission and vision of this foundation.

KIDS 4 KIDS CLUB

This group is comprised of the "Next Generation" – the children of our volunteers. This gives them an opportunity to learn the importance of serving others. They volunteer alongside of their parents in age appropriate tasks. They have quarterly gatherings to build *community* with their peers and complete a mission project during this gathering. They also have the opportunity to mail cards weekly to the children being supported by Ragan's HOPE.

MEAL TEAM

Volunteers will provide meals to those we support. They will be called upon when a situation or family is located in their specific area of the community in which they serve. The meals can be either home-cooked or pre-prepared, as well as groceries and/or at times a gift card for food. The volunteer may provide a restaurant meal that delivers if their time does not permit delivering themselves. All Volunteers will be expected to serve in this area of the foundation when the meal team members cannot assist with a need. This volunteer position will be responsible for reporting their activity to the Meal Team Coordinator or Area Team Lead each time a meal is provided.

MOVERS and SHAKERS TEAM

This team is responsible for assisting those we support who are in need of moving their place of residence. Their efforts are arranged by the Coordinator of the team and are utilized on an as needed basis.

NIGHT OF SUPERSTARS

This is a Ragan's HOPE event held nationally to honor the accomplishments of 20 amazing children, students and young adults in their respective geographical areas who are affected by varying types of disabling conditions, yet reach far beyond their adversities and excel in areas such as academics, athletics, extracurricular activities, the arts, and community service. There are many areas to serve either in the planning of the event or the day of this celebration as well as family follow-up after the event.

PARTNERSHIP DEVELOPMENT

These team members will be assigned a partner of Ragan's HOPE to communicate with in order to ensure the expectations are being met by both organizations. These volunteers will need the availability to call partners and attend various meetings during regular business hours.

ON CALL / SPECIAL REQUEST TEAM

This team is available when there are specific needs for the family – such as lawn mowing, house cleaning, walking pets, picking up mail, doing laundry while the child is in the hospital, etc. This team will report to the Coordinator upon completion of the activities.

PHOTOGRAPHY TEAM

This team is comprised of volunteers who will be at our events and will be responsible for taking pictures as assigned. These volunteers do not need to be professional photographers. Once the event is completed, the members of this team will upload the pictures into the designated area of the Ragan's HOPE Dropbox within a timely manner after serving.



PUBLIC RELATIONS (PR) / MARKETING

Team members will work collectively to ensure that the communities we are serving as well as our next target areas are getting the publicity necessary in order to fulfill the needs of our foundation. This team also brings to our volunteers the most current activities / projects / events available so they may know how to serve within our foundation. This team is primarily comprised of individuals that have a PR / Marketing background.

TRANSLATION SUPPORT

These volunteers focus on the families that Ragan's HOPE is supporting that do not speak English. They act as the Liaison for the various teams and support offerings.

UPDATES and PRAYER TEAM

All the volunteers within Ragan's HOPE will be a member of the updates / prayer team. Prayer Team Members will pray daily for those we support upon the request of the family / caregivers. All members will be notified of updates and prayer requests through email. Please be advised that all information shared by those we support must be kept in the strictest confidence.

VISITATION TEAM

The visitation team members are ones that enjoy interaction with those we are supporting. This team is notified of the families needing visits either in the hospital or at home. The volunteer then decides when they can make a visit and notifies the Area Team Lead of their availability. This position must serve within Ragan's HOPE for six months prior to being a part of this team.

NOTE: There are ongoing positions/needs that may be required based on the specific need of the individual that are being supported. These roles are on an as needed basis.

Volunteers are never to convey medical advice or counseling. Ragan's HOPE is a support ministry.



Volunteer Job Description

Volunteer PRIMARY RESPONSIBILITIES

- Volunteers will be on specific teams within the foundation – see attached teams
- May be on multiple teams if desired
- Miscellaneous special projects and other duties as requested or assigned
- Must report duties completed to the proper coordinator of teams weekly
- When additional services are identified for those being supported, communication is a must to the team coordinator in order to better serve
- All volunteers will receive updates/ prayers based on the request of the family/caregiver. It will be the responsibility of the volunteer to check their email daily for those updates/prayers being served

Volunteer QUALIFICATIONS

- Requires interview with Team Leader or Team Coordinators
- When desire to serve on the visitation team there are specific qualifications to be met prior to serving on visitation team
- Excellent organizational skills and must be proficient in establishing priorities for each case
- Comfortable on the computer. Basic skills in Microsoft Office (Word, Excel) and e-mail. A quick learner who can learn a database application if needed
- Excellent verbal and written communication skills. Ability to write routine reports and business correspondence
- Comfortable on the phone initiating calls
- Comfortable in a varied activity environment. (Sometimes slow / sometimes extremely busy)
- Ability to manage multiple priorities, to work independently and take initiative
- Comfortable communicating to leaders new ideas to improve the foundation

Volunteer CHARACTER TRAITS

- Trustworthy / Dependable / Enthusiastic / Outgoing / Organized
- Ability to operate as a professional with minimal direction
- Self-starter that learns quickly
- Strong self-confidence
- Compassionate, excellent listener
- Flexible in terms of shifting priorities and deadlines
- Superior interpersonal skills (able to get along with others and comfortable working with volunteers)
- High sense of urgency and professionalism in representing the foundation



Dress Code

When choosing what to wear while serving within this foundation, remember that you are representing both Christ and Ragan's HOPE. Dress modestly – make sure you don't wear anything that will be offensive or distracting to those you are supporting or serving with.

The nature of where you're volunteering and the activities you will engage in should be taken into consideration when determining appropriate dress. For example, volunteers making a hospital visit would dress differently than those that are working on household duties.

Here are some items that would not be appropriate in any volunteer role:

- Halter tops
- Tank tops
- Strapless dresses(except when worn with a jacket or sweater)
- Spaghetti straps (except when worn with a jacket or sweater)
- Visible undergarments
- Mini dresses/mini skirts
- Short shorts (above mid-thigh)
- Athletic shorts
- Low V or scoop-neck shirts
- T-shirts with inappropriate graphics, slogans or logos

Preparations for making visits

1. Take time, in your car or at home, to prepare for the visit by being quiet and asking God to give you wisdom and guidance. These are moments to prayerfully rehearse your anticipated time with them.
2. Begin to envision listening well, with a compassionate heart and mind. You may be anxious. We are all anxious at times when dealing with difficult times. Take a few deep breaths and manage your anxiety rather than being controlled by it. Ask the Holy Spirit to comfort you as well.
3. You are an ambassador for Christ. Pay attention to the family who are gathered and try to include everyone where possible in conversation.
4. Take note of any signs of difficulty, i.e., flat emotions, impulsive anger, and frozen denial. Inform your Team Coordinator or Ministry Team Leader of your observation.
5. Take a personal inventory in regards to crisis you may have experienced in the past. In addition to experiencing grief due to the current family's crisis, be ready to encounter your own grief that may surface from the past as well.
6. Are you aware of how you tend to respond or react in the midst of families who are grieving? You want to be a considerate presence, not a main attraction. For example, it is "okay" to say, "I don't know exactly what to say, but I did want to be here with you."
7. It is encouraged to learn the difference between helpful responses and hurtful responses:
 1. Helpful responses show acceptance of the griever's words or actions without judgment, analysis, or discounting the communication. The listener should stay focused on the griever, lovingly and empathetically. The listener's acceptance allows the mourner to feel as if he or she really is cared for.
 2. Hurtful responses are generally perceived as hasty advice, premature interpretation or analysis toward correction of their feelings. The use of clichés or old adages implies they should be feeling differently than the way they do. "I know just how you feel," is presumptuous and stops communication, even if the listener has suffered a similar loss. Although there is a general pattern to the grieving process, each person's grief is uniquely their own.
8. Remember that one of the most difficult tasks for the caregiver may be to accept that there is nothing concrete or visibly demonstrative that can be done at this time to ease or "take away" the pain. For those situations, a comforting presence is all that can be expected. Comments that recognize the person's pain and that clearly allow them to talk about their feelings are especially helpful.
9. Most people do find prayer meaningful when you have invested adequate time to hear the hurt of the person in need. But we need to be understanding of everyone's belief – so praying with the family may not be wanted from the family members. If you are comfortable praying with others, and you feel led to ask them if you may pray with them, remember be brief, be personal, be specific and acknowledge God's presence and promise. If you do not feel it is appropriate to ask them, or are uncomfortable to pray with them, simply let them know that you will be praying for them when you get in your car and will ask the volunteers to continue to pray for them.
10. Report your activity to your team coordinator.

WHAT TO SAY and NOT TO SAY

Although most people want to be comforting and helpful, the stress and anxiety of the encounter sometimes makes it difficult to know what to say. Often, the phrase that is meant to be helpful can sometimes produce awkwardness, distress, or even more pain. The list below is a guide of phrases that can be helpful (or hurtful) in comforting the person experiencing a difficult situation.

WHAT TO SAY

I'm sorry.
How are you doing with all of this?
What can I do for you?
I'm here and I want to listen.
Please tell me what you are feeling.
This must be hard for you.
What's the hardest part for you?
I'll call you tomorrow. (Watch your promises)
You must really be hurting.
It isn't fair, is it?
You must feel really angry.
Take all the time you need.
Thank you for sharing your feelings.

WHAT NOT TO SAY

I understand exactly how you feel.
Death was a blessing.
It was God's will.
You have your whole life ahead of you.
You'll feel worse before you feel better.
You can have other children.
You can always remarry.
Call me when I can help.
Something good will come out of this.
At least you have another child.
He (She) led a full life.
It's time to put it behind you now.
Be strong!

Suggestions for Card Team

- Use the foundation address in order for the individual to not know your address. Make sure foundation name is also listed in the return address. Sample:
Ragan's HOPE
P.O. Box 129
Grapevine Texas 76099
- Sign card - You may put your name in the signature – first name is acceptable in order for the person not to know your last name: Sample:
Your Name
Ragan's HOPE
- Be vague in critical cases that may change at a moment's notice...Just say something like "we're thinking of you" or something similar.
- Do not make promises such as "God will heal you." If it is not God's plan, your comment could change the way the person feels about trusting in God.
- Report to card coordinator each time card is sent.
- If we are supporting the family spiritually - write a Scripture in your card. Suggested verses, but not limited to:

Psalm 46:1
Psalm 23:1-3
Psalm 55:22
Jeremiah 29:11
Philippians 4:6-7
Psalm 34:17
Psalm 34:18
Isaiah 60:20
Psalm 34:18
Isaiah 41:10
Romans 8:28
II Corinthians 1:3-5
Joshua 1:9
I Peter 5:7

Meal Team Tips and Suggestions

As part of the meal team you have a choice of being on the monthly frozen meal team and/or the on-call meal team. The monthly frozen meal team volunteers are responsible for preparing a meal that can be frozen. Each month there is a designated drop off place for the meals to be delivered. It is the responsibility of the volunteer to properly label the container.

For the on-call meal team, this volunteer will be on-call when fresh meals are in need of being delivered. The Meal Team Coordinator will simply contact the volunteer and ask for them to be put on the schedule for delivery. This meal does not have to be a home cooked meal. There are several options for this volunteer.

General Freezing Tips for the Frozen Meal Team

- Slightly undercook foods (except for baked goods) you intend to freeze. Reheating cooks food further.
- Always cool food before freezing.
- Avoid freezing the following:
 - Mayonnaise (it will separate)
 - Salad Greens (will become limp)
 - High fat foods (i.e. bacon; will become rancid quickly (in about a month))
 - High salt foods (will become rancid quickly (in about a month))
 - Cooked egg whites (will become tough)
- Select containers only slightly larger than food to be frozen to discourage large ice crystals from forming. The best containers to freeze food in are Ziploc vacuum freezer baggies.
- Pack food tightly to eliminate as much air as possible. Air causes freezer burn, loss of nutrients and shortens storage life.
- Freeze food quickly (by packaging cooled food into small portions). This way only smaller ice crystals will form and you'll avoid that mushy taste and texture thawed food can get.
- When using labels on freezer bags, be sure to place the label on the outside of the bag and then place in another bag to keep moisture from the label or if the label falls off it will fall into the outer baggie.

On-Call Meal Team Suggestions

This is truly a case by case situation. If the food is being delivered to a local hospital – the meal team coordinator will be able to provide a list of various restaurants that will deliver if time does not permit a fresh meal or delivery from the volunteer.

Suggested Donated Items Needed

(These items are taken to Hospitals, so please donate only NEW items)

Reading Material

- Small Bibles
- Devotional books
- Journals

Children's Books

- *Don't Worry About Tomorrow* by Melody Carlson
- *Balloons for Trevor (Understanding Death)* by Anne Good Cave
- *God is in Control* by Stephen Elkins

Books for Adults

- *Sometimes Miracles Hide* by Bruce Carroll
- *When God Doesn't Make Sense* by Dr. James Dobson
- *Grieving the Child I Never Knew* by Kathe Wunnenberg
- *Safe in the Shepherd's Arms* by Max Lucado
- *In the Arms of God* by Dr. James Dobson
- *Seeing God's Heart When You Hurt* by Sandy Clough
- *God, Do You Care?* by Dr. Lynda Hunter
- *Life on Hold* by Brunvoll and Seiler
- *The Power of the Praying Parent* by Stormie Omartian

Personal Items

- Shampoo (travel size)
- Soap (travel size)
- Comb
- Toothpaste (travel size)
- Toothbrush
- Tissues (pocket size)

Miscellaneous Items

- Gift cards (gas, grocery stores, restaurants and retail stores)
- Thank you Cards and Get Well Cards
- Pens and pencils
- Tablets
- Stamps

Children's Items

- New small toys
- New books
- Coloring books
- Art supplies
- Stickers

Food Items

- Peanut butter crackers
- Ramen noodles
- Single-serving soups (pull-tab tops)
- Tuna lunch kits
- Candy
- Microwave popcorn
- Single-serving oatmeal
- Individually-wrapped breakfast bars
- Chips, pretzels, nuts
- Single serving hot chocolate, spiced tea, tea bags
- Bottled Water
- Any single-serving snack items



Tracking Activity

It is imperative that as a volunteer you keep track of all your activity and report it to the team coordinator that you fall under depending on the duty you are fulfilling.

Volunteer Hours Matrix

Volunteer hours will be tracked on a monthly basis, by activity or special event. To keep consistency within the ministry, hours will be allocated to the volunteer based on the specific activity completed. When an event/meeting occurs, a sign in sheet will be provided for tracking purposes.

| Activity | Time Allocated |
|---|----------------|
| Writing & Mailing Cards (per card) | .25 |
| Preparing or Purchasing Meal | 1.00 |
| Delivery of Meals | 2.00 |
| Visitation | 2.50 |
| Assembly of Care Package to take on visit | 1.50 |
| Phone or Email (per contact) | .25 |
| Laundry Services | 3.00 |
| Walk Dog | 1.00 |
| Pick up Mail, Water Plants | 1.50 |

Note: Special Projects completed will be calculated based on the project.

The attached is a sample of the tracking form that is kept on every situation Ragan's HOPE is supporting. This form is compiled of the information you provide to your team coordinator.



Volunteer Questionnaire

Now that you have had a chance to review the volunteer information, the next step is to determine where you feel led to serve. In order to place you in the area you feel best suits you, please take a few minutes to answer these questions for us.

| | |
|------------|--|
| Name | |
| Occupation | |
| Employer | |

| | |
|--|---|
| If there is a specific area you are interested serving in please check. | |
| <input type="checkbox"/> Administration Team <input type="checkbox"/> Calls With Purpose <input type="checkbox"/> Card Team Member <input type="checkbox"/> Communication Team <input type="checkbox"/> Dance Therapy Team <input type="checkbox"/> Donation Team <input type="checkbox"/> Graphic Art Design <input type="checkbox"/> Global Services <input type="checkbox"/> Kids 4 Kids Club <input type="checkbox"/> Meal Team | <input type="checkbox"/> Movers and Shakers Team <input type="checkbox"/> Night of Superstars <input type="checkbox"/> Partnership Development <input type="checkbox"/> On Call/Special Request Team <input type="checkbox"/> Photography Team <input type="checkbox"/> Public Relations / Marketing <input type="checkbox"/> Special Events Team <input type="checkbox"/> Translation Support <input type="checkbox"/> Updates and Prayer Team <input type="checkbox"/> Visitation Team |

| |
|--|
| Have you ever served in a care ministry elsewhere? If so, how would you explain your overall experience? |
| |



Please provide three references that we may contact. These can be professional or personal references.

Name: _____

Address: _____

Email: _____

Contact Number: _____

Name: _____

Address: _____

Email: _____

Contact Number: _____

Name: _____

Address: _____

Email: _____

Contact Number: _____

“Each one should use whatever gift he has received to serve others,
faithfully administering God's grace in its various forms.” 1 Peter 4:10



For this Background Check form, please print this page, complete and sign, and mail to:
Ragan's HOPE, PO Box 129, Grapevine, Texas 76099

Ragan's HOPE Volunteer Background Check Authorization

Please print clearly!

Volunteer's Legal Name

Alias/Maiden Name

(Provide any other name used for prior employment or school that differs from the above.)

Current Home Address

City, State ZIP

Phone Number

Email Address

Date of Birth (mm - dd - yyyy)

Social Security Number - (XXX - XX - XXXX)

Driver's License Number and Issuing State (TX - xxxxxxxx)

Applicant Consent and Release

I have read the attached summary of my rights under the Fair Credit Reporting Act. I understand and agree that CIA, the background check investigation company hired by Ragan's Hope, will verify all or part of the information I have given Ragan's Hope. I understand that this verification may include any inquiry into my motor vehicle driving record, criminal and civil records, as well as other public record information. I authorize the release of such information as may be necessary to verify the information I have provided. In addition, I authorize Ragan's Hope to rerun my background check at periodic intervals in keeping with the church's Child Abuse Policy. I release and hold harmless from all liability Ragan's Hope, CIA, and any individual or entity requesting or supplying information with respect to my application to volunteer.

Volunteer Signature

Date



Notice to Volunteers: Please read the following before completing background check.

**CRIMINAL HISTORY INFORMATION
CONFIDENTIAL**

I hereby am informed and understand that Ragan's Hope shall obtain criminal history record information thru a company named Clear Investigative Advantage (CIA). I understand that I may be disqualified from volunteering with Ragan's Hope if I have been convicted of a felony or any offense involving moral turpitude or for not disclosing any conviction.

I understand that this criminal history record search may include local, state and national law enforcement agency records and hereby expressly release any law enforcement agency, record holder or individual from any and all liability for releasing any and all information these agencies or individuals may provide. If there is a need for further clarification of my identity, I agree to provide additional information including but not limited to, photographs and fingerprints.

I confirm that I have been informed that under the Fair Credit Reporting Act I may review and confirm any negative criminal history data that has been deemed to adversely impact the decision to offer employment. I understand I will be provided the name, address, and telephone number of the reporting agency (CIA) as well as the nature and substance of the criminal record information and the source. The review and confirmation must be obtained from the providing agency.

By signing this form you are indicating that you understand all of the above statements and that your criminal history record will be checked. You must complete the information requested to receive further consideration for volunteering.

Affirmations and Disclosures

I hereby affirm that all information provided in and with this background check is true and accurate to the best of my knowledge and understand that any deliberate falsification, misrepresentation, or omission of fact may be grounds for the rejecting me as a volunteer.

This background check and all attachments become the property of Ragan's Hope. The church reserves the right to accept or reject any background check. All information which becomes a part of this record may be revealed to all persons who participate in the selection of volunteers. I further understand that all information gathered regarding my background check will be the property of Ragan's Hope and will not be released to me.



5151 Belt Line Road, Suite 847
Dallas, Tx. 75254
Tel# 214-382-2727
Toll Free #: 888-CIA-2503

Upon completion please mail to: Ragan's HOPE - PO Box 129, Grapevine Texas 76099

Background Authorization Page 2 of 2



Photo / Video Release Form

I hereby grant the Ragan's Hope Ministries (hereafter, "Ragan's Hope") full and complete permission to use a photograph or image of me or my likeness in a photograph or other artistic document in any and all of its publications, including website entries, without payment or any other consideration.

I understand and agree that these materials will become the property of Ragan's Hope and will not be returned. I hereby irrevocably authorize Ragan's Hope to edit, alter, copy, exhibit, publish or distribute this photo for any and all purposes, including but not limited to that of publicizing Ragan's Hope programs or for any other lawful purpose.

In addition, I waive the right to inspect or approve the finished product, including written or electronic copy, wherein my photograph, image or likeness appears. Additionally, I waive any right to royalties or other compensation arising or related to the use of the photograph or image.

For valuable consideration, I hereby hold harmless, release, indemnify and forever discharge Ragan's Hope from all claims, demands, and causes of action which I, my heirs, representatives, executors, administrators, or any other persons acting on my behalf or on behalf of my estate have or may have by reason of this authorization.

I am 18 years of age or over and am competent to contract in my own name. [Alternatively, I hereby certify that I am the parent or guardian of _____, and do hereby give my consent without reservation to the foregoing on behalf of this person.]

I have read this release and I fully understand the contents, meaning, and impact of this release, and agree to be bound by its terms. This release constitutes the full agreement on this matter between myself and Ragan's Hope and shall not be modified except in writing and signed by both parties.

(Signature)

(Date)

(Printed Name)