



## Volunteer Manual



## Thank you for joining us as an A Kid Again Volunteer!

You are about to embark on one of the most exciting Adventures of your life as you join the growing number of people who want to help make families raising a child with a life-threatening condition feel like A Kid Again!

Volunteers have a very important role to help fulfill A Kid Again's mission of providing hope, happiness and healing for our families! Our fun-filled and cost-free outings, called Adventures, are an opportunity for families to disconnect from the daily stresses that they may face.

As a volunteer, you will bring the fun and excitement to A Kid Again. Whether you're helping at an Adventure, running reports and stuffing envelopes in the office, helping our families get acquainted with an amusement park, or serving at a fundraiser, you're ready to jump in and help at any moment!

This manual is designed to help guide you in your important role to provide hope, happiness, healing and a whole lot of fun for the families we serve!



**A Kid Again®**  
Giving illness a time out



# What is A Kid Again?

A Kid Again is a non-profit that provides cost-free events called Adventures for families raising children with life-threatening conditions.



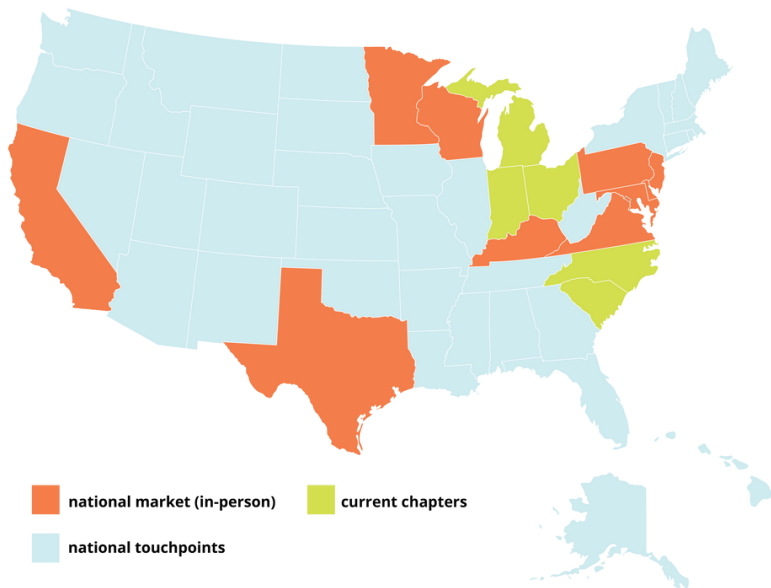
**Mission**

*Our purpose is to foster hope, happiness, and healing for children with life-threatening conditions and their families.*



**Vision**

*A Kid Again's vision is to provide every child faced with a life-threatening condition across the United States with a chance to be... A Kid Again.*



# Through the Years

A Kid Again has grown over the last 30 years to serve families across the U.S. thanks to volunteers like you!

1995

A Kid Again  
Created



2018-2020



1996

First Kings Island  
Adventure



2021



1997

First Staff Member  
Hired



2022

Adventures in CA, TX,  
KY, DMV and PA



2000 & 2008

Southwest Ohio &  
Northern Ohio Open



2023

Indiana, Central  
Carolinas Created

Megan Koester Hired  
as National CEO



## What is an Adventure?

Adventures are cost-free outings for our A Kid Again kids and their families to take a break from hospital stays, medical bills and therapies.



# Getting started as a Volunteer!

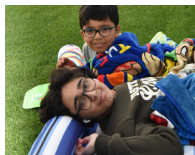
Before you can attend one of our fun-filled Adventures, you need to set-up a VolunteerHub account!



## VolunteerHub

A Kid Again utilizes VolunteerHub for Volunteer Management. Within VolunteerHub, volunteers can view and register for future opportunities and update their account profile.

All volunteers are requested to complete a volunteer profile for proper tracking and training.



## Choose a Volunteer Opportunity

Once you've created an account, you can choose your first volunteer opportunity! Options will include Adventures in your area and any needs of a chapter near you.



## Check out our Information & Resource Page

This page provides volunteers with information to share with friends, family, coworkers or neighbors. Did you know nearly 25% of A Kid Again families have a child who is not verbal? Through our page, you can review resources such as basic words in American Sign Language to help communicate with some of our families.



To access VolunteerHub,  
scan the QR Code or visit  
[www.akidagain.volunteerhub.com](http://www.akidagain.volunteerhub.com)



To access our Information &  
Resource page, scan the QR Code or  
visit [akidagain.org/volunteer-resource](http://akidagain.org/volunteer-resource)



# Volunteer Opportunities

Once you've completed the background check, you will receive periodic email communications indicating future opportunities where you can participate!

## ***Opportunities may include:***



### **Adventures**

Help plan and execute events our kids and their families attend. Roles include planning committee, registration, set up, clean up, food, gifts, entertainment, Adventure support buddy, and others.



### **Fundraisers**

Various fundraisers occur throughout the year. Volunteers are always needed to help with various duties including planning committee, registration, decorations, food, silent auction, entertainment, and more.



### **Public Relations**

Some volunteers are asked to speak publicly to various groups about A Kid Again. They may be asked to set up a table and distribute information at community fairs.



### **Office Support**

Office help includes helping with mailings, answering phones, inputting data, creating invitations and, much more.

*Shortly before each opportunity, an A Kid Again representative will follow up via email with additional instructions and imperative information related to your opportunity.*

## How should I interact with families?

We serve families raising children with a variety of conditions. Some children are non-verbal and others might require a wheelchair. Here are a few tips for your first Adventure:

- Introduce yourself and explain what you are doing when applicable.
- When speaking to children, stoop or sit at their level.
- Since some of our families are non-verbal, learning every day phrases in sign language could help you communicate. Phrases like “hi, yes, thank you, my name is, and have fun” will truly help our kids feel included.
- Play with the kids. It makes them feel important and gives the parents a little break. However, never take a child off by yourself. Make sure there are always others around.

## Resources that will help:



## What should I expect? What's expected of me?

There are no set hours a Volunteer needs to work for A Kid Again. We ask if you do choose to work on a project that you complete the work. If something comes up and you can't attend an event, please contact us so we can make the necessary changes.

**\*\*Please do not come to an Adventure if you are ill.\*\***



### **Confidentiality**

The families have every right to assume that confidential information will be kept confidential. You have an ethical duty to maintain this confidentiality.



### **Personal Gain**

No Volunteer is to approach a family, another Volunteer, or their related business to ask for assistance of any kind. Volunteers are also not permitted to solicit families or other Volunteers on behalf of their business.



### **Tax Benefits**

You may incur some out-of pocket expenses, which you may be entitled to deduct from your itemized tax return.

*(Please consult your tax advisor for guidance.)*

The following are some of the most common expenses incurred by Adventure Guides.

- Direct gifts of money to A Kid Again
- Food and travel
- Mileage to and from events
- Time spent working for A Kid Again



### **Resignation**

If you are no longer able to be a Volunteer for A Kid Again, please notify your chapter representative to remove your name from our mailing list.



# Playing it Safe – Policies & Guidelines – Volunteer Version



## Background Checks

**TYPICAL VOLUNTEER ROLES:** In most cases, Volunteers participate in the following activities while volunteering at an Adventure: greeter, registration, food service, distributing shirts/AKA gear, handing out presents/mementos.

In addition, many volunteers in AKA offices putting together/delivering boxes, sending birthday cards, or wrapping presents.

As typical volunteer roles do not yield direct contact with AKA Kids, we no longer require a background check. However, at any point A Kid Again may request a background check.

## **VOLUNTEER ROLES THAT MAY REQUIRE A BACKGROUND CHECK:**

Any volunteers who may have direct contact with AKA kids (playing Santa, face painting, “ride buddy”) or represent us in the community without additional AKA staff present may be asked to complete, or provide proof of, a background check.

## **DISQUALIFYING BACKGROUND INCLUDES:**

If an individual has been convicted of physical, sexual or emotional abuse or neglect of a child, crimes of violence or physical assault, spousal abuse, any offences that present a threat to the health, safety or welfare of children, and drug related offenses within the last five years.



# Playing it Safe – Policies & Guidelines – Volunteer Version (continued)



## **Family Interaction Policy**

Volunteers should NEVER be alone with a child at an Adventure. It is not permitted for a volunteer to go off to a secluded area, escort a child to the restroom, etc. while at an Adventure.

A parent/guardian must remain with a child at all times while at the Adventure. Volunteers are not permitted to "keep an eye on", "watch for just a minute" while at an Adventure. If a parent/guardian makes that request of a volunteer, volunteers are instructed to politely decline and tell them they can speak to an A Kid Again staff member if they need assistance.

Failure to ensure that this safety standard is adhered to may result in the dismissal of the Volunteer.

## **Lost Child Policy:**

If a volunteer should come across a lost child A Kid Again Staff and/or venue staff should be notified immediately. If an incident occurs and the venue staff is contacted first, please follow up with a phone call to A Kid Again staff to alert the team of the situation.

## **Medical Assistance Policy:**

A Kid Again children may have a medical episode during an Adventure. Simply ask the parents what is needed and follow their direction. Every situation is different, and some may require future medical assistance by an on-site medical team or emergency services. If further emergency services are needed, please call 911. If an incident occurs, A Kid Again staff should be notified.

## **Appropriate Behavior Policy:**

All volunteers are expected to treat families, A Kid Again staff, and fellow volunteers with respect. A Kid Again will not tolerate discrimination, harassment, bullying or any form of disrespectful behavior. Should such behavior occur, A Kid Again has the right to dismiss a volunteer from an Adventure and/or from future events.

## A few reminders before your first Adventure!

The families and children we serve come from diverse backgrounds and have varying medical conditions. The appearances of the children will vary depending on the treatment they are receiving. Out of respect for the families, please do not discuss medical circumstances with them. We want to provide a time of fun for the family and a time to relax.

### Common appearances

- *Wheelchair*
- *Nurse's Aide*
- *Ventilator*
- *Feeding tube*
- *Wearing a helmet*
- *Speech delays*
- *Body growth delays*
- *Wearing a face mask*



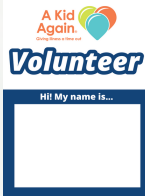
## How will families know I'm here to help?

Volunteers will wear lanyards, t-shirts or some combination thereof. This will help volunteers stand out to our families.



### T-Shirt

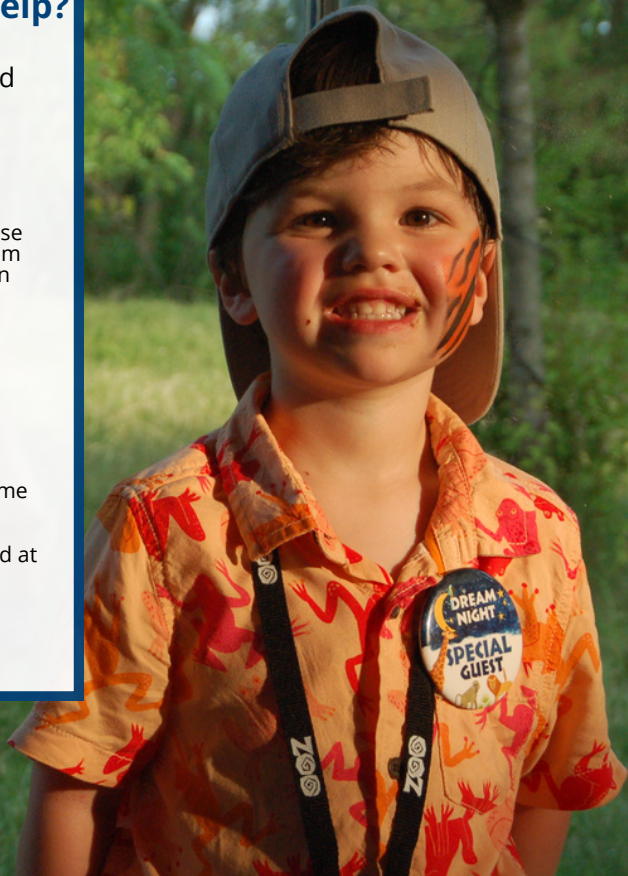
Volunteers will receive a t-shirt to signify that they're an A Kid Again volunteer. These shirts will be light blue to differentiate from any shirts that families might receive at an Adventure.

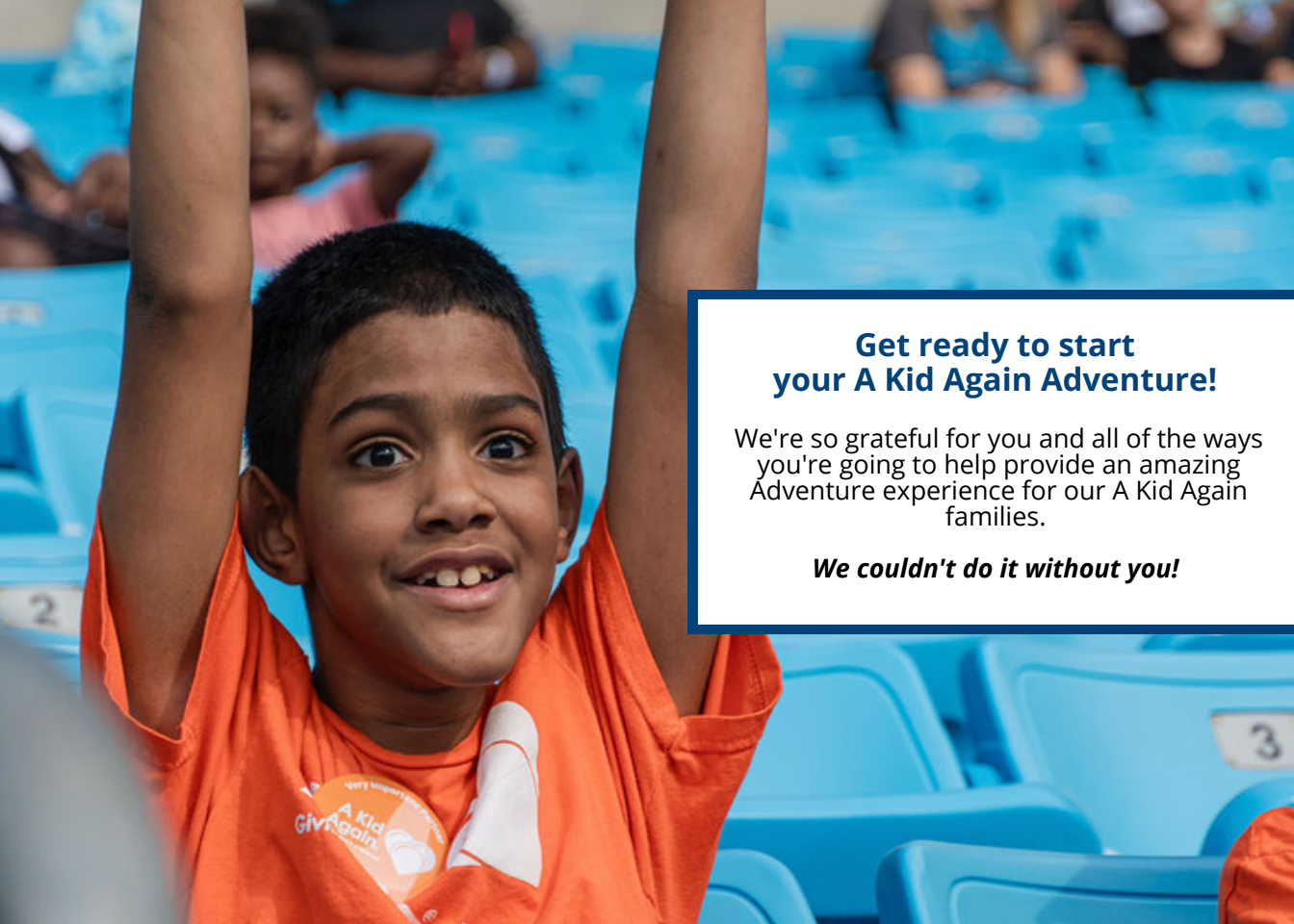


### Badges

Volunteers will receive a lanyard and name badge upon arrival at an opportunity.

We kindly ask that all badges be returned at the end of the volunteer opportunity.



A young boy with dark hair and a bright smile is the central focus. He is wearing an orange t-shirt that features a circular logo with the text 'A Kid Again' and a graphic of a person. His arms are raised high in the air. The background is a blurred view of a stadium with rows of blue plastic seats. Other people are visible in the background, some sitting and some standing, but they are out of focus. The overall atmosphere is one of excitement and celebration.

## **Get ready to start your A Kid Again Adventure!**

We're so grateful for you and all of the ways  
you're going to help provide an amazing  
Adventure experience for our A Kid Again  
families.

***We couldn't do it without you!***