



ALSAC/St. Jude Children's Research Hospital

VOLUNTEER HANDBOOK



St. Jude patient Misheel

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Welcome

Dear ALSAC Volunteer,

On behalf of everyone at ALSAC and St. Jude Children's Research Hospital®, thank you for choosing to devote your time, energy and talents to support the lifesaving mission of St. Jude.

As a volunteer, you are part of an incredible legacy of caring and commitment – a legacy that not only made St. Jude possible, but also continues to help fund the research and treatment that gives hope to desperately ill children and their families. When St. Jude founder Danny Thomas established ALSAC to raise the funds and awareness needed to build St. Jude and then keep the doors open, he turned to people just like you in communities everywhere for help.

Danny's Army responded and, in 1962, St. Jude Children's Research Hospital began the work that would lead the way the world understands, treats and defeats childhood cancer and other life-threatening diseases. Thanks to volunteers like you, St. Jude can continue the ground-breaking research and world-class treatment that are the hallmark of St. Jude. And your support means St. Jude also can keep Danny's promise that families will never receive a bill from St. Jude for treatment, travel, housing or food – so they can focus on helping their child live.

You and your fellow volunteers make it possible for ALSAC to host thousands of events every year – events that help share the mission of St. Jude while raising much-needed funds and awareness. Please know that your support, in so many ways, truly is making a difference in the lives of the patients and their families who turn to St. Jude for hope and healing.

We could not be more grateful for your dedication and commitment. Thank you for embracing the mission of St. Jude and welcome to our team!

Richard C. Shadyac Jr.
President and Chief Executive Officer
ALSAC, the fundraising and awareness organization for St. Jude Children's Research Hospital

Dear ALSAC Volunteer,

Welcome! Thank you for your willingness to give the gift of your time and your commitment to the mission of St. Jude Children's Research Hospital. The time you dedicate as an ALSAC/St. Jude Volunteer is the foundation of our success and supports the kids of St. Jude and their families. Because of your efforts, the hours you donate ensures families never receive a bill from St. Jude for treatment, travel, housing or food – because all a family should worry about is helping their child live.

This handbook is designed to support you and help you understand what to expect as an ALSAC/St. Jude Volunteer. The handbook will provide important information, policies and procedures. Please take some time to review this handbook and familiarize yourself with the contents as it will answer many questions concerning your volunteer experience.

If you have additional questions, please do not hesitate to contact us at volunteerlocal@alsac.stjude.org.

We cannot do what we do for the kids of St. Jude without you. Thank you again for your selflessness and hard work to support St. Jude where we all strive for *Finding cures. Saving children.*®

With gratitude,

Amy Junge

Sr. Director, Volunteer Experience and Donor Engagement

Our Unique Mission

Finding Cures. Saving children.®

St. Jude Children's Research Hospital has a mission like no other – to discover how to save the lives of children with cancer and other life-threatening diseases. St. Jude shares the breakthroughs it makes to help doctors and researchers at local hospitals and cancer centers around the world treat childhood cancer. So when you support St. Jude, you help improve the quality of treatment and care for children everywhere.

Families never receive a bill from St. Jude for treatment, travel, housing or food – so they can focus on helping **their child live**.

Every child deserves a chance to live their best life and celebrate every moment. When you support St. Jude, **you can help make cures possible for kids with cancer**. Together, we can save more lives.

When St. Jude opened in 1962, childhood cancer was considered incurable. Since then, **St. Jude has helped push the overall survival rate from 20% to more than 80%**, and we won't stop until no child dies from cancer.

St. Jude cares for some of the world's sickest children regardless of their race, ethnicity, beliefs, or ability to pay. Our patients **receive the customized care** they need to treat childhood cancer and other life-threatening diseases, no matter what barriers they may face.

Because of your support, we can **provide children cutting-edge treatments not covered by insurance**, at no cost to families.

Treatments invented at St. Jude have helped raise the survival rate for children with cancer in the United States, where 4 out of 5 children survive cancer. **In many developing countries, however, 1 out of 5 children diagnosed with cancer will survive**. We won't stop until no child dies from cancer, **no matter where they live**.

About ALSAC

American Lebanese Syrian Associated Charities, Inc. (ALSAC) was founded by Danny Thomas in 1957 to be the fundraising and awareness organization for St. Jude Children's Research Hospital. Its sole mission is to raise the funds and awareness necessary to operate and maintain the hospital.

Founding

Our founder, Danny Thomas, was an incredible visionary who believed that “no child should die in the dawn of life.” Early in his career, as a struggling entertainer, he prayed to St. Jude Thaddeus, the patron saint of lost causes, “Help me find my way in life and I will build you a shrine.” In the following years, Danny’s career flourished. But he never forgot that prayer or that promise. He decided that the shrine would be St. Jude Children’s Research Hospital. When he decided to start St. Jude, his idea was cutting edge – a hospital where children could receive treatment for life-threatening diseases regardless of a family’s race, religion, or financial status. Danny rallied an army of people just like today’s volunteers to raise the funds and awareness needed to build and maintain St. Jude.

ALSAC’s Mission

We raise funds and build awareness to sustain the mission of St. Jude Children’s Research Hospital to advance cures, and means of prevention, for pediatric catastrophic diseases through research and treatment while honoring the memory and heritage of our founder, Danny Thomas.

ALSAC’s Vision

To realize Danny’s dream that no child should die in the dawn of life.

The ALSAC Volunteer Experience

Thank you for giving your time to support the life-saving mission of St. Jude Children’s Research Hospital: Finding cures. Saving children.® We wish you a fulfilling, enjoyable, and safe volunteer experience!

To learn more about volunteering with ALSAC and to ensure an even better volunteer experience, please take a few minutes to review this Volunteer Handbook. If you have any questions, please contact your ALSAC staff lead or local ALSAC office. You may also contact the national Volunteer Operations and Experience team at volunteerlocal@alsac.stjude.org.

About the Volunteer Handbook

This Handbook includes many of the policies and procedures related to volunteer engagement at ALSAC. ALSAC employees who engage volunteers are responsible for administering and adhering to the policies and procedures, as applicable, described in the Handbook and will be available to provide further information or clarification. Volunteers are responsible for learning about and adhering to the policies and procedures set out in this Handbook.

ALSAC may modify, rescind, delete or add to the provisions of this Handbook without notice. Nothing in this Handbook creates a contractual relationship or employee/employer relationship between volunteers and ALSAC/St. Jude.

Please note that some volunteers, particularly those serving in committee leadership roles, will have role descriptions or other documents requiring signature, in addition to the policies outlined in this Handbook.

Members of the ALSAC workforce who volunteer are bound at all times by the Employee Handbook or applicable employment-related policies.

Volunteers at ALSAC

Definition of a Volunteer

ALSAC defines a volunteer as any identified person who willingly gives their time and/or talents for the mission of St. Jude Children's Research Hospital without monetary gain.

Our Commitment to You

ALSAC truly appreciates your service and your dedication to help the kids at St. Jude, and we want to make sure you have a wonderful and enjoyable experience. To that end, we strive to:

- Value and appreciate your time, talent, and expertise
- Respect your skills, dignity, and individual needs
- Provide you with adequate information, training, and assistance so you can be successful in your volunteer role
- Offer guidance, goals, and feedback
- Be open minded and receptive to your comments and suggestions
- Maintain a positive and safe environment
- Treat you as a valued volunteer, who is important in helping to accomplish the mission of St. Jude Children's Research Hospital

In each ALSAC office, dedicated staff are responsible for volunteer engagement in their programs. We also have many volunteers who serve in a leadership role, supporting and managing other volunteers. Please contact your ALSAC staff lead or leadership volunteer with any questions you may have.

Overview of Volunteer Roles

ALSAC offers a wide variety of opportunities, so volunteers are sure to find something that fit their skills, interests, and availability. Below are just a few examples of ways volunteers can serve:

- Leadership
 - Event Committees
 - Area Advisory Councils
- Operations
 - Administrative and Office Support
 - Project-based
 - Specialized roles based on professional skills (e.g., graphic design, public relations, etc.)
- Event Execution
 - Volunteer Coordinator
 - Registration
 - Greeter
 - Silent Auction
 - Floater
 - Set-up and Clean-up
- Fundraising
 - St. Jude Heroes
 - DIY Coordinators

Many volunteers serve on committees. At ALSAC, a committee is a group of community leaders and influencers who get together in support of a social event to fundraise through a fun and engaging atmosphere for St. Jude Children's Research Hospital.

Resources for Volunteers

ALSAC offers several online resources to support you throughout your volunteer journey.

Volunteer “Landing Zone”

The “landing zone” (stjude.org/volunteer) is an online hub with resources, volunteer stories, and links to other helpful sites to support the volunteer experience.

Volunteer Management System

The Volunteer Management System (VMS) is an online platform where volunteers can find service opportunities, track their hours and more. Volunteers can access the VMS through the “landing zone” at stjude.org/volunteer.

Volunteer Learning Portal

The Learning Portal allows volunteers to find training, content, and other resources to equip them for their role. The portal includes things such as National Volunteer Onboarding, event-specific training, volunteer development, tools and resources.

Online Volunteer Community

ALSAC manages a private Facebook group for volunteers to connect with each other and the St. Jude mission. Volunteers can find updates, volunteer stories, service opportunities, and more. Request to join at <https://www.facebook.com/groups/alsacvolunteergroup>.

Your Commitment as an ALSAC Volunteer: Volunteer Policies

Volunteer Code of Conduct and Ethics

To ensure orderly operations and provide the best possible environment, ALSAC/St. Jude expects volunteers to follow rules of conduct that will protect the interests and safety of all volunteers, patients and patient families, employees and the organization. Volunteers are expected to maintain a positive work atmosphere by acting and communicating in a manner that demonstrates respect, values input, acknowledges contributions, and embraces diversity.

ALSAC/St. Jude expects volunteers to:

- Treat all individuals with respect, patience, integrity, courtesy, dignity, and consideration.
- Represent ALSAC/St. Jude in an appropriate and professional manner at all times.
- Be reliable and follow through on volunteer commitments.
- Respect all confidential information, including, but not limited to, ALSAC, St. Jude, patient and patient family information.
- Communicate to ALSAC staff about any resources or support needed to fulfill the volunteer role.
- Keep safety as a top priority.
- Not use, possess or be under the influence of illegal drugs or alcohol while serving in a volunteer capacity.
- Avoid conflict of interest situations and refrain from actions that may be perceived as such.
- Not engage in conduct that threatens, intimidates, or coerces another person, including all acts of harassment that is based on an individual's race, color, religion, sex, national origin, age, sexual orientation, gender identity, transgender status, disability, veteran status, genetic information, or other protected status.

- Participate in any required orientation or training that will equip them to perform and fulfill their volunteer commitment.
- Provide their own transportation and cover expenses related to volunteering for ALSAC, unless otherwise stated and approved in writing by the senior leader in the office or department prior to incurring the expense.
- Dress in a manner that is appropriate for a given program/event in accordance with that program/event's dress code.
- Abide by all applicable laws and ALSAC/St. Jude volunteer program policies and procedures.

Eligibility Requirements

Some roles may have specific requirements including (but not limited to) skills, minimum age, or background clearance. Requirements will be posted clearly on the volunteer role description. If a volunteer applies for a role for which he/she doesn't match the requirements, the ALSAC staff lead can help direct the volunteer to another role that is a better fit.

Youth Volunteers

ALSAC welcomes youth volunteers in many of our opportunities. Volunteers under the age of 18 must have the written consent of a parent or legal guardian prior to volunteering. Parental/guardian consent is requested in lieu of a background check, which is not required for those less than 18 years of age. Once a youth volunteer turns 18, he or she may begin serving in a role that requires a background check.

Please see the **Youth Volunteer Release and Waiver of Liability** in the Appendix. The Signature Form must be completed and returned to an ALSAC staff member for processing at least one week prior to the date and time of the intended volunteer opportunity. Failure to deliver the signed *Youth Volunteer Release and Waiver of Liability - Signature Form* may result in denial of volunteerism for a particular role.

A volunteer under the age of 17 must be accompanied by an adult. If individuals under the age of 17 are volunteering as a group, they must have at least one adult chaperone for every 5 youth volunteers.

Background Checks

ALSAC is committed to providing a safe environment for our patients, families, volunteers, staff, donors, sponsors, and communities. To minimize risks, some volunteer roles will require a criminal background check. We established criteria for background checks based on activities that present a higher level of risk to the organization, including:

- Handling money
- Accessing ALSAC systems
- Accessing credit card or other sensitive information

- Interacting with children
- Managing other volunteers who perform these activities

If volunteers register for roles requiring a background check, they will be linked to a third-party company's online system where they will enter their name, birthdate, Social Security Number and provide consent for the background check to be performed. *Please note that volunteers without a Social Security Number are able to complete a background check; contact your ALSAC staff lead for details.*

Background checks will be conducted in accordance with applicable federal and/or state law. All results will remain confidential. Volunteers will have access to their own report. A limited number of ALSAC staff will be able to see the full report on a need-to-know basis, but they will not be able to see Social Security Numbers.

Background checks will search for criminal misdemeanor or felony offenses over the past seven years. A motor vehicle records check may be required in limited cases where a volunteer is tasked with driving an ALSAC vehicle.

Volunteers who choose not to authorize a background check may be limited in their volunteer opportunities. Cooperation includes, among other things, providing consent to conduct a background check and responding with truthful and complete information.

The results of a background check may disqualify a volunteer from a particular role or from volunteering for ALSAC. Volunteers will be notified of the results by email and, if appropriate, may be redirected to other volunteer opportunities.

ALSAC reserves the right to perform background checks when it believes it is necessary and/or at regular intervals.

Handling Funds

Responsible stewardship and Payment Card Industry (PCI) standards require that we observe certain procedures in order to protect personal and payment information and proceeds from fundraising activities. For identified roles, volunteers will be required to acknowledge and comply with ALSAC's funds handling procedures. Training and/or additional resources will be provided for volunteers in these roles.

Communicating with ALSAC Staff

Volunteers are expected to maintain open and honest communication with ALSAC staff. This includes providing feedback, requesting resources needed to fulfill their role(s), and keeping staff informed of progress and changes. However, if a volunteer has any concerns

with any instructions or behavior of any ALSAC employee, please notify the senior leader in the office or department.

Confidential and Proprietary Information

In the course of their service with ALSAC, volunteers may see or need to use confidential and proprietary information about the organization, donors, patients and patient families, staff, or other volunteers. Volunteers may not disclose confidential or proprietary information to persons outside ALSAC without express written permission from executive leadership. If volunteers have any questions about whether something is confidential information, they should contact their ALSAC staff lead. Every ALSAC volunteer is responsible for safeguarding confidential and proprietary information.

Beyond what is required for their specific role, volunteers will not communicate or disclose any information or materials regarding ALSAC/St. Jude's business practices, operating processes, personnel practices, or any information concerning patients and patient families, donors, supporters, or volunteers to any third party or use such for the benefit of any third party without obtaining prior written consent from the ALSAC executive leadership.

Volunteers' responsibility to maintain confidentiality extends indefinitely beyond their term of service with ALSAC.

HIPAA

HIPAA stands for the Health Insurance Portability and Accountability Act of 1996. This act requires all individuals, including volunteers, to safeguard and protect patient information. This information can be oral, written or electronic. We have a duty to protect and safeguard certain types of patient information known as Protected Health Information (PHI), which is any identifiable information that includes medical records, conversations, faxes, or e-mails and text messages which include patient information. Any information that specifically identifies a patient is considered Protected Health Information.

Volunteers are strictly prohibited from taking photos of protected information. Images, including photographs, are included as protected information. Video, photography and/or audio recording a patient or family members (including taking pictures with a cell phone or other devices) is strictly prohibited. Under HIPAA, wrongful and willful disclosure of health information carries fines and can involve jail time. Your responsibility is to understand HIPAA and confidentiality.

Social Networking

We recognize that social media plays an important role in shaping public opinion about ALSAC and St. Jude Children's Research Hospital. ALSAC wants to encourage its volunteers to spread the mission of the organization and the mission of St. Jude while respecting ALSAC/St. Jude interests, as well as those of our patients and patient families, employees, partners, donors and volunteers.

However, volunteers cannot speak on behalf of ALSAC or St. Jude. Individuals who identify themselves as ALSAC volunteers in social media or online channels should make it clear that they are expressing their own views and not speaking on behalf of ALSAC or St. Jude.

ALSAC volunteers may not take nor post any photos of patients. ALSAC volunteers may also not take any other pictures that contain confidential or proprietary information or information considered confidential or in violation of HIPAA or privacy laws. ALSAC volunteers may not use ALSAC/St. Jude trademarks, logos, pictures or other materials without the prior written permission of the senior leader in the office or department.

Volunteers are encouraged to follow the ALSAC/St. Jude official accounts on social media and in online channels and to share that content.

Media Relations

Volunteers cannot speak for ALSAC or St. Jude unless granted prior permission by their ALSAC staff lead. Volunteers should send all media inquiries directly to their ALSAC staff lead. Please note that media inquiries are extremely time-sensitive and should be forwarded as soon as they are received.

Dress Code

Volunteers are representatives of ALSAC and will be seen as representatives of St. Jude, and should dress appropriately for the conditions and performance of their duties. Volunteers who provide support in an office situation should follow a business casual dress code, ensuring that they are appropriately dressed while at the office. Some ALSAC events or programs may have a different dress code. Volunteers should dress in a manner that is appropriate for a given program or event.

If volunteers are provided with an event- or volunteer-specific item, such as a T-shirt or nametag, they should wear it as requested.

Attendance

When individuals commit to a volunteer role, they become a valuable member of the ALSAC team and play an important role in the success of ALSAC's mission. For that reason,

we ask that volunteers do not make commitments that they may be unable to fulfill or take on a role for which they may be unqualified.

We understand that life happens, and volunteers may not always be able to fulfill their role or make it to their assigned shift. For day-of-event roles, if they are not available to appear for or complete the shift(s) for which they have registered, they should cancel their registration **at least one week prior to the role or shift**. If it's less than one week prior, volunteers should contact their ALSAC staff lead as soon as possible.

Some roles, such as those on committees, will have additional attendance requirements (for example, committee meetings) that will be outlined in the role descriptions.

Photo Releases

At many events, ALSAC employees or those authorized by ALSAC will take photos and/or videos. Volunteers consent to the use of said photos and videos in printed materials, social media, videos, and presentations without any compensation.

Orientation and Training

ALSAC offers tools, resources and training to assist volunteers to fulfill certain roles. All volunteers should participate in the ALSAC Volunteer Orientation, which will provide background on ALSAC/St. Jude and how volunteers play a vital role in achieving our mission. It also includes important information to help volunteers succeed in their role with the organization.

Some volunteer roles will require pre-service and/or on-going training. Volunteers must complete any required training in order to serve.

For roles requiring access to ALSAC's network, email, or technology, volunteers must complete required compliance training and/or policy acknowledgements. The required policies and training are not included in this Handbook and will be provided to the volunteers when they begin serving in these roles.

Volunteer Performance Feedback

Our goal is to make sure all our volunteers have a meaningful, rewarding experience with ALSAC/St. Jude, while providing the best service possible for patients and patient families, donors, participants, and community members. Because of that, some volunteer roles require training and performance feedback.

Reimbursement

Volunteers should cover expenses related to volunteering for ALSAC, unless otherwise stated and pre-approved in writing by the senior leader in the office or department prior to incurring the expense.

Safety and Security

The safety of our volunteers, patients and patient families, donors, and staff is of foremost importance. Each volunteer is expected to obey safety rules and to exercise caution in all activities. Conduct that threatens, intimidates or coerces another person will not be tolerated. All individuals should be treated with courtesy and respect at all times. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of ALSAC without proper authorization.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to the ALSAC staff lead or any other member of management. This includes threats by volunteers, employees, customers, vendors, solicitors or other members of the public. Reports about threats of violence should be as specific and detailed as possible.

Please call 911 in emergency situations.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including dismissal.

As an added safety precaution, volunteers should wear their ALSAC-provided apparel or name tags whenever they are serving on behalf of the organization.

Please note that ALSAC/St. Jude has no liability for personal property.

Volunteers play a key role in maintaining a safe environment. Volunteers are responsible for:

- Their own behavior by interacting responsibly with other volunteers, staff, donors, patients and patient families
- Being familiar with ALSAC's policies regarding safety and security
- Promptly reporting actual and/or potential acts of violence to appropriate authorities
- Cooperating fully in investigations/assessments of allegations of violence
- Informing appropriate ALSAC personnel (including his/her staff lead) about restraining or protective court orders related to domestic situations so that assistance can be offered

Substance Use Policy

It is ALSAC's desire to provide a drug-free, healthful and safe environment for patients and patient families, volunteers, donors and staff. To promote this goal, volunteers are required to report in appropriate mental and physical condition to perform their duties in a satisfactory manner.

While volunteering on behalf of ALSAC/St. Jude, no volunteer may be under the influence of alcohol or use, possess, distribute, sell, transfer or consume illegal drugs. The legal use of prescribed drugs is permitted while volunteering only if it does not impair a volunteer's ability to perform the essential functions of the role effectively and in a safe manner that does not endanger other individuals.

Harassment-free Environment

ALSAC is committed to providing an environment that is free from unlawful discrimination and conduct that can be considered harassing, coercive, disruptive or hostile, including sexual harassment. Actions, words, jokes or comments based on an individual's race, color, religion, sex, national origin, age, sexual orientation, gender identity, transgender status, disability, veteran status, genetic information, or other protected status will not be tolerated.

Open Door Policy

If a volunteer has concerns or questions related to his/her volunteer experience, he/she should address questions first with his/her ALSAC staff lead. If the issue cannot be resolved, he/she may then address it with the senior leader in the office or department.

Volunteers observing any unsafe or inappropriate behavior by other volunteers, staff, vendors, or event participants should contact their ALSAC staff lead or file a report through the EthicsPoint Hotline website (<https://secure.ethicspoint.com/domain/media/en/gui/13824/index.html>) or by calling (800) 427-1918. When filing a report online, enter "ALSAC" as the name of the organization and select "American Lebanese Syrian Associated Charities, Inc. (ALSAC)" from the choices provided.

There will be no form of retaliation for using the open door practice. Any discrimination or harassment concerns should be brought to the attention of ALSAC staff.

Volunteers as Donors

Volunteers may be included in fundraising solicitations. Volunteers are not required to be financial supporters of the organization and can choose to donate if they wish or be removed from the mailing list.

Volunteer Transition

ALSAC understands that volunteers have commitments and changing priorities that may no longer allow them to volunteer with ALSAC/St. Jude. Volunteers should notify their ALSAC staff lead of that decision and the effective date as soon as possible so that arrangements can be made to recruit and train new volunteers. Committee chairs and other leadership volunteers should provide at least four weeks' notice. However, the volunteer may at any time, and for whatever reason, decide to sever their relationship with the organization. Notice of such a decision should be communicated as soon as possible. All ALSAC/St. Jude property, including meeting notes and contacts for events, should be returned to ALSAC.

Volunteer Feedback

For some volunteer roles, ALSAC may request further feedback from volunteers. Such interviews will help us gather information about how we engage with volunteers and, ultimately, improve our volunteer program. These discussions may also concern role-specific information to which the volunteer had access. This is a vital part of the succession planning process.

Removal from Service

ALSAC reserves the right to remove a volunteer who doesn't adhere to the policies outlined in this Handbook or who doesn't fulfill the duties of his/her volunteer role.

APPENDIX

St. Jude/ALSAC Volunteer Release and Waiver of Liability

We greatly appreciate your assistance and commitment to finding cures for children's cancer. Our policies require that we have an accurate record of all volunteers. This is a form in which you agree to release St. Jude Children's Research Hospital ("St. Jude") and American Lebanese Syrian Associated Charities, Inc. ("ALSAC") of all liability while working as a volunteer for our organizations.

This Release and Waiver of Liability (the "Release") as of the date of the signature below, by the "Volunteer", whose name appears below, releases St. Jude Children's Research Hospital and American Lebanese Syrian Associated Charities, Inc., nonprofit corporations, their directors, officers, employees, and agents (collectively, "St. Jude/ALSAC"). The Volunteer desires to provide volunteer services for St. Jude/ALSAC and engage in activities related to serving as a volunteer.

Volunteer understands that the scope of Volunteer's relationship with St. Jude/ALSAC is limited to a volunteer position and that no compensation is expected in return for services provided by Volunteer; that St. Jude/ALSAC will not provide any benefits traditionally associated with employment to Volunteer; and that Volunteer is responsible for his/her own insurance coverage in the event of personal injury or illness as a result of Volunteer's services to St. Jude/ALSAC.

1. Volunteer Code of Conduct and Ethics: ALSAC expects volunteers to follow rules of conduct that will protect the interests and safety of all volunteers, patients and patient families, employees and the organization. As a St. Jude/ALSAC Volunteer, I am expected to maintain a positive atmosphere by acting and communicating in a manner that demonstrates respect, values input, acknowledges contributions and embraces diversity. In performing any service for St. Jude/ALSAC, I agree to meet the following standards of conduct:

- Treat all individuals with respect, patience, integrity, courtesy, dignity and consideration.
- Represent St. Jude/ALSAC in an appropriate and professional manner at all times.
- Be reliable and follow through on volunteer commitments.
- Respect all confidential information.
- Communicate to ALSAC staff about any resources or support needed to fulfill the volunteer role.
- Keep safety as a top priority.
- Not use, possess or be under the influence of illegal drugs or alcohol while serving in a volunteer capacity.

- Avoid conflict of interest situations and refrain from actions that may be perceived as such.
 - Not engage in conduct that threatens, intimidates or coerces another person, including all acts of harassment that is based on an individual's race, color, religion, sex, national origin, age, sexual orientation, gender identity, transgender status, disability, veteran status, genetic information, or other protected status.
 - Participate in orientation and any required training that will equip them to complete their volunteer roles.
 - Provide their own transportation and cover expenses related to volunteering for ALSAC, unless otherwise stated and approved prior to incurring the expense.
 - Dress in a manner that is appropriate for a given program/event in accordance with that program/event's dress code.
 - Abide by all applicable laws and St. Jude/ALSAC volunteer program policies, guidelines and procedures.
2. Waiver and Release: I, the Volunteer, release and forever discharge and hold harmless St. Jude/ALSAC and its successors and assigns from any and all liability, claims, and demands of whatever kind of nature, either in law or in equity, which arise or may hereafter arise from the services I provide to St. Jude/ALSAC. I, for myself, my heirs, executors and administrators, hereby agree to indemnify and hold harmless to St. Jude/ALSAC. I understand and acknowledge that this Release discharges St. Jude/ALSAC from any liability or claim that I may have against St. Jude/ALSAC with respect to bodily injury, personal injury, illness, death, or property damage that may result from the services I provide to St. Jude/ALSAC or occurring while I am providing volunteer services.
 3. Insurance: Further I understand that St. Jude/ALSAC does not assume any responsibility for or obligation to provide me with financial or other assistance, including but not limited to medical, health, or disability benefits or insurance. I expressly waive any such claim for compensation or liability on the part of St. Jude/ALSAC beyond what may be offered freely by St. Jude/ALSAC in the event of injury or medical expenses incurred by me.
 4. Assumption of Risk: I understand that the services I provide to St. Jude/ALSAC may include physical activities that may result in injury to me. I acknowledge that I am physically fit and able to safely participate in the volunteer activities without risk to myself or others. As a volunteer, I hereby expressly assume risk of injury or harm from these activities and Release St. Jude/ALSAC from all liability.
 5. Background Checking: I understand that various volunteer positions require background check(s). If required, I hereby authorize St. Jude/ALSAC to run such background checks and also agree to provide proof of licensure or certification prior to performing any professional or skilled task. By signing this waiver, whether physically or by digital verification, I certify that the information contained in this application is correct and true. If St. Jude/ALSAC, determines that any information submitted is

false, I may be immediately disqualified from consideration for volunteering and/or discharged from volunteer service

6. Photographic Release: I grant and convey to St. Jude/ALSAC all right, title, and interests in any and all photographs, images, video, or audio recordings of me or my likeness or voice made by St. Jude/ALSAC in connection with my providing volunteer services to St. Jude/ALSAC.
7. Other: As a volunteer, I expressly agree that this Release is intended to be as broad and inclusive as permitted by the laws of the State of Tennessee and that this Release shall be governed by and interpreted in accordance with the laws of the State of Tennessee. I agree that in the event that any clause or provision of this Release is deemed invalid, the enforceability of the remaining provisions of this Release shall not be affected.
8. Change in circumstances: I understand that if there is a change in my circumstances or condition, I must notify St. Jude/ALSAC before my next volunteer shift.
9. Donation Handling: I recognize that donors provide financial and other resources to ALSAC for support of the mission of St. Jude. When handling ALSAC donations, I will do so with integrity and honesty and in accordance with ALSAC's policies and guidelines.

By checking below, I express my understanding and intent to enter into this Release and Waiver of Liability willingly and voluntarily.

☐ I have read and agree to the release and waiver of liability and code of conduct

Youth Volunteer Release and Waiver of Liability

This Release and Waiver of Liability (the “Release”) executed on this day by the minor child (the “Volunteer”), and the parent having legal custody and/or the legal guardian of the volunteer (the Guardian), in favor of ALSAC/St. Jude, a nonprofit corporation, its directors, officers, employees and agents (collectively, “ALSAC”).

The Volunteer and Guardian desire that the minor child serve as a volunteer for ALSAC and engage in the activities related to being a volunteer (the “Activities”). The Volunteer and the Guardian understand that the Activities may include but are not limited to, volunteering at off site at events, working in ALSAC offices, and working at offsite locations with other ALSAC-approved vendors.

The Volunteer and Guardian do hereby freely, voluntarily, and without duress execute this Release under the following terms:

Release and Waiver. Volunteer and Guardian do hereby release and forever discharge and hold harmless ALSAC and its successors and assigns from any and all liability, claims, and demands of whatever kind or nature, either in law or in equity, which arise or may hereafter arise from Volunteers Activities with ALSAC.

Volunteer and Guardian understand that this Release discharges ALSAC from any liability or claim that the Volunteer or Guardian may have against ALSAC with respect to any bodily injury, personal injury, illness, death, or property damage that may result from Volunteer’s Activities with ALSAC whether caused by the negligence of ALSAC or its officers, directors, employees or agents, or otherwise. Volunteer and Guardian also understand that ALSAC does not assume any responsibility for or obligation to provide financial assistance or other assistance, including but not limited to medical, health, or disability insurance in the event of injury or illness.

It is the policy of ALSAC that a child under the age of 17 must be accompanied by an adult. If individuals under the age of 17 are volunteering as a group, they must have at least one adult chaperone for every 5 youth volunteers.

Medical Treatment. Volunteer and Guardian do hereby release and forever discharge ALSAC from any claim whatsoever which arises or may hereafter arise on account of any first aid, treatment, or service rendered in connection with the Volunteer’s Activities with ALSAC or with the decision by any representative or agent of ALSAC to exercise the power to consent to medical or dental treatment as such power may be granted and authorized in the Parental Authorization for Treatment of a Minor Child.

Assumption of the Risk. The Volunteer and Guardian understand that, in some cases, Activities may include work that may be hazardous to the Volunteer, including, but not limited to working with the public, loading and unloading, and event booth management.

Volunteer and Guardian hereby expressly and specifically assume the risk of injury or harm in these Activities and release ALSAC from all liability for injury, illness, death, or property damage resulting from the Activities.

Insurance. The Volunteer and Guardian understand that, except as otherwise agreed to by ALSAC in writing, ALSAC does not carry or maintain health, medical, or disability insurance coverage for any Volunteer.

Photographic release. Volunteer and Guardian do hereby grant and convey unto ALSAC all right, title, and interest in any and all photographic images and video or audio recordings made by ALSAC during the Volunteer's service with ALSAC, including, but not limited to, any royalties, proceeds, or other benefits derived from such photographs or recordings.

Other. Volunteer and Guardian expressly agree that this Release is not intended to be as broad and inclusive as permitted by the laws of the State of Tennessee, and that this release shall be governed by and interpreted in accordance with the laws of the State of Tennessee. Volunteer and Guardian agree that in the event that any clause or provision in the release shall be held to be invalid by any court of competent jurisdiction, the invalidity of such clauses or provision shall not otherwise affect the remaining provisions of this Release which shall continue to be enforceable.

Signature Form. Volunteer and Guardian must fill out in full and sign the attached *Youth Volunteer Release and Waiver of Liability – Signature Form*. This form must be completed and returned to an ALSAC staff member for processing at least one week prior to the date and time of the intended volunteer opportunity. Failure to deliver the signed *Youth Volunteer Release and Waiver of Liability – Signature Form* may result in denial of volunteerism.

XXX

Youth Volunteer Release and Waiver of Liability – Signature Form

Statements of Understanding (please check the boxes)

- ☐ I have read the *Youth Volunteer Release and Waiver of Liability – Information* form and understand that it has legal consequences.
- ☐ I understand this document must be filled out in full and returned to a ALSAC staff member in advance of a chosen opportunity to allow for processing and confirmation of space and availability.
- ☐ I understand this completed document does not guarantee an opportunity to volunteer, but only allows ALSAC staff the necessary information to invite my youth to volunteer if spaces are available.

Contact Information

Youth's Name: _____ Age: _____

Email: _____ Phone: _____

Volunteer Opportunity: _____

Event Date: _____

Youth Volunteer & Guardian Signatures

Youth Volunteer's Printed Name: _____

Youth Volunteer's Signature: _____

Parent/Guardian's Printed Name: _____

Parent/Guardian's Signature: _____

Signature Date: _____

Emergency Contact Information

Name of **Primary** emergency contact: _____

Relationship: _____ Phone: _____

Name of **Alternate** emergency contact: _____

Relationship: _____ Phone: _____

Please list any known allergies, accommodations, or medical conditions needing observed:

***This form must be completed and returned to ALSAC for processing
at least one week prior to the volunteer opportunity.***