



RMHC[®]
Charleston

VOLUNTEER MANUAL



"You make a living by what you get, but you make a life by what you give." - Winston Churchill

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RMHC[®]

Charleston

General Information

Welcome to Ronald McDonald House Charities of Charleston

We are delighted to have you join our team of volunteers. Your role as a volunteer with us is vital. Your help makes our families more comfortable. Your presence is very important to the operation, and the energy you bring helps to set the tone of the Charity.

Thank you for the time you give and the tasks you accomplish. Each is extraordinary in that it is given freely from your heart to families who appreciate your efforts very much. You are truly making a difference. We hope during your time volunteering with RMHC Charleston you receive in gratefulness as much as you give.

Sincerely,

Kathy 'kp' Papadimitriou
CEO

Introduction

This section identifies and explains proper procedures, policies, and protocols for the volunteer program of Ronald McDonald House Charities of Charleston, (RMHC Charleston). Please accept this as a living document that is subject to change as we refine our policies and identify best practices in volunteer procedures. This Volunteer Manual will be reviewed and updated annually with the input of the Volunteer & Guest Services Managers, Operations Director, Marketing Director, CEO, and Board of Directors. The current version is valid through May 2023.

Statement of Purpose

The purpose of this section is to provide a framework wherein the volunteers of Ronald McDonald House Charities of Charleston may successfully aide in and contribute to the daily operations of the Chapter.

This manual creates new policy and refines existing policy and best practices so our chapter is compliant with RMHC® Global Operating Standards. Additionally, this manual considers RMHC Global Operating Guidelines and Guiding Principles in the formulation of policies, procedures, and best practices. This Volunteer Manual will serve as the official RMHC Charleston policy and procedure manual for volunteers. Where contradictory information exists, this manual is to supersede other policies and procedures.

While some policies and procedures in this manual are new, many are simply a codification of long-standing policies and procedures. Although this manual seeks to be comprehensive, having a policy and procedure for every possible scenario is simply not possible. Volunteers are expected to use this manual as a framework when determining how to proceed in a situation. Please consult with the Volunteer Manager, Guest Services Coordinator, or the Director of Operations when you have questions or where no policy or procedure is outlined.

Mission Statement

We believe that when a child is in time of greatest need, families and communities can come together to create solutions, ultimately changing a child's life forever.

Vision

The vision of Ronald McDonald House Charities of Charleston is to create compassionate environments and programs that provide families the best chance of success in caring for their child with complex medical needs.

Our Values

Guiding us in our mission are our core values:

- » We will be compassionate.
- » Diversity is our strength of thought.
- » We will be transparent with our staff, volunteers, donors, families we serve, and the community.
- » We encourage innovation.
- » We are a place of hope.

Diversity, Equity, and Inclusion (DEI) Statement

At RMHC Charleston, diversity, equity, and inclusion are at the core of who we are in supporting children and their families in need. We are committed to upholding the standards of RMHC® Global.

RMHC Charleston

Since 1983, Ronald McDonald House Charities of Charleston has been a "Home-away-from-home" where families stay while their children undergo extensive medical treatment.

Over the years — and only because of the generosity of our volunteers and donors who have supported our cause — we have evolved. We continue to develop programs to meet families' needs as they face the medical uncertainty and financial stress of caring for their children.

Today, RMHC Charleston can serve 32 families every night. Here, parents and children lead a life as normal as possible during traumatic times without the financial burden of costly hotel, meal, and travel expenses. Our home offers these families comfortable beds, hot meals, a caring staff, and a four-legged friend, Gardy, all just steps from MUSC Shawn Jenkins Children's Hospital.

RMHC Charleston Address, Phone Numbers, & Hours of Operation

Ronald McDonald House Charities Charleston

81 Gadsden Street
Charleston, SC 29401
Phone: 843-723-7957
Fax: 843-722-2204
www.RMHCharleston.org

Hours of Operation

RMHC Charleston is staffed 24 hours a day, 7 days a week, 365 days a year. Guest Service Managers are available from 7:00 AM until 11:00 PM.

The Business & Development Team members are regularly available Monday thru Friday from 8:00 AM to 5:00 PM excluding major holidays.

Social Media: Facebook, Instagram, Twitter

@RMHCCharleston

#KeepingFamiliesClose

STAFF DIRECTORY

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Abby Henry
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Kelly Carroll
Guest Services Coordinator
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Gardy, Director of Smiles

Gardy, Director of Smiles for RMHC Charleston, is an 8-year-old, miniature Australian labradoodle and lives at the House. He is on-call 24 hours a day, spreading love and comfort to our families when they need it most. He is hypoallergenic, which means he can play with all of the children and parents at the House, even those who may have a suppressed immune system or be allergic to other dogs.

He is named after Brett Gardner, a player with the N.Y. Yankees, who graciously sponsored Gardy with his wife Jessica.

Discrimination and Harassment

RMHC Charleston is committed to providing a work environment free of unlawful discrimination and unlawful harassment. Unwelcome actions, words, jokes, or comments based on an individual's sex, race, ethnicity, national origin, age, disability, religion, citizenship, veteran's status, sexual orientation, and political ideology or any other legally protected characteristic will not be tolerated. Individuals who experience or observe possible unlawful harassment or discrimination are strongly encouraged to report their concerns to a supervisor, CEO/Executive Director, or the Board Personnel Committee without fear of reprisal. We take these matters very seriously and will make every effort to ensure complaints of harassment or discrimination are resolved promptly, effectively, and as confidentially as possible.

Code of Conduct and Ethics

1. As a volunteer, one may become aware of information that could be viewed as either highly personal or confidential. All information related to families, patients, donors, board members, employees, or other volunteers is considered confidential and should not be disclosed to third parties unless special staff approval has been given.

- Volunteers should never discuss a guest family situation with other guest families.
- Volunteers should never discuss a guest family situation with anyone in an open environment. If you need to have a conversation about a guest family with a staff member, please share that information in a private setting.
- Any guest family situation or concern should always be immediately directed to a member of the Senior Leadership Team.
- Volunteers should not discuss Chapter policies or procedures with anyone outside of the House.
- Volunteers should never discuss or reveal information from or about donors.
- Volunteers should not photograph guests without their permission.
- Volunteers should not discuss families via social media.

2. Volunteers have a responsibility to report on time for their designated shifts. RMHC Charleston recognizes that at times volunteers will be late or absent for valid reasons. However, absences and tardiness result in hardship in scheduling of work and put an undue workload on other volunteers and staff. Excessive absenteeism and/or tardiness may result in RMHC Charleston exercising its right to dismiss/relieve a volunteer of his/her position with the Chapter.

3. Volunteers are requested to limit cell phone use while volunteering.

4. Volunteers may not be on property or represent RMHC Charleston in an official capacity while under the influence of illegal drugs, alcohol, or any substance that may impair your ability to volunteer.

5. RMHC Charleston prohibits the manufacture, use, possession, sale, transfer, distribution, dispensation, or purchase of drugs or alcohol at any time on our property.

6. RMHC Charleston works hard to maintain a hazard-free and safe environment for families, visitors, employees, and volunteers. Volunteers should not operate any equipment for which they have not received authorization and instruction to operate and should report any mechanical or operational malfunctions, issues, or concerns to staff immediately.

7. Falsification of any RMHC Charleston records, including but not limited to, volunteer applications or other personal information, is prohibited.

8. RMHC Charleston is a non-profit entity and as such relies on donations from numerous individuals and corporations within the community to support our mission. All property, including cash, of RMHC Charleston belongs solely to RMHC Charleston and is not to be comingled, used, borrowed, or shared with volunteers unless directly related to their assigned tasks while at the House. At no time are properties belonging to the House available for personal use unless specified by a staff member. Only staff are authorized to distribute any items received.

9. If personal relationships develop between a RMHC Charleston volunteer and a guest family beyond the realm of the volunteer job description, RMHC Charleston reserves the right to dismiss/relieve the volunteer of his/her position.

10. Volunteers should not assume the role of counselor or advisor to guest families, nor should medical advice be offered. Should a volunteer have a concern regarding a guest family, it should be raised with the Volunteer Manager or speak to the Director of Operations.

- To help promote an atmosphere of hospitality and fairness at the House, any potential actions that could be interpreted as a gift, special favor, or favoritism to a specific guest or family from staff or volunteers will not be tolerated by RMHC Charleston. Favoritism toward one guest or family may hurt or upset other guests when left out of this special treatment. An atmosphere of fairness and equality should be maintained at all times. When staff or volunteers identify unique needs in families that warrant intervention, these needs should be presented to the Volunteer & Guest Services Managers for discussion on the appropriate response.
- Volunteers may not babysit for our guest families, be it inside or outside of the facility
- Volunteers may not enter an occupied guest room without a staff member.

11. Volunteers are responsible for reporting all changes in address, telephone number, emergency contact information, and all other pertinent information to the Volunteer Manager.

12. Volunteers will strive to maintain an attitude of respect, loyalty, patience, integrity, and courtesy at all times.

13. Volunteers must be free of physical and psychological conditions that might adversely affect another's well-being and health.

14. Volunteers will be subject to both an initial and recurring criminal background check. Persons with a history of violent crimes, crimes against children, and/or drug or alcohol offenses will not be accepted into the program. RMHC Charleston reserves the right to accept or deny volunteers at our discretion. RMHC Charleston is not required to accept court ordered volunteers or volunteers with requirements to meet community restitution or social service obligations.

Privacy & Confidentiality

No information about a guest family may be disclosed to any other person or entity.

Visitors who arrive without a guest family should be told they will need to contact the guest family and have them come to Guest Services.

Callers who request a guest by name will be asked to leave a message that will be passed on to a guest.

If withholding information might reasonably jeopardize or threaten the health and/or safety of House guests, staff or volunteers, the volunteer must notify the staff immediately.

Whistle Blower Policy

In keeping with the policy of maintaining the highest standards of conduct and ethics, RMHC Charleston will investigate any suspected fraudulent or dishonest use or misuse of the resources or property by staff, board members, consultants, or volunteers. RMHC Charleston is committed to maintaining the highest standards of conduct and ethical behavior and promotes a working environment that values respect, fairness and integrity. All staff, board members, and volunteers shall act with honesty, integrity, and openness in all their dealings as representatives for the organization. Failure to follow these standards will result in disciplinary action including possible termination of employment, dismissal from one's board or volunteer duties, and possible civil or criminal prosecution if warranted. Staff, board members, consultants, and volunteers are encouraged to report suspected fraudulent or dishonest conduct (i.e., to act as a "whistle blower"), pursuant to the procedures set forth below.

Reporting

If you have concerns about possible fraudulent or dishonest use or misuse of resources or property, it should be reported to the Volunteer Manager. If for any reason a person finds it difficult to report his or her concerns to the Volunteer Manager, the person may report the concerns directly to the Director of Operations or the CEO Alternately, to facilitate reporting of suspected violations where the reporter wishes to remain anonymous, a written statement may be emailed to whistleblower@RMHCharleston.org .

Media Inquiry Procedure

All media contacts are to be handled by the Director of Marketing, Rachel Morrison, regardless of who the media representative is, whom he or she represents, or how innocuous the request. Contact Rachel@RMHCharleston.org or 843.972.3015.

Volunteers should never speak with the media. Make no comment, and do not grant access to the facility to any news organization without permission from the Director of Marketing.

Be courteous, obtain the individuals contact information including organization, and inform them a spokesperson will contact them as soon as possible.

- Media, Photography, Videotape, and Interviews: Under no circumstances should anyone not employed by RMHC Charleston ever be permitted to photograph, film, or interview a RMHC Charleston family or child without authorization of the Director of Marketing.
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- All stories and requests for access to RMHC Charleston guest families must go to the Director of Marketing for approval. This is to protect the safety and confidentiality of our guest families and to protect the image and reputation of RMHC. Any volunteers or staff should immediately notify the Volunteer Manager if anyone comes to the House to photograph, film, video tape, interview, or do an audio recording of any member of an RMHC Charleston guest family, volunteer, or staff member.

Social Media

While we welcome and great need your assistance in “liking and sharing” RMHC Charleston Social Media posts, only authorized personnel may post on social media on behalf of RMHC Charleston. At no time may photographs of individuals staying at the House be posted on any social media sites without the original post originating from RMHC Charleston. Volunteer and donor groups may originate their own photographs if they have the express permission of the individuals in the photo.



RMHC[®]
Charleston

Volunteering

Volunteer Rights & Expectations

Our volunteers are the life of our House. Without them, none of what we do would be possible. They keep our House clean and bright, answer our phones, greet visitors and give tours, accept donations, take care of our families' needs, by cooking food and much, much more. We depend on our volunteers to promote awareness of our mission in the community and be knowledgeable of our House procedures and guidelines.

Our amazing and dedicated group of volunteers are overseen and scheduled by the Volunteer Manager but will report directly to the Guest Services Coordinator or other designated staff member, during their shifts, who will assist the volunteer with the direction of daily responsibilities. The Volunteer & Guest Services Managers will communicate any changes and other relevant information to you.

Volunteers Have the Right To:

- Be free from discrimination.
- Have safe working conditions.
- Know their rights and responsibilities if something goes wrong.
- Receive appropriate training.
- Be treated with respect.
- Be appropriately assigned to meaningful service.
- Expect supervision that will enable you to perform your service to the best of your ability.
- Obtain help from all staff and other volunteers.
- Refuse a task.
- Be thanked for their service.

Expectations

- Volunteers must be reliable
- Volunteers must be honest
- Volunteers must respect confidentiality
- Volunteers must make the most of training and support opportunities
- Volunteers must carry out tasks in a way that reflects the aims and values of the House
- Volunteers must work within assigned guidelines
- Volunteers must comply with the Chapter policies

Volunteer Policy

This policy sets out the broad principles for voluntary involvement with Ronald McDonald House Charities of Charleston. It is of relevance to all within the House, including volunteers and staff. This policy is endorsed by the Board and will be reviewed annually to ensure it remains appropriate to the needs of the Chapter and its volunteers.

Commitment

RMHC Charleston recognizes people have the right to participate in the life of their communities through volunteering. It also acknowledges volunteers contribute in many ways, that their contributions are unique, and that volunteering can benefit RMHC Charleston guest families, staff, local communities, and the volunteers themselves. The Chapter values the contribution made by volunteers and is committed to involving volunteers in appropriate positions and in ways which are encouraging, supportive, and which develop volunteering.

RMHC Charleston recognizes its responsibility to arrange its volunteer program efficiently and sensitively, so the valuable gift of the volunteer's time is best used to the mutual advantage of all concerned.

Definition

Volunteering is an important component of citizenship and democracy. Volunteers are people who, unpaid and of their own free will, contribute their time, energy, and skills to benefit the community.

Statement of Values and Principles

Volunteering is a crucial activity supported and encouraged by RMHC Charleston and is not intended to be a substitute for paid employment. The role of volunteers complements but does not replace the role of paid staff. Appropriate steps will be taken to ensure paid staff are clear about the role of volunteers and to foster good working relationships among paid staff and volunteers.

Volunteers will not be used during times of industrial action to do the work of paid staff. The volunteer role is a gift relationship, binding only in honor, trust, and mutual understanding. No enforceable obligation, contractual or otherwise, can be imposed upon volunteers to attend, give or be set a minimum amount of time to carry out the tasks involved in their voluntary activity. Likewise, RMHC Charleston cannot be compelled to provide either regular work or payment or other benefit for any activity undertaken by the volunteer.

Although volunteers offer time freely and willingly without binding obligation, there is a presumption of mutual support and reliability. Reciprocal expectations are acknowledged – both of what the Chapter expects of volunteers and what volunteers expect of the Chapter.

Volunteer Coordination

All volunteers will have an assigned member of staff to offer guidance and advice to help the volunteer carry out tasks effectively. For day-to-day tasks, such person will be the appropriate staff member whom they are assisting, for any other issue it will be the Volunteer & Guest Services Manager. Volunteers will be informed of whom to contact to receive support and supervision.

Recruitment & Selection

RMHC Charleston is committed to equal opportunities and believes volunteering should be open to all without regard to income or ability to pay, race, color, ethnic origin, national origin, religion, political affiliation, age, gender, sexual orientation, gender identification, disability or handicap, housing status, marital status, veteran status or any other group, status or characteristic protected by locally applicable laws and regulations.

The acceptance of volunteer assistance for a particular role is made on merit, the sole selection criterion being the individual's suitability to carry out agreed tasks and his/her alignment with our Values and Services Standards. Information about the volunteer which is not relevant to the performance of the volunteering tasks concerned will be disregarded by the Chapter in terms of recruitment and selection.

Volunteer opportunities will be promoted in ways that make them accessible to all members of the community.

All volunteers will receive an initial interview with the Volunteer Manager and will be required to authorize a criminal background check. Volunteers will have a volunteer manual which sets out the procedures of the Chapter.

Training & Development

All volunteers will be made aware of and have access to all the Chapter's relevant policies, including those relating to volunteering, health & safety, child protection, and equal opportunities.

The development of training and support for volunteers is a high priority for RMHC Charleston in order to equip them with the necessary information and skills to carry out their tasks. It will be the responsibility of the Volunteer Manager to see this training is provided before volunteer service begins. It is the responsibility of the volunteer to attend relevant trainings.

Support, Supervision & Recognition

Volunteers can take their concerns and seek guidance from the Volunteer Manager. Volunteers will have access to regular support and supervision. This will enable both the volunteer and the supervisor to identify, monitor, and evaluate the volunteer's involvement, recognize achievements and identify individual training needs, including those relevant to their particular volunteering role and to their wider

personal development. Volunteers will be given the opportunity, where relevant, to share their views and opinions with the Chapter's wider staff.

Confidentiality

RMHC Charleston will advise the volunteer on its confidentiality policy and procedures. This would include those relating to personal information held by RMHC Charleston relating to the volunteer.

Grievance

RMHC Charleston recognizes the right of its volunteers to seek objective and fair solutions for disagreements and/or misunderstandings arising from working relationships, conditions, practices, or differences which may normally occur between themselves and their supervisors, as well as to resolve questions about interpretation or application of policy.

If you have a complaint or concern, the staff want to know. You are encouraged to discuss the matter with the Volunteer Manager at your earliest opportunity. Every effort will be made to resolve your issue.

Children

Anyone under the age of 18 is considered a child. You must be 18 years of age to volunteer. Children coming to RMHC Charleston to volunteer in groups must be with their parent, guardian, or supervisor at all times.

Although we respect the right of parents to discipline their children as they see fit, corporal punishment (including but not limited to spanking) is not allowed on RMHC Charleston property and will be regarded as abuse.

Parents and guardians are expected to supervise their children at all times.

Volunteer Hours

Volunteer opportunities are available from 8:00 AM to 9:00PM. Shifts are a minimum of 2 hours once a month. We ask our volunteers to make a commitment to us for at least 6 months. Volunteers are needed every day of the year, regardless of weekends or holidays. Schedules will be based on current RMHC Charleston needs and the volunteer's availability.

Scheduling

During your orientation, the Volunteer Manager will work with you to find a shift schedule that meets both your availability and ensures adequate staffing for the Chapter. If you need to make changes to your shifts, please contact the Volunteer Manager either by email or phone.

We hope you will be able to attend all of your scheduled shifts, but of course we understand unforeseen circumstances arise. We appreciate as much notice as you

can supply so we can make other arrangements for shift coverage. Should you be unable to make your shift on short notice, please call the Volunteer Manager at 843-972-3049.

Parking

Volunteers may park in the designated spots in Barbara Bond Alley. The alley is directly in front of the House running parallel to Calhoun Street. If no spots are available, volunteers must use on street parking. RMHC Charleston will not reimburse for any parking fees or violations. Volunteers must park at their own risk using street parking.

Dress Code

All RMHC Charleston volunteers are expected to dress in a professional manner appropriate to a family environment. Please dress comfortably for your volunteer shift. Gym shoes or any other comfortable close toed shoe is appropriate. Clean shorts, T-shirts, jeans are also acceptable. Please refrain from wearing any revealing, offensive or inappropriate items. You may also want to avoid wearing expensive clothing or jewelry.

Signing In & Out

When you arrive, please be sure to sign in through volunteer Sign In App. This is how we track your volunteer hours. You will need to record your name, date, the time you arrive and leave, and the number of hours you have volunteered. It is vital to always sign in because this is how we know who is on site in the case of an emergency.

Because of the immunosuppressed conditions of many of the patients, no one with an infectious disease is allowed within the House. All volunteers and visitors are required to complete basic wellness questions upon arrival. Prior to your arrival, if you are unwell, we ask you do not come onsite and contact us in advance of your assigned shift.

Door Codes

At the start of each of your volunteer time, you will receive a key code from the Guest Services Manager. Volunteers are responsible for the confidentiality of their key code. **Do not share your code.**

Shift Basics

When you arrive for your shift, please greet everyone on your shift, especially new volunteers and the Volunteer Manager. Wear a volunteer nametag so guest families and other volunteers alike can identify you as someone who should be in the House. You may store personal items in the Guest Services office, but space is limited, so please bring as few personal items as possible.

Always remember to sign in and out.

Check in with your assigned supervisor to see if there are jobs with priority.

Mileage

RMHC Charleston does not reimburse volunteers for mileage. However, we suggest you discuss with your personal accountant the requirements for your own charitable deductions.

Medical Treatment & First Aid

Staff and volunteers shall not perform or participate in any medical diagnosis or evaluation, medical procedure, medical referral or recommendation, or medical treatment.

Anyone requiring the services of medical personnel should be directed to one of the local hospitals.

A first aid station is in the cubies next to Guest Services Office. The medicines at the first aid station (including ointments, sprays, and pills) are for staff & volunteer use only. *Band aids and bandages may be given to guests and visitors. Employees and volunteers are not allowed to dispense medicines to guest families.*

No staff member or volunteer can provide, distribute, or administer epinephrine in any form, including but not limited to the EpiPen.

Infectious Disease Policy & Procedures

Please note this section is subject to rapid changes based on the environmental factors in our community. We greatly appreciate your attention and help in keeping the families of the critically ill children we serve and yourselves safe.

RMHC Charleston recognizes that exposure to an infectious disease or illness represents a serious health concern for the guests, volunteers, and staff staying at the House. As a private, non-profit organization RMHC Charleston reserves the right to refuse admittance to any individual, in its sole discretion, believes that their presence would present a health risk to others.

RMHC Charleston will, in its sole discretion, deny admittance to visitors who demonstrate symptoms of illness. RMHC Charleston also reserves the right to limit visitation by outside groups and individuals including but not limited to work groups, dinner groups, volunteers, and school tour groups during influenza season or other infectious disease outbreaks.

We ask all volunteers to be sensitive to the immunocompromised population we serve. If you are experiencing any symptoms or fever, please refrain from coming

into our facility until you are well. Further, please notify us in advance if you have been exposed recently to a contagious disease.

If you have been exposed to COVID-19 or have recently had COVID-19, please contact us. The date of your ability to enter the facility will be determined based on your vaccination status and the current RMHC Global and CDC guidelines.

The following precautions and procedures should be observed during specified periods:

- Wear masks within the House at all times.
- Wear gloves while cleaning, handling linens, or working in the kitchens or bathrooms.
- Wear gowns if assisting in cleaning guest rooms or bathrooms.
- Open windows in the guest room one hour before cleaning.
- Our surfaces require a two-step process: First clean surfaces using detergent and water, then disinfect with a bleach-based solution or an alcohol-based solution with at least 70% alcohol.
- Use the Blood Borne Pathogen Bodily Fluid Spill Kits for blood or bodily fluids clean up. These kits are mounted next to the kitchen and central stairwell area on the 2nd Floor.
- See a manager if you are unsure or have any questions.

Food & Drinks

Food and drinks are limited to the Kitchen, Dining Room, and Outside Areas.

If you are volunteering during mealtime, we invite you to join our guests and staff.

Tobacco

No tobacco products may be used anywhere inside the House. This includes but is not limited to cigarettes, cigars, dip, and snuff. Tobacco products may not be used in the parking lot or on the sidewalks.

Religious Activities

Ronald McDonald House Charities and the Core Programs are secular. As such, RMHC and the Ronald McDonald House program must not promote one religion over another and must not promote religion over non-religion.

RMHC Chapters must not engage in, conduct, or provide religious activities as part of their program services.

Staff and volunteers must not engage in proselytizing or promoting religious beliefs to guest families.

Outside groups must not conduct religious activities or proselytize religious beliefs at a Ronald McDonald House or other RMHC program.

Donations

On occasion volunteers may be asked to receive & log many types of donations, some monetary and some in-kind (such as Wish List items). RMHC Charleston will accept donations every day of the year, any time of day. Donations should be new unused goods. Baked goods may only be accepted if made in a commercial kitchen.

All monetary and in-kind donations will be logged in through the Sign In App. This enables the House to track donations and appropriately thank our donors.

- Include any specific instructions for the donation, such as a memorial gift.
- Monetary & gift card donations should be given to the Guest Services Coordinator.

For Infection Control and the safety of our guest families, we are NOT able to accept USED or PREVIOUSLY OWNED ITEMS. This includes stuffed animals, books, magazines, car seats, electronics, clothing, furniture, etc. This policy includes stuffed animals that have not been played with but have been on display or shelves in a home (Example: Beanie Baby collections). We CAN accept newly purchased stuffed animals with tags still attached as long as the item has not been recalled.

Toy Safety

RMHC Charleston will not knowingly accept donation of or provide any toys to guest families that are not compliant with all applicable laws and regulations.

RMHC Charleston will only accept toys that are new, unopened, and non-toxic. RMHC Charleston cannot accept or distribute toys and children's products that do not comply with the U.S. Consumer Product Safety Improvement Act (CPSIA) of 2008.

Stuffed animals must be new and cannot have any removable parts, such as buttons, plastic parts of any kind, zippers, rhinestones, metal or vinyl snaps.

RMHC Charleston will not accept used children's books as a donation.

If the House becomes aware that an item is recalled, it will discontinue use immediately and contact the manufacturer for next steps. Communal toys will be cleaned and disinfected regularly.

Items deemed unsafe for use at RMHC Charleston cannot be given to another charity or organization. Items deemed to be unsafe are to be discarded.

Volunteers should not add any donated toys to the playroom without consulting with the Director of Operations. It is important that each new donated toy be visually inspected for safety, and that all owner's manuals and model documents are placed on file.

Pop Tabs

The Pop Tab program raises awareness of RMHC, assists the environment, and generates funds that are used to operate the Chapter.

There is one pop tab bin located outside on Barre Street. Guest Services keeps the key to the lock protecting the bin and must be signed out when large donations are made.

Food Safety

RMHC Charleston is committed to ensuring the safety of guests. Since guests often eat food or meals at the House, it is important to follow good food safety practices.

All food must be prepared on site or made in a Health Department inspected kitchen. Food prepared at a licensed retail food establishment can be accepted for donation only if the food has been protected from contamination and has been delivered directly from the licensed establishment in a short period of time. Any prepared food coming from a licensed retail food establishment must be served and eaten within a short period of time after it is delivered. If the prepared food cannot be eaten within a short period of time, hot foods must be maintained at a temperature of 60° Celsius/140° Fahrenheit or above and cold foods must be kept refrigerated until the food can be eaten. **Any prepared food that has been left at room temperature for two hours or more must be discarded.**

Only packaged foods purchased from retail grocery stores in unopened containers or whole fruits or vegetables can be accepted for donation at the House. All packaged food accepted for donation should be inspected to make sure it is in proper condition (cold foods are cold, frozen foods are solidly frozen); packages, containers or cans are not damaged; and items are within the printed expiration date. Any food that appears as though it may have been tampered with or mishandled should never be accepted. Upon receipt at the House, all refrigerated and frozen foods need to be promptly placed into the appropriate storage areas.

Volunteers who prepare food at RMHC Charleston for guests must read and follow the five key procedures to safer food from the World Health Organization:

- **Keep Clean.** While most microorganisms do not cause disease, dangerous microorganisms are widely found in soil, water, animals, and people. These microorganisms are carried on hands, wiping cloths, utensils, and cutting boards. The slightest contact can transfer microorganisms to food and cause food borne diseases.
- Wash your hands before handling food and often during food preparation.

- Wash your hands after going to the toilet.
- Wash and sanitize all surfaces and equipment used for food preparation.
- Protect kitchen areas and food from insects, pests, and other animals.

All ready-to-eat meals are kept in the designated leftover or kitchenette refrigerators. All raw and uncooked food is maintained in the other refrigerators or locked in the bottom of the leftover refrigerator. Please contact a manager if you are unclear where to store food products in the House.

- **Separate Raw and Cooked.** Raw food, especially meat, poultry and seafood, and their juices, can contain dangerous microorganisms which may be transferred onto other foods during food preparation and storage.
- Separate raw meat, poultry, and seafood from other foods.
- Use separate equipment and utensils such as knives and cutting boards for handling raw foods.
- Store food in containers to avoid contact between raw and prepared foods.
- **Cook Thoroughly.** Proper cooking kills almost all dangerous microorganisms. Foods that require special attention include minced meats, rolled roasts, large joints of meat and whole poultry.
- Cook food thoroughly, especially meat, poultry, eggs and seafood.
- Bring foods like soups and stews to boiling to make sure that they have reached 70° Celsius/ 158° Fahrenheit. For meat and poultry, make sure that juices are clear, not pink. Ideally, use a thermometer.
- Reheat cooked food thoroughly.
- **Keep Food at Safe Temperatures.** Microorganisms can multiply very quickly if food is stored at room temperature. By holding at temperatures below 5° Celsius / 40° Fahrenheit or above 60° Celsius/ 140° Fahrenheit, the growth of microorganisms is slowed down or stopped. Some dangerous microorganisms still grow below 5° Celsius/40° Fahrenheit.
- **Do not leave cooked food at room temperature for more than 2 hours.**
- Refrigerate promptly all cooked and perishable food (preferably below 5° Celsius/40° Fahrenheit).
- Keep cooked food hot (more than 60° Celsius/140° Fahrenheit) prior to serving.
- Do not store food too long, even in the refrigerator or freezer.
- Do not thaw frozen food at room temperature.

RMHC Charleston labels all prepared food with the day the food is prepared. Items not consumed within three days are discarded.

- **Use Safe Water and Raw Materials.** Raw materials, including water and ice, may be contaminated with dangerous microorganisms and chemicals. Toxic chemicals may be formed in damaged and moldy foods. Care in selection of

raw materials and simple measures such as washing and peeling may reduce the risk.

- Use safe water or treat it to make it safe.
- Select fresh and wholesome foods.
- Choose foods processed for safety, such as pasteurized milk.
- Wash fruits and vegetables, especially if eaten raw.
- Do not use food beyond its expiration date.

Hands should be washed frequently while working in the kitchen.

Food Service gloves are provided. Gloves must be worn at all times when food is being handled for others.

- **RMHC Charleston follows the SC DHEC food safety practices. As per health department guidelines, the following should be observed at all times:**
- Food thermometers must be provided and conspicuous.
- Thermometers must be present inside house refrigerators and freezers.
- Paper towels and soap must be provided and conspicuous at each sink.
- Microwaves and ovens should be clean and free of food particles.
- Stove tops should be clean and free of food particles.
- No food items (including water jugs and soft drinks) may be stored on the floor.
- No toxic items may be stored in unlocked base cabinets.
- Gloves must be provided and conspicuous.
- Food items in refrigerators must be labeled, dated, covered, and properly stored.

Food Safety Protocols for our Hospitality Carts and On-The-Go Meal Kits

- SC DHEC requires all food items are commercially packaged products.
- All food items must be properly stored and used prior to the date of expiration.
- All cart surfaces must be cleaned & disinfected prior and after each use.

Emotional Support of Guest Families

It is not the role of RMHC Charleston to provide clinical activities such as medical care or professional counseling. Staff and volunteers are expected to be supportive of families without engaging in a clinical relationship with guest families or their visitors.

Listening in a supportive capacity can be helpful, but it is not a substitute for professional counseling. Guests staying at Ronald McDonald Houses often turn to staff members or volunteers for emotional support. It is appropriate for staff and volunteers to be supportive and offer a listening ear to guests, but not to perform the duties of professional counselors.

- Do not offer any medically related advice. If a family needs to talk about their experience, listen and be supportive. Do not engage in any discussion that could be interpreted as an opinion or advice about medical treatment.
- Volunteers should not minimize the family's grief with their own personal experience of illness, loss or death. Families have to deal with their experience; do not cloud the issue with your own. Such sharing does not relieve the guest's current stress. It also could lead to a shared emotional intimacy that goes beyond appropriate boundaries.
- Acknowledging that a certain situation must be very difficult to go through is much more helpful than trying to cheer someone up. There are times when it is appropriate to feel sad, angry, or frightened.

Death of a Patient

The death of a guest family's child is a highly stressful time for the family. It is often a stressful time for the staff, volunteers, and other residents.

Supporting someone whose child has just died is hard to contemplate. Volunteers may offer their condolences to the family but should recognize that this is a time when many families may want privacy.

Consent of the parents/guardians should be obtained before informing other guests or volunteers of the child's death.

"Rescue" statements may come from the best of intentions but are not helpful and diminish the guests' feelings. Some examples of what NOT to say include:

- "I know how you feel."
 - (You don't.)
- "It's God's will," "Don't question God's will," or "She/he is at peace."
 - (Leave these types of comments to the family's religious or spiritual advisors.)
- "It's good that you have other children," or "You can always have other children."
 - (The pain from the loss of a child is not diminished or healed by replacement children.)
- "Be glad you had her/him for the time you did."
 - (Grieving is a necessary process and trying to diminish it with platitudes will not help.)

The following statements (and similar statements) can be used:

- "I'm sad for you"
- "I'm sorry" (except with Muslim families then, "Peace be with you".)
- "May I help you?" (with packing, with food...etc.)
- "I don't think there is anything I could say that could make you feel better at this time. I just want you to know that I care for you."

Pet Therapy Animals

Only certified pet therapy animals are permitted to visit RMHC Charleston. Our primary concern is the health, safety, and well-being of the children and families we serve.

All therapy animals need to have proof of certification and liability insurance. The certification and liability should be sent to the Guest Services Manager prior to the animal & handlers scheduled visit to the House.

- Dogs must be in good health, clean, and well-groomed.
- Dogs are only permitted to visit with families in the common areas, preferably staying within the main lobby or living room area.
- Dogs should remain on a leash and be under your control at all times.
- Always be respectful of guests' reactions to the presence of a dog.
- You are responsible for cleaning up after your dog.

Service Animals & Personal Pets

Staff, volunteers, and guests may not bring their personal pets onto RMHC Charleston property, other than those trained and necessary as personal service animals.

RMHC Charleston recognizes the legal right of those with disabilities, as defined by the Americans with Disabilities Act (ADA), who require the use of a service animal to full and equal accommodations, facilities, and privileges that would be provided to any eligible guest of the House.



Facility

Security Cameras, Monitoring, & Access

RMHC Charleston is monitored 24 hours a day with on-site surveillance cameras. Cameras monitor activity at all external doors and various common areas within the House. Cameras are not present in any guest room.

RMHC Charleston is a secure facility, and all external doors are locked 24 hours a day. Guests may enter the building, via the porch. RMHC Charleston does not impose a curfew upon guests.

The doorbell alerts staff members & volunteers that a visitor is seeking access to the House

Volunteers should use their best judgment when granting access to unknown individuals. Ask those who enter to wait at guest services or in the living room until their party arrives. If you have questions, please ask the Guest Services Manager.

Doors should never be propped open unless directed by a staff member (for deliveries, etc.) and monitored while open, by a staff member or volunteer.

Phones

When answering RMHC Charleston phones, volunteers should confirm the caller has reached RMHC Charleston, state their name, and offer assistance to the caller. Example: "Ronald McDonald House, this is Vivian. How may I help you?"

Recycling & Environmental Policy

As a responsible member of our community, Ronald McDonald House Charities of Charleston believes there is a moral imperative to be a good steward of our environment and our natural resources. We are dedicated to recycling whenever possible, reducing our use of resources, reducing our waste, and enacting policies that reflect our commitment to the environment.

The following steps will serve to better manage our waste and save our organization's resources:

- Print documents two sided when possible and avoid printing at all whenever possible
- Turn off electrical items not in use (televisions, living room lights, etc.)
- Run dishwashers only when they are full
- Use non-disposable cups, bowls, flatware, and cutlery whenever possible
- Shred documents all at once at the end of the workday
- Achieve 100% recycling of recyclable materials including breaking down boxes for recycling, and placing all recyclable material in a blue recycling bin
- Donate unneeded items to other charitable organizations
- Recycle printer toner cartridges

Maintenance Issues

Please report any maintenance issues to the Guest Services Office or the Director of Operations.

Do not attempt to make any repairs or alterations to House equipment.

Cleaning Supplies

Cleaning and paper products are stored in the dry pantry adjacent the kitchen. No toxic items may be left on the bottom shelves. Additional supplies are stored in the laundry rooms and designated cubbies.

Kitchenette

The kitchenette is stocked with coffee, cups, lids, stirrers, sugar, artificial sweetener, powder cream, and liquid cream. It is also stocked with "grab and go" items for families, along with basic items such as cereal, milk, juice, fresh fruit, etc.

Coke Machine

The Coke machine is available to all guests, volunteers, and staff. Coca-Cola is a national RMHC Partner and donates all Coke product. Money raised through the Coke machine helps RMHC Charleston pay for utilities.

Dishwashers

There are two dishwashers. Supplies are stored in the pantry and under the kitchen sink. Rinse temperatures are above 180 degrees.

Dishes should have all food removed before washing.

Laundry Rooms & Laundry

Guest laundry rooms are located on the first and second floors. Guests are provided washing machines and dryers for their use as well as laundry supplies (detergent, fabric softener, bleach).

Computer & Internet Access

RMHC Charleston has Wi-Fi throughout the building.

Wi-Fi Name: RMH Guest

Wi-Fi Password: ronaldrmh

Volunteers should never use staff computers without permission.

Lawn & Garden

Jonathan Lucas Park is co-maintained by the City of Charleston, staff, and volunteers.

The playground area located at the back of the property is maintained by the City of Charleston and RMHC Charleston.
Please report any obstacles to the Volunteer Manager or Director of Operations.

Storage

RMHC Charleston maintains a small off-site storage unit and storage bins for designated items under the House. Your assistance is appreciated in maintaining these areas safely.

Receipt and Acknowledgement

I have received a copy of the volunteer manual issued by Ronald McDonald House Charities of Charleston, and I understand and agree that I am to review this manual in detail and consult with the Volunteer Manager if I have any questions concerning its contents.

I understand and agree:

- 1) That this manual is intended as a general guide to the policies and procedures at RMHC Charleston, and that it is not intended to create any sort of contract between the Chapter and its volunteers.
- 2) That the Chapter may modify any or all of these policies, in whole or in part, at any time, with or without prior notice; and
- 3) That in the event the Chapter modifies any of the policies contained in this handbook, the changes will become binding on me immediately upon issuance of the new policy by the House.

I further understand and agree that my volunteerism with the Chapter may be terminated by me or by the Chapter at any time, without prior notice, for any reason permitted by law.

I understand that as a volunteer of RMHC Charleston I am required to review and follow the policies set forth in this employee handbook, and I agree to do so.

Name

Date

Volunteer Health Responsibility Letter

Dear RMHC Charleston team member:

Our highest priority is ensuring the health and wellbeing of our families, volunteers and staff as the COVID-19 pandemic continues.

As a volunteer, we would like to communicate your responsibilities, to help us ensure we are *all* playing our part by taking all necessary steps to protect each other.

IN ORDER TO VOLUNTEER AT RMHC CHARLESTON, INDIVIDUALS AGREE TO THE FOLLOWING:

* Provide Volunteer Manager with visual proof of FULL COVID-19 vaccination and date of last vaccination. *Do not send this electronically unless under a secured email. Please show your card in person for visual confirmation.*

* Communicate with supervisor if you are ill or suspect you may have come in close contact with someone who has COVID-19.

* Complete daily completion of Wellness Log upon entering the building.

* Comply with all RMHC Charleston Chapter directives to ensure your safety and the safety of others who work, volunteer, and stay at our House. These include but are not limited to: wearing of masks in common areas, practicing of 6' social distancing and washing hands regularly, use of designated bathrooms, closing of lids when flushing.

* Follow any required RMHC Charleston protocols as directed. These include but are not limited to: wearing of PPE and/or cleaning and disinfecting practices.

* If you have had close contact with someone known to have COVID-19 for more than 15 minutes, you agree to be tested for COVID- 19.

* If you have attended a large group event, we require you notify your supervisor and wait a minimum of 72 hours before returning to your volunteer assignment.

* Monitor your own health. It is imperative that you do not come to a RMHC Charleston facility if you, or any of your close family members, do not feel well. Each day BEFORE you come to volunteer you must self-assess your health; ask yourself: do I, or anyone in my family, have flu-like symptoms? If the answer is yes, DO NOT come to work. Please seek medical attention, remain at home and keep your manager updated. If you start to feel sick while at the House contact your supervisor immediately and arrange to go home. Flu-like symptoms include:

- o cough
- o high temperature of at least 99.5 F
- o shortness of breath
- o sore throat
- o sneezing and runny nose
- o temporary loss of smell or taste

Tips for staying healthy:

- * Wash your hands frequently with soap and water or an alcohol-based solution for at least 20 seconds, especially after you have been in a public place, after blowing your nose, coughing, or sneezing.

- * Cover your nose and mouth with a bent elbow or tissue when you cough or sneeze. Dispose of the tissue immediately and wash your hands.

- * Avoid close contact with people who are not feeling well.

- * Avoid touching your face, in particular your eyes, nose, or mouth to prevent the virus from entering your body.

- * At the House, clean and disinfect high-touch surfaces regularly, including desks and workstations.

- * Restrain from shaking hands, hugging, or kissing another person as a sign of greeting.

- * Where possible, avoid public transport. If this is not an option, try to reduce your exposure by utilizing physical distancing approach and wash your hands / use hand sanitizer when you reach your destination.

We thank you for your cooperation during this COVID-19 pandemic and sincerely appreciate your continued help in ensuring a safe and healthy environment for all employees, volunteers, and families.

Please sign below acknowledging you have read and understand your responsibilities as a volunteer. If you have any concerns or questions, please talk directly with your supervisor.

Thank you and stay safe.

RMHC Charleston

Volunteer Name (Print):_ _____

Volunteer Name (Signature):_____

Date: _____