

# volunteer ACTION PACK

"I wish to go on a K-Love Cruise"  
Noah, 16, Cerebral Palsy/dystonia



"Noah communicates by using his eyes, smile, and body language to share his thoughts and feelings. He displays his love for life, for his family, for music, for brownies and ice cream so clearly that there is never any doubt. Noah wished to go on the K-Love Cruise so he could be surrounded by music and explore the world! His wish came true! But somewhere between the silly string wars, roller skating, arm wrestling and laughing hysterically during our wish visits, I realized that Noah is the definition of strength, he gives everyone around him hope, and he brings us all a whole lot of joy; I am blessed to call him part of my Wish Family."

**Aren**  
- Noah's Wish Granter

We grant the wishes of children with life-threatening medical conditions to enrich the human experience with HOPE, STRENGTH AND JOY.

MAKE A WISH®  
Missouri



## ABOUT MAKE-A-WISH® MISSOURI

- More than 5,000 wishes granted to date
- Granted 308 wishes last year (FY14)
- Serves 114 counties in Missouri and 6 Kansas counties
- For every dollar donated to Make-A-Wish® Missouri, 82.2¢ goes directly to granting a child's wish.
- Volunteer opportunities across Missouri

## AN INSPIRATIONAL BRAND

- Make-A-Wish is among the Top 10 Nonprofits in Brand Image  
(Cone, The Nonprofit Power Brand Study, 2009, U.S.)
- Ranked 3rd among nonprofits for consumer relevance  
(Cone, The Nonprofit Power Brand Study, 2009, U.S.)
- Make-A-Wish is One of the 5 Best Charities for Kids (2011 Good Housekeeping)
- Make-A-Wish is the 5th Most Trusted Organization (2012 Harris/Equitrend Study, U.S.)

## THE POWER OF A WISH

- 81% of parents observed an increased willingness by their wish kids to comply with treatment protocols.
- A combined 89% of nurses, doctors, social workers and child life specialists surveyed say they believe that the wish experience can influence wish kids' physical health.
- 97% of wish families and 96% of health professionals observed an increase in wish kids' emotional health.
- 81% of parents observed an increased willingness by wish kids to comply with treatment protocols & 58% of health professionals observed this behavior in the most recent wish child they treated.
- 97% of parents said the wish experience strengthened their families.
- 97% of volunteers reported feeling more grateful and thankful as a result of helping to grant a wish.

We grant the wishes of children with life-threatening medical conditions to enrich the human experience  
with **HOPE, STRENGTH AND JOY.**

**MAKE-A-WISH®**  
Missouri

## *Dear Make-A-Wish Friend,*

Thank you for your interest in a volunteer partnership with Make-A-Wish® Missouri. Our chapter serves all 114 counties in the State of Missouri and the 6 counties in Kansas that are part of Metro Kansas City. We are pleased that you have chosen to pursue a volunteer relationship with us, and we believe you will find your experience rewarding.

Our volunteers participate in a wide range of activities including wish granting, special events and assisting in the regional offices. We also have active, vibrant Young Professionals Groups in the St. Louis and Kansas City regions. You may visit our website at [www.mo.wish.org](http://www.mo.wish.org) to learn about our chapter.

To provide our wish children and their families with the best experience possible, we require that all potential volunteers go through an approval process that includes but is not limited to a standard application, conflict of interest/ethics form, interview and web-based orientation modules. If, after reviewing the enclosed information, you find that you would indeed like to volunteer with us, please return the following paperwork to me at your earliest convenience.

- ★ Volunteer Application
- ★ Conflict of interest/ethics form - handwritten signature required
- ★ Social Media Form

Note: Background check information will be supplied to wish granting volunteers after interview

After we receive your paperwork, you will be contacted to schedule an interview to further discuss your volunteer interests.

Thank you for your interest in Make-A-Wish®. Our mission is to grant wishes to children with life-threatening medical conditions to enrich the human experience with hope, strength and joy. Together, we can *share the power of a wish*!

Warm Regards,

Make-A-Wish® Missouri  
Volunteer Manager  
[volunteer@mo.wish.org](mailto:volunteer@mo.wish.org)  
314-205-9474 ext. 234



# WHAT OUR KIDS WISH FOR...

The wishes we grant are as diverse as the children we serve and stretch as far as the imagination allows. Typically, wishes fall into four categories:

## I wish to HAVE...

Sometimes it only takes the possibility of something new to make a wish kid smile. These wishes can be for nearly anything a child can dream up. From a new computer, a shopping spree, or even a cute little puppy, these wishes are always filled with excitement and joy!



A Backyard Oasis - Rayna

## I wish to BE...

This type of wish truly allows the child to use his or her imagination. In fact, Make-A-Wish was first established because of one child's wish to be a police officer for a day. Other wishes of this type have included wishes to be a cowboy, a princess, and a firefighter. If they can dream it, we can do it!



A Model - Elizabeth

## I wish to MEET...

What could be more exciting than the chance to meet your favorite celebrity, athlete or other inspiring person? These magical wishes are truly once-in-a-lifetime opportunities.



The University of Missouri Men's Basketball Team - Chanessey

## I wish to GO...

Whether it's sandy beaches, snow covered mountains, or a trip to the happiest place on Earth, these special travel wishes are always a hit with our wish kids – providing the opportunity to escape where their hearts' desire.



To Atlantis - Cheyanne

## OUR COURAGEOUS WISH KIDS

face very daunting health situations, and the fulfillment of a wish helps them focus on a positive, uplifting event in the midst of these serious challenges. Generous support from our Missouri communities makes a world of difference in these children's lives.

# Wish Granting



Join today and...  
share the power  
of a wish®!

## What is a Wish Granter?

A wish granter is a Make-A-Wish® volunteer who works with wish children to discover, plan and fulfill a wish. Wish granters work in teams of two; use resources wisely by seeking donated goods and services; and make each wish a unique, magical and memorable experience for the child. They understand these wishes-come-true are powerful, life-changing events that enhance the human experience, strengthen families, and bring communities together.

## What Makes a Great Wish Granter?

Wish granters love kids. They are creative, thoughtful and excellent listeners. Wish granters are collaborative and open to suggestions while working as a team. They are exceptional communicators on many levels. Most of all, Make-A-Wish® wish granters are flexible, funny, responsible and highly accountable for granting wishes of the highest quality for our children.

## What are a Wish Granter's Responsibilities and Requirements:

- ★ Wish granters choose wish kids based on their location, age, medical condition and the volunteer's own scheduling convenience and availability.
- ★ Wish granters interview the wish child to determine his/her most heartfelt wish.
- ★ Wish teams work with parents to complete the wish paperwork before and during the wish visit. Attention to detail is required, as is follow-up on all necessary paperwork.
- ★ Wish granters enhance each wish experience with small items or activities that reflect the wish child's interests.
- ★ Wish granters seek in-kind donations and discounts when applicable.
- ★ Wish granters support the Foundation, the staff and all Make-A-Wish® policies while communicating with the family and outside sources.
- ★ Wish granters must have a background check every 3 years and a conflict of interest form updated annually.
- ★ Wish granter must take a minimum of 2 wishes per year.
- ★ Wish granters must complete a refresher class annually.



## READY TO MAKE THE COMMITMENT?

- ★ Apply to be a volunteer with Make-A-Wish® Missouri today!
- ★ Volunteer wish granters must be over the age of 21. Simply complete the volunteer application, conflict of interest/ethics form, social media form, and our volunteer service team will contact you to set up an interview.



## Volunteer Manager

Make-A-Wish® Missouri Chapter Headquarters: 13523 Barrett Parkway Drive, Suite 241 | Ballwin, Missouri 63021

[volunteer@mo.wish.org](mailto:volunteer@mo.wish.org) | 314-205-9474 ext. 234 | [www.mo.wish.org](http://www.mo.wish.org)



*Thank you for your interest in volunteering with Make-A-Wish® Missouri. Our volunteer program is designed to give each volunteer a diverse and rewarding experience while working towards fulfilling our mission to grant the wishes of children with life-threatening medical conditions to enrich the human experience with hope, strength and joy.*

### **HOW DO I BECOME A VOLUNTEER?**

In order to provide the wish children and their families with the best experience possible, we require all potential volunteers to go through an assessment before becoming an active Make-A-Wish volunteer. Volunteer paperwork takes about 2 weeks to process and approve. After your paperwork is processed, you will be contacted with detailed instructions as it relates to the next steps based on the opportunities you selected. Please note, volunteer needs may vary by region & chapter needs.

### **WHY DO I NEED A BACKGROUND CHECK?**

Due to the nature of our work, wish granting volunteers must successfully complete a criminal background check every 3 years. Make-A-Wish does not employ or utilize as a volunteer any individual who has been convicted of a crime that (a) victimizes children, (b) is sexual in nature, or (c) involves violence, fraud, or significant theft. Applicants wishing to become a wish granting volunteer will be contacted by our office with instructions on processing and submitting a criminal background check. We ask our volunteers to absorb the cost of the initial background check and renewals every three years.

### **WHO DO I CONTACT WITH QUESTIONS?**

Our team is happy to answer any questions or address any concerns that you may have.

- **Volunteer Manager**, (314) 205-9474 ext. 234 or [volunteer@mo.wish.org](mailto:volunteer@mo.wish.org)
- **Make-A-Wish Missouri**, (800) 548-5058, or visit us at [www.mo.wish.org](http://www.mo.wish.org)

### **HOW DO I SUBMIT MY APPLICATION?**

Please complete and submit by mail or email the Missouri application and Conflict of Interest/Ethics form to:

Make-A-Wish Missouri

Attn: **Volunteer Services**

13523 Barrett Parkway Drive, Suite 241, Ballwin, MO 63021

[volunteer@mo.wish.org](mailto:volunteer@mo.wish.org)

### **PRIVACY & PROTECTION OF INFORMATION**

Security of information is extremely important to us. All information submitted is available to and accessed by only relevant personnel. Information is never sold or shared outside of Make-A-Wish.



## Volunteer Application

Please note that all volunteer opportunities require completion of this application and a signed Conflict of Interest and Ethics Statement. Volunteers are also required to successfully complete training relevant to the desired opportunity. In addition, select opportunities require a criminal background check performed every three years.

### Personal Information

Title:	Name: <small>First</small>	Middle	Last
Nickname:		Email:	
Address: <small>Street</small>		City	State      Zip
County:		Birth Month/Day: _____ I'm over the age of 21: <input type="checkbox"/> Yes <input type="checkbox"/> No	
Phone: <small>Home</small>	Cell	Preferred Phone: <input type="checkbox"/> Home <input type="checkbox"/> Cell	
T-Shirt Size, Adult: <input type="checkbox"/> Small <input type="checkbox"/> Medium <input type="checkbox"/> Large <input type="checkbox"/> X-Large <input type="checkbox"/> XX-Large			

### Employment Information

Employer:	Position:		
Address: <small>Street</small>	City	State	Zip
Work Phone:	May We Contact You at Work? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Would your company be interested in becoming involved with Make-A-Wish? <input type="checkbox"/> Yes <input type="checkbox"/> No			

### Emergency Contact Information

Emergency Contact:	Relationship:
Emergency Contact Phone:	

**Professional Skills** – Select those skills in which you have a professional capability and/or fluent.

- Construction / Carpentry, please specify: \_\_\_\_\_
- Entertainment Skills, please specify: \_\_\_\_\_
- Graphic Design / Art Design / Media Support
- Interior Decorating
- Language (Translator) Fluency, please specify: \_\_\_\_\_
- Photography/ Videography
- Professional Certifications, please specify: \_\_\_\_\_
- Scrapbooking
- Writing (Press releases, social media posting, grant proposals, etc.)
- Other: \_\_\_\_\_

## Volunteer Opportunities

Young Professionals (St. Louis and Kansas City regions only) – Constituents between the ages of 24-40 are invited to volunteer with this dynamic, energetic group in either of the St. Louis or Kansas City regions. The mission of the Make-A-Wish Young Professionals is to provide a forum for young community leaders to enhance their professional growth, gain leadership skills, and practice civic responsibility while increasing awareness, encouraging volunteerism and raising funds for Make-A-Wish Missouri. Social and networking activities are planned year long. The Young Professionals support Make-A-Wish events as well as host fun, engaging events that support our chapter’s fundraising efforts.

Office – Assist with miscellaneous projects at the office, including phone calls, wish research, mailings, office receptionist and clerical duties to support the staff.

Special Events – Plan, organize, and implement successful fundraising events by working on event committees, helping out on the event day, and/or participating in the event. This role includes Executive Leadership Committees for internal Make-A-Wish events.

Translator/Interpreter – Help facilitate wish experiences for non-English-speaking families. Translators have the option of becoming fully-trained wish granting volunteers, or they can provide short-term support on an as-needed basis. (Please specify fluent language skills in the “Professional Skills” section above).

Wish Granting – As a member of a wish team, wish granters meet with the wish family, help the wish child determine his/her one, true wish and act as a liaison between Make-A-Wish staff and the wish family during the wish process. Wish granters should have attention to detail, great love of children and flexibility of scheduling. Wish granters must be a minimum of 21 years old and pass a comprehensive background screening. Attendance at an in-depth training session is required.

In a few words, describe yourself and what motivated you to volunteer at this time in your life.

What are you looking to get out of this volunteer experience?

How did you hear about Make-A-Wish?

I affirm that the information I have given on this form is true and correct. The information that I have provided may be verified by contacting persons or organizations named in this application, or by contacting any person or organization that may have information concerning me, or by conducting a criminal background check.

I have read and understood the various volunteer roles and am able to perform those roles in which I've applied for. I am volunteering my time for personal reasons and understand I will not be paid for my services as a volunteer and I expect no compensation. Furthermore, I understand that this application will help in determining the best fit of my skills for Make-A-Wish.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_



**ANNUAL CONFLICT OF INTEREST AND ETHICS ASSURANCE STATEMENT**

As an employee or volunteer of the Make-A-Wish Foundation (the "Foundation"), I have an obligation to the Foundation and the constituencies it serves to comply with the highest standards of ethical conduct. I will not commit acts contrary to those standards, and I will promptly report to appropriate Foundation representatives – either directly, or through MySafeWorkplace (a 24-hour confidential whistle-blower hotline that can be accessed at [www.MySafeWorkplace.com](http://www.MySafeWorkplace.com) or by calling 1-800-461-9330) – the commission of any such acts by others within the Foundation. I understand that my responsibilities include the following:

**Ethics and Legal Assurance**

- I will at all times: (a) perform my duties in accordance with relevant laws, regulations and Foundation policies and standards; (b) promote the attainment of the Foundation's legitimate and ethical objectives; and (c) represent the interests of all constituencies served by the Foundation and not favor special interests inside or outside the Foundation in connection with Foundation business.
- I will refrain from: (a) violating any criminal or civil law or regulation, the violation of which may reflect poorly on the Foundation; and/or (b) engaging in or supporting any activity that would discredit the Foundation.
- I will submit to a criminal background check every three years (or more frequently if required by the Foundation), and I agree to disclose at the time I execute this document and thereafter as the same may arise any official investigations of criminal activities, arrests and/or convictions involving me (other than for routine traffic offenses not involving drugs or alcohol).

**Conflict Of Interest**

- I will either avoid, or will promptly disclose and recuse myself from any decisions involving, any activity or practice which conflicts with, or can be perceived as conflicting with, the interests of the Foundation, including but not limited to situations where I, or a relative, friend or business acquaintance of mine, proposes to provide goods or services to the Foundation for consideration.
- I will refrain from using Foundation property or resources for personal profit or advantage, or for any purpose not related to the activities of the Foundation.
- I will refuse any personal gifts, loans, favors or other consideration of more than nominal value from any Foundation vendor, sponsor or other outside party that would influence, or could be perceived as influencing, my actions or the actions of others.

**Confidentiality**

- During my involvement with the Foundation and thereafter, I will maintain the confidentiality of any information regarding the Foundation, wish children and their families, donors and volunteers that has not been released publicly, unless legally obligated to do otherwise.
- I will refrain from using or appearing to use confidential information acquired in the course of my service for unethical or illegal advantage, either personally or through third parties.

***I have read, understand and agree to be bound by the above standards.***

Print name

Signature

Date

***\*\*Handwritten signature required\*\****



## 6 Social Media Rules for Wish-granting Volunteers

Social media is a great way to share the magic of Make-A-Wish! While we do highly encourage you to be active, we do have some strict policies from the national office regarding social media and the confidentiality of our wish children and their families. Please follow these guidelines when considering a post with any photos of wish kids and/or their families on social networking sites.

- 1 You can (and are encouraged to) **like, re-post or “share” anything that the chapter posts** on our official Make-A-Wish Missouri Facebook, Twitter, Instagram or YouTube accounts.
- 2 **Always tag our accounts** using the “@” symbol when you post a status or picture. (Example: “Nathan is going to Disney thanks to @MakeAWishMO!”)
- 3 **If you want to post anything about a wish child to your personal page, the following conditions must be met:**
  1. The family must be Publicity Eligible, or “PR OK.” i.e. If you were the child's wish granter, they will have checked the box saying yes, it's okay to use my image on the web, in print, etc. If you weren't part of their wish or don't know if they are PR OK, please check with the wish coordinator.
  2. You must additionally ask the family if it is okay with them to post photos to your personal page.
  3. You may post photos and videos of wish kids who are attending a Make-A-Wish Missouri event or approved third party event.
  4. When in doubt, check with chapter staff.
  5. Tag our page using the “@” symbol when you post a status or picture.  
\* NEVER provide the child's last name, specific hometown and/or the child's medical condition. Please use good judgement and sensitivity to family's privacies when sharing additional information such as first names, ages and wish details.
- 4 You may **NEVER post celebrity photos or names**. You may only re-post or “share” a chapter post about a celebrity wish.
- 5 Tagging yourself in photos on the chapter page is okay!
- 6 **Encourage wish families to be active on any and all social media channels** throughout their wish journey with photos and posts. Be sure to ask them to tag Make-A-Wish Missouri!

### SHARE THE POWER OF A WISH®



/MakeAWishMO



@MakeAWishMO



@MakeAWishMO



@MakeAWishMissouri

#MOWishVol • #MakeAWishMO • #WishWednesday • #PowerOfAWish

*\*Please note: Volunteers are permitted to be friends with each other but must not initiate any online “friendships” with any wish children or families.*

Printed Name

Signature

Date

**Don't forget to join our private Make-A-Wish Missouri Volunteer Facebook group!**  
You can share photos, ask questions or share suggestions.