



NATIONAL
BREAST
CANCER
FOUNDATION, INC.®

Volunteer Handbook

Summer 2024

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Welcome from National Breast Cancer Foundation, Inc. Founder, Janelle Hail

Congratulations as you accept the role of Volunteer! You have taken a step into the lives of those affected by breast cancer to deliver a gift of help and hope through NBCF's programs.

When I faced breast cancer at the age of 34, my life as a wife and mother of three sons forever changed. During my recovery time, I realized that the best way I could heal from the emotional trauma I experienced from breast cancer's assault on my body was to help others outside of my small world.

Within a few months, I started volunteering at a local hospital. Soon I began to have favor with the nurses and doctors by cheerfully offering my help as needed. Little did I know that my time volunteering was a steppingstone into my future work of the creation of NBCF.

What you do as a volunteer is important to help us fulfill NBCF's mission to give hope to others through their breast cancer journey. The fulfillment of our mission requires having caring people like you who offer their time and unique talents. All of us at NBCF and those we serve are grateful for your service.

Thank you!

Janelle Hail
Founder



About NBCF

Mission, Vision, and Core Values

National Breast Cancer Foundation's **mission** is to provide help and inspire hope to those affected by breast cancer through early detection, education, and support services.

NBCF prides itself in
Helping Women Now.

The **vision** of NBCF is to be a God-honoring charity serving those who may be affected by breast cancer. We strive to ensure that *no one navigates breast cancer alone*.

Core Values

As we conduct ourselves in our daily activities, we strive to uphold the following values:

- **Champion the needs of individual women - where they are right now.**
 - We focus on the emotional, intellectual, and financial needs of women by creating and supporting programs that care for them along their journey.
 - We are the bridge that connects resources and support to women in need.
- **Lead with hope.**
 - We communicate with a message of hope as we navigate women through the challenges of breast cancer.
 - We are mindful of the realities of the disease and the needs of the breast cancer community.
- **Maximize our impact.**
 - We work with excellence as we create the finest resources to support the most women in need.
 - We steward the resources entrusted to us with efficiency by considering both the monetary return and women reached by our efforts.
- **Care for the whole person.**
 - We invest in the mental and physical well-being of our people to help them succeed both inside and outside the organization.
- **Build honest and respectful relationships.**
 - We seek to understand others and to use wisdom in developing healthy and long-lasting relationships.
 - We are solution oriented while having an attitude of humility and grace when we challenge differing opinions.

How NBCF Started

In 1991, Janelle Hail founded National Breast Cancer Foundation with the help of her husband and family. A breast cancer survivor herself, Janelle has made it her mission to educate other women about breast cancer and the importance of early detection.

Janelle and her husband, Neal, realized the fulfillment of their dreams as NBCF has become one of the world's most recognized and respected breast cancer charities, reaching millions of women with life-saving information and assistance. She will be the first to tell you that nothing successful is ever accomplished alone. She has a strong team of employees, consultants, sponsors and donors, and network of medical facilities that work together to deliver help to needy women.

Janelle's gentle heart and strong entrepreneurial skill set places our organization on the cutting edge of our industry as together the team at NBCF works to carry out our mission: *Helping Women Now*.



Read more about
[Janelle's Story](#)

Our NBCF Programs

No matter where women are in their journey, NBCF can help. Our programs consist of the following:

Education and Outreach

- Breast Health Education
- Trending Breast Cancer Topics
- Breast Cancer Awareness in the Workplace
- Women's Health Promotion

Patient Services

- National Mammography Program
- Patient Navigation Program

Support Services

- HOPE Kits
- Metastatic Retreats
- Support Groups

NBCF Headquarters Operations

Hours of Operations

Our Headquarters hours of operation are 9 am – 4 pm, Monday – Thursday, and 9 am – 12 pm on Friday, except for NBCF observed holidays.

Our NBCF offices observed the following holidays:

- New Year's Day (January 1)
- Martin Luther King Day (third Monday in January)
- Presidents' Day (third Monday in February)
- Good Friday (Friday before Easter Sunday)
- Memorial Day (last Monday in May)
- Independence Day (July 4)
- Labor Day (first Monday in September)
- Thanksgiving (fourth Thursday in November)
- Day after Thanksgiving
- Christmas Eve (December 24th)
- Christmas Day (December 25th)

In the case of inclement weather, NBCF office follows the Frisco Independent School District's Policy.

NBCF closes the office during the last two weeks of the year. Volunteers will be notified of all closures via the NBCF Volunteer Portal and monthly newsletter.

Parking and Entrance

National Breast Cancer Foundation is located at 7460 Warren Parkway, Suite 150, Frisco, TX 75034. Parking is available on both sides of the building near the main entrances. Volunteers will enter through one of the two main entrances (starred) and come to Suite 150 for their designated shift.



Key Staff

Our Volunteer Program Team consists of a Volunteer Program Manager and Coordinator.

This team manages all aspects of volunteer engagement, including recruitment, retention, record-keeping, and recognition for NBCF. They work closely with each department to fulfill volunteer requests, ensuring that volunteer placements are beneficial and fulfilling for all parties involved.

Severina Ware,
Volunteer Program
Manager

Kennedy Riggins,
Volunteer Program
Coordinator

Volunteer Policies and Code of Conduct

As a volunteer, this handbook is designed to help you adjust to your role and answer questions about the expectations at NBCF. If at any time, you are not comfortable with your volunteer role or feel your time is not being spent well – voice your concerns with the Volunteer Program Team.

NBCF heavily relies on volunteers to assist with a variety of different tasks to support our programs and operations.

Commitment to Diversity

NBCF is committed to creating and maintaining a workplace in which all volunteers have an opportunity to participate and contribute to the success of the organization and are valued for their skills, experience, and unique perspectives. This commitment is embodied in the organization's policy and the way we do business at NBCF.

NBCF Expectations and Commitment to Volunteers

NBCF expects the following from our volunteers:

- **Punctuality:** Arrive on time for all scheduled shifts.
- **Task Adherence:** Complete the tasks outlined in the shift descriptions and/or staff instructions.
 - Cell Phone Use: Please limit cell phone usage to emergencies or necessary communication, ensuring focus remains on the tasks at hand and providing the best assistance to those in need. If our team runs into any issues regarding cell phone misuse, we reserve the right to ask the volunteer to leave.

- **Dress Code:** Wear appropriate attire as specified.
- **Integrity:** Exhibit honesty and ethical behavior in all actions.
- **Professionalism:** Conduct yourself in a professional and respectful manner.
- **Communication:** Maintain clear communication with the staff.
 - Note: Failure to communicate absences from three shifts will result in the removal of your status as an NBCF volunteer.
- **Supervisor's Guidance:** Follow instructions provided by the volunteer supervisor/staff member.
- **Training Attendance:** Attend all required orientations and training sessions.
- **Teamwork:** Collaborate respectfully with fellow volunteers.
- **Seek Support:** Don't hesitate to ask for clarification or assistance when needed.
- **Mental Math:** As volunteers at NBCF, particularly when packing HOPE Kits, you'll need to count numerous items, despite the task's repetitive nature.

Volunteers can expect the following from NBCF:

- **Safe Working Environment**
 - **Physical Safety:** Volunteers can expect to work in environments that prioritize their physical safety, with measures in place to prevent accidents and ensure well-being.
 - **Emotional Safety:** NBCF fosters an atmosphere where volunteers feel emotionally secure, free from harassment, discrimination, or any form of abuse.
- **Open Communication**
 - **Feedback Channels:** Volunteers have access to multiple channels for providing feedback, asking questions, and expressing concerns. This ensures that their voices are heard and valued.
 - **Regular Updates:** NBCF commits to keeping volunteers informed about organizational changes, upcoming events, and any issues that may affect their work.
 - **Transparent Policies:** Clear communication of policies and procedures ensures that volunteers understand their roles, responsibilities, and the expectations placed upon them.
- **Respect of Your Time and Efforts**
 - **Efficient Scheduling:** NBCF respects volunteers' time by providing clear, organized schedules and only asking for reasonable commitments.

- **Recognition and Appreciation:** Volunteers' contributions are acknowledged through various forms of recognition, whether through public acknowledgment, awards, or thank-you events.
 - **Constructive Feedback:** The organization values and respects volunteers' efforts by providing constructive feedback and support to help them grow and feel appreciated.
- **Organized Operations**
 - **Structured Programs:** Volunteers can expect to work within well-defined programs that have clear goals, guidelines, and support systems.
 - **Resource Availability:** Adequate resources and tools are provided to volunteers to enable them to perform their tasks efficiently and effectively.
 - **Training and Orientation:** Comprehensive training and orientation programs are in place to ensure that volunteers are well-prepared and confident in their roles.
- **Meaningful Volunteer Experience**
 - **Impactful Work:** Volunteers are engaged in tasks that have a real impact, contributing to the mission of NBCF.
 - **Skill Development:** Opportunities for personal and professional development are offered, allowing volunteers to gain new skills and experiences.
 - **Supportive Community:** Being part of NBCF means joining a community of like-minded individuals who support each other and work towards our mission of *Helping Women Now*.

These expectations and commitments aim to ensure that volunteers have a rewarding and fulfilling experience while contributing to the important work of National Breast Cancer Foundation.

Volunteer Placement & Requirements

All volunteers must register through our NBCF volunteer portal and meet the minimum age requirement of 13 years old.

Volunteers will need to complete our online volunteer onboarding program and review the volunteer handbook. Upon completion, volunteers will be able to sign up for shifts



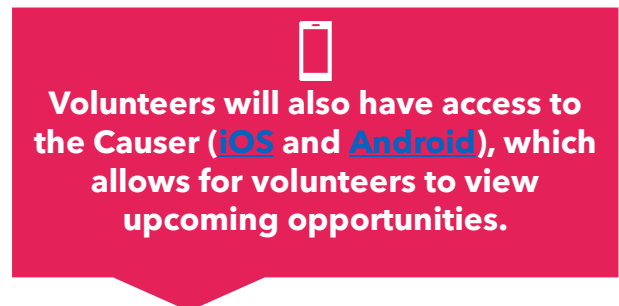
**National Breast Cancer Foundation
does not provide volunteer hours for
court ordered community service.**

Digital Volunteer Portal

NBCF utilizes an [online volunteer portal](#) to manage all volunteer activity. This portal allows volunteers to update their availability, preferences, see upcoming opportunities, check out our latest news, and more – from any computer or mobile device.

Recording Volunteer Hours

Tracking volunteerism is important and can help our organization show our full impact and the effectiveness of our volunteers' efforts. This can be critical when applying for grants, fundraising, and other financial incentives. We have several ways volunteers can track their hours:



- Utilize the **Causer app** when checking in and out of shifts
- Check-in via the shift email upon your arrival to your designated start time
- Scan the QR code at the front desk upon your arrival to our HQ
- If completed hours outside of our HQ, you will add the hours via your profile on the Volunteer Portal – [as seen here](#).

Scheduling, Attendance & Absences

The NBCF Volunteer Portal allows you to sign up for any open volunteer opportunities as they are posted. As a premier volunteer experience, our opportunities fill up fast. We highly encourage volunteers to sign up for the waitlist to receive notifications of shift openings.

We rely on volunteers to ensure that our mission is being served effectively each day, so it's important that you are present for any shift that you sign up for. Volunteers are asked to notify the Volunteer Program Manager as soon as possible for any absence from a shift.

For virtual opportunities, hours will not be verified until the Volunteer Team is provided with documentation that the opportunity has been completed in full.

Dress Code

Volunteers are representatives of NBCF and expected to dress appropriately while volunteering.

General Guidelines:

1. Comfort and Functionality:

- Wear comfortable clothing that allows for movement and is appropriate for the tasks you will be performing.

2. Professional Appearance:

- Maintain a neat and tidy appearance.
- Clothing should be clean, unwrinkled, and free of holes or excessive wear.

Specific Guidelines:

1. Tops:

- Acceptable: T-shirts, polo shirts, blouses, or button-up shirts.
- Unacceptable: Tank tops, low-cut shirts, crop tops, or any tops with offensive graphics or language.

2. Bottoms:

- Acceptable: Khakis, jeans, slacks, or knee-length shorts.
- Unacceptable: Short shorts, skirts above the knee, leggings worn as pants without a long top.

3. Footwear:

- Acceptable: Closed-toe shoes like sneakers, loafers, or boots.
- Unacceptable: Sandals, flip-flops, or high heels.

4. Hygiene:

- Maintain good personal hygiene. Use deodorant and avoid strong perfumes or colognes.

5. Hair:

- Hair should be clean and neat. Long hair should be tied back if necessary for safety or hygiene reasons.

6. Hats and Head Coverings:

- Hats or caps may be worn if appropriate for the activity or environment (e.g., outdoor events).
- Religious head coverings are always acceptable.

7. **Safety Gear:**

- Wear any required safety gear (gloves, vests, helmets) as instructed/provided by the NBCF Staff.

Special Considerations:

- **Event-Specific Guidelines:** Adhere to any additional dress code requirements specified for certain events or activities.
- **Cultural Sensitivity:** We are mindful of cultural norms and expectations, especially when volunteering in diverse or international settings. You are welcomed here.



Volunteers not adhering to the dress code may be asked to change their attire or may not be allowed to participate in the activity.

This dress code is designed to ensure safety, professionalism, and a positive image for our organization.

Volunteer Roles at National Breast Cancer Foundation

We are fortunate to offer a variety of roles for volunteers at NBCF. These roles vary and support the various departments within our organization.

- Community Ambassadors
- Community Packing Events
- Development Department
- High School Ambassadors
- Marketing Department
- Operations Department
- Programs Department
- Support Services Team
- Volunteer Program Services



A full scope of what opportunities we offer can be found on the NBCF Volunteer Portal.



Mindfulness of Open Workspace

In our office setting, it is essential to be mindful of shared spaces to ensure a respectful and productive environment for everyone. Please be considerate of noise levels, keeping conversations at a moderate volume and silencing electronic devices when possible. Maintain cleanliness by tidying up your workspace and communal areas after your shift. NBCF staff will be on hand to provide you with any direction if needed.



Please keep personal phone calls to a minimum during your volunteer shift. If necessary, please step away to make any phone calls.

If you are volunteering for multiple shifts, our building offers open communal spaces for you to eat lunch and rest if you choose not to leave between shifts. We kindly ask that volunteers utilize these breaks to allow our staff the opportunity to eat lunch and reset before the next shift.

Harassment and Discrimination Policy

NBCF prohibits discrimination based on race, color, national origin, sex, age, or disability. All volunteers have the right to serve in an environment free from all forms of discrimination and conduct which can be considered harassing, coercive, or disruptive, including unlawful harassment. Anyone engaging in harassing conduct will be subject to discipline, ranging from warning to separation from volunteer service.

Open Door Policy

We encourage volunteers to direct questions or concerns about our programs, operations, and staff that arise to the Volunteer Program Manager. We appreciate all feedback.

Separation from Volunteer Service

A volunteer may decide to sever their relationship at any time and for whatever reason. We do ask for notice of the decision by communicating with our Volunteer Team.

Safety and Emergency Action Plan

Security Inspections

NBCF wishes to maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives, or other improper materials. To this end, NBCF prohibits the possession, transfer, sale, or use of such materials on its premises. NBCF requires the cooperation of all employees and volunteers in administering this policy.

Emergency Action Plan

The purpose of this Emergency Action Plan (EAP) per Occupational Safety and Health Administration (OSHA) 1910.38 is to outline designated actions that shall be taken to ensure the safety of employees and volunteers when an emergency occurs in or near National Breast Cancer Foundation, Inc. (NBCF) office.

All NBCF volunteers are required to immediately evacuate the workplace when a life-threatening emergency occurs within or near the office. Examples of such emergencies include, but not limited to fires, threats of violence, etc. NBCF volunteers are not permitted to assist in the response to or abatement of such emergencies. NBCF volunteers may be advised to remain within the workplace in the event of a natural disaster or emergency situation outside of the building. Examples of such emergencies include, but limited to severe weather situations, civil disturbances, etc.

The full EAP can be viewed upon request to the Volunteer Program Team or Human Resources.

Notification of Emergency

Internal Emergency

If an emergency situation occurs inside of the NBCF office or building and requires employees and visitors to evacuate the building, notification will be announced through the communication channels listed →

- **Fire Alarms (if warranted)**
- **Office on-line systems, i.e. Slack and e-mail**
- **Verbal - word of mouth**

External Emergency

If an emergency situation occurs outside of the NBCF office or building and requires employees and visitors to remain indoors (office/building), notification will be announced through the communication channels listed above. All employees and visitors are empowered to contact the local emergency response organizations by dialing 911 for any internal and/or external emergencies that are deemed warranted.

Emergency Procedures & Account for All Employees and Visitors

1. Building Evacuation

Some emergency situations, such as, but not limited to, fire, violence, etc. require employees and visitors to evacuate the building. When office evacuation is needed, all employees and visitors shall proceed to the nearest building exit and evacuate the building. Employees and visitors should check workspaces adjacent to their own as they exit the building to assist that no employees or visitors remain in the building. Employees and visitors can offer assistance to other employees and visitors having difficulty evacuating the building.

All employees shall proceed to the designated NBCF External Muster Point. The External Muster Point for the NBCF office is located at the northeast corner of the parking lot, (by McCandless Way and small pond). In addition, the Safety Committee, HR, Office Administrator and/or NBCF employees in the office will assist with checking attendance to determine safe evacuation. If in the event of unaccounted employees and/or visitors, report names and last known locations to the local emergency responders on site.

2. Shelter in Place

Some emergency situations, such as, but limited to, severe weather, civil disturbances, etc. require employees to remain inside. Upon notification of an emergency requiring employees to shelter in place, all employees shall proceed to the designated Internal Muster Point. The Internal Muster Point should be large enough to shelter all office employees and should have access to a drinking water supply and first aid supplies. The Internal Muster Point is located in the Gym. If any employees and/or visitors are unable to make it to the Internal Muster Point, find an alternative safe place with no windows or mirrors, i.e. an internal building hallway, stairwell, under desk, etc.

When all employees and visitors have reached the Internal Muster Point, the Safety Committee, HR, Office Administrator and/or NBCF employees will assist with checking attendance. If in the event of unaccounted employees and/or visitors, report names and last known locations to local emergency responders.

3. Rescue and Medical Duties

NBCF employees and visitors are not responsible for performing rescue or rendering medical assistance as part of their job duties. The provision of medical assistance during an emergency situation is considered a "Good Samaritan" act. The Texas Good Samaritan Act is "a person who in good faith administers emergency care at the scene of an emergency is not liable in civil damages for an act performed during the emergency unless the act is willfully or wantonly negligent". The Texas Good

Samaritan Law can be obtained from this website for Civil Practice and Remedies Code - Title 4, Chapter 74, Subchapter D
<https://statutes.capitol.texas.gov/Docs/CP/htm/CP.74.htm>.

4. Reporting Fires and Other Emergencies

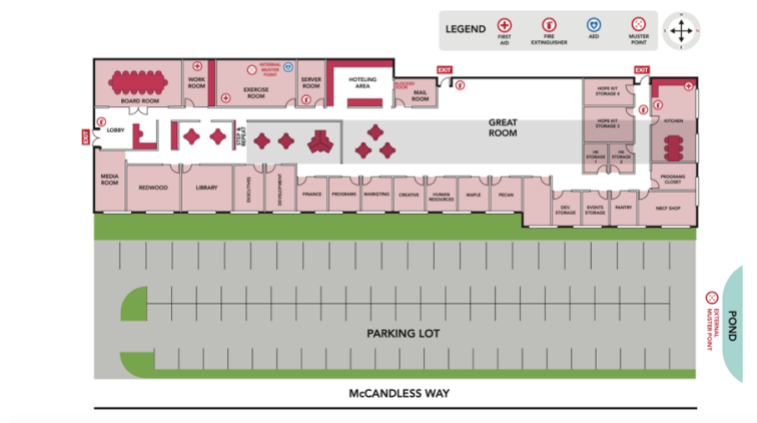
Emergency situations arising in or near the NBCF office and/or building will be reported to the local emergency response organizations. The emergency response organization can be contacted by dialing 911. All employees and visitors are empowered to contact the local emergency response organizations.

5. Procedures to Account for all employees and visitors

In the event of an emergency requiring building evacuation or sheltering inside, the Safety Committee, HR, Office Administrator and/or NBCF employees in the office will assist with checking attendance to determine safe evacuation. If in the event of unaccounted for employees and/or visitors, report names and last known locations to the local emergency responders on site.

Volunteer rosters are kept at the front desk for office staff to be prepared to account for all volunteers.

Floor Plan for Emergency Evacuation



Incident and Accident Reports

All incidents and/or accidents should be reported to the Volunteer Program Team and/or Staff Member immediately. Incidents and accidents pertaining to on-site injuries and/or noncompliance to rules and regulations will be documented with the Safety Committee, HR, and Office Administrator.

Volunteer Waiver & Release of Liability Form

In consideration of my desire to serve as a volunteer in relief efforts to be conducted by National Breast Cancer Foundation (NBCF), I hereby assume all responsibility for any and all risk of property damage or bodily injury that I may sustain while participating in any voluntary relief effort, disaster exercise or other activity of any nature, including the use of equipment and facilities associated with NBCF.

Further, I, for myself and my heir, executors, administrators and assigns, hereby release, waive and discharge NBCF and its officers, directors, employees, agents and volunteers of and from any and all claims which I or my heirs, administrators and assigns ever may have against any of the above for, on account of, by reason of or arising in connection with such volunteer relief efforts or my participation therein, and hereby waive all such claims, demands and causes of action.

Further, I expressly agree that this release, waiver, and indemnity agreement is intended to be as broad and inclusive as permitted by the State of my service, and that if any portion thereof is held invalid, it is agreed that the balance shall, notwithstanding, continue in full legal force and effect.

I currently have no known mental or physical condition that would impair my capability for full participation as intended or expected of me.

Further, I have carefully read the foregoing release and indemnification and understand the contents thereof and sign this release as my own, free act.

Notice of Filming and Photography

When you enter a National Breast Cancer Foundation ("NBCF") event or program, you enter an area where photography, audio, and video recording may occur. By entering the event premises, you consent to interview(s), photography, audio recording, video recording and its/their release, publication, exhibition, or reproduction to be used for news, web casts, promotional purposes, telecasts, advertising, inclusion on websites, social media, or any other purpose by NBCF and its affiliates and representatives.

Images, photos and/or videos may be used to promote similar NBCF events in the future, highlight the event and exhibit the capabilities of NBCF. You release NBCF, its officers and employees, and each and all persons involved from any liability connected with the taking, recording, digitizing, or publication and use of interviews, photographs, computer images, video and/or or sound recordings.

By entering the event premises, you waive all rights you may have to any claims for payment or royalties in connection with any use, exhibition, streaming, web casting, televising, or other publication of these materials, regardless of the purpose or

sponsoring of such use, exhibiting, broadcasting, web casting, or other publication irrespective of whether a fee for admission or sponsorship is charged. You also waive any right to inspect or approve any photo, video, or audio recording taken by NBCF or the person or entity designated to do so by NBCF. You have been fully informed of your consent, waiver of liability, and release before entering the event.

Volunteer Handbook Acknowledgment and Receipt

The NBCF Volunteer Handbook describes important information about my service with NBCF, and I understand that I should consult with the Volunteer Program Team regarding any questions not answered in these policies. I have entered my volunteer service relationship with NBCF voluntarily and acknowledge that there is no specified length of service. Accordingly, either NBCF or I can terminate the relationship at will, with or without cause, at any time.

Since the information and policies described here are subject to change, I acknowledge that revisions to the handbook may occur. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies.

Only the NBCF Volunteer Program Team has the ability to adopt any revisions to the policies in this handbook.

Furthermore, I acknowledge that this handbook is neither a contract of volunteer service nor a legal document. I have received the handbook and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

Click [here to digitally sign](#) or scan the QR code below.

