

Volunteer Handbook

Resource Guide & Workbook

Brain and Body Foundation - 39, Suez Crescent, Abacha Estate, Wuse Zone 4

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Introduction & Orientation

Welcome to Brain and Body Foundation!

We support fresh graduates, job seekers, high school students, retired individuals, and anyone looking to use their time or give back to society. As a volunteer for the Brain and Body Foundation, you're contributing to making a difference in the lives of medically fragile children.

Introduction

The Brain and Body Foundation Inc. (BBF) is a 501c3 charity organization based in the United States of America (4727 Edgewood Drive Sapulpa, Oklahoma) and Nigeria (No. 39, Suez Crescent, Abacha Estate, Wuse Zone 4, Abuja).

The BBF, in partnership with government, international donors and funders, non-governmental organizations, and well-meaning individuals, seeks to provide well-researched, well-proven, and safe modalities that impact health at discounted rates or free of charge to children who would otherwise not have had access to them.

Our primary purpose is to help reduce the physical and emotional burden of these conditions, by using innovative approaches.

Our Vision

To be the reference point for information and tools for sustainable healthcare solutions for cardiovascular diseases, and others.

Our Mission

Using science-based and well-researched solutions we strive to support patients living with sickle cell disease and neurological disorders. In addition to raising awareness of such conditions through various media platforms, we provide the best possible care to every patient at no cost to them through integrated clinical consultations, education, and research. We build a bridge between solutions and those in need of them by using effective nutraceuticals that have proven track records in dealing with life-limiting conditions.

Specifically, we shall:

- Be recognized as a “center of excellence” for volunteer services and support.
- Develop innovative approaches to volunteering.
- Bring leading-edge products and services to our city.
- Develop professionalism, collaboration, and competence among our staff.
- Be recognized for our high level of social and community impact.

Our Mandate

The Brain and Body Foundation has a four-fold Mandate, captured in the acronym **C.A.R.E.** **This stands for – Charity. Advocacy. Research. Education.**

Under the supervision of the Federal Ministry of Health, the Brain and Body Foundation has been using nutrients and nutraceuticals to address non-communicable diseases in general, especially sickle cell disease and brain disorders, including but not limited to strokes, cerebral palsy, autism, and stress-related disorders with remarkable results.

All our projects are driven by the following objectives:

1. To study and find the safest, most cost-effective methods for dealing with chronic diseases.
2. To provide relief for medically fragile children – those suffering from genetic disorders (like sickle cell disease) and the tragic consequences of brain damage or mal-development in hospitals and communities free of charge or at a discounted cost, beginning in Abuja, Nigeria, and extending to other African countries.
3. To raise public awareness about the reality and causes of neurological disorders and other life-limiting conditions like sickle cell disease, the burden they impose on society, and the evidence-based solutions available, to encourage government and private institutions to join our campaign to promote optimum health nationwide.
4. To develop simple but effective protocols which other practitioners can easily implement.

Rights & Responsibilities

As a volunteer, you have rights and responsibilities. Brain and Body Foundation believes volunteers are a vital human resource and commits to the appropriate infrastructure to support volunteer engagement.

Volunteers have the right to:

- Work in a safe & healthy workplace, know about unsafe work, and refuse unsafe work.
- A supportive environment in which to work and contribute.
- Effective and meaningful volunteer involvement practices.
- Have their say about their work and ideas regarding their role or program.
- Provide feedback and receive feedback when requested and at regular intervals.
- Be reimbursed for transit expenses to and from the Brain and Body Foundation office.
- Ask for and receive support from their supervisor when required.

Volunteers have a responsibility to:

- Act in accordance with the vision and mission of the organization.
- Act responsibly and with integrity.
- Fulfil the duties of the role as defined in the position description, efficiently and Effectively.
- Respect all policies in place.
- Notify their supervisor if they are unable to fulfil their duties.
- Recommend suggestions and changes to improve productivity.

General Volunteer Policies

The following section outlines important policies and statements for volunteers to be aware of and adhere to. If you have any questions about policies, please consult your supervisor for more information.

Speaking on behalf of the Brain and Body Foundation

No volunteer may act as an official spokesperson for Brain and Body Foundation without designation by the Board of Directors or Executive Director. Volunteers are encouraged to promote Brain and Body Foundation's work in formal and informal settings which do not include media interviews.

If volunteers are asked to speak about their work with Brain and Body Foundation at a formal event, they shall inform a staff member and seek information on current client trends, any upcoming promotional events, or current fund-raising goals.

Social Media Support

Volunteers are encouraged to share the organization's post with friends, family, and networks to help create awareness. Brain and Body Foundation can be found on Facebook, Twitter, Instagram, LinkedIn, and YouTube - and social media is a great place to share experiences. Follow, like & tag Brain and Body Foundation and share photos & status updates to show the world what it's like to volunteer at Brain and Body Foundation.

General Policies

Volunteers must notify their direct supervisor if they will be unable to fulfil a commitment for any reason. If the supervisor cannot be contacted, reach out to the nearest Brain and Body Foundation staff.

Workplace Violence & Harassment Prevention

Brain and Body Foundation's Workplace Violence & Harassment Policy and Human Rights & Anti-Discrimination Policy work in tandem to ensure volunteers work in an environment free from violence, harassment, and discrimination.

Definitions:

Discrimination: means any form of intentional or unintentional unequal treatment based on a protected ground of the Ontario Human Rights Code that results in disadvantage, whether imposing extra burdens or denying benefits. Discrimination needs only to be one factor among many factors in a decision or action for a finding of discrimination to be made. (See Human Rights & Anti-Discrimination Policy).

Harassment: means a course of comments or actions that are known or ought reasonably to be known, to be unwelcome. It can involve words or actions that are known or should be known to be offensive, embarrassing, humiliating, demeaning, or unwelcome.

The workplace: is any area where tasks are carried out on behalf of an organization. This can be an office, a private residence during times when tasks for an organization are taken on, or a public area during times when staff or volunteers are carrying out activities related to an organization.

Workplace violence: is the exercise of physical force by a person against a worker (volunteer or staff member), an attempt to exercise physical force against a worker, or a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Complaints: Volunteers who lodge good-faith complaints may do so without fear of retaliation or reprisal. Alleged retaliation or reprisals are subject to the same complaint procedures and discipline as complaints of discrimination and harassment. Complaints will be kept confidential, with disclosure only occurring if deemed necessary to adequately resolve issues.

Complaints issued that are found to have been made in bad faith will be subject to disciplinary action, up to and including dismissal.

Responding to Complaints of Harassment or Discrimination

Volunteers who feel they have been the target of harassment or discrimination have three options for managing the concern:

1. **Direct Communication** – With little intervention from a supervisor, the complainant can communicate directly with the person who behaved inappropriately.
2. **Informal Complaint** – With assistance from a supervisor, the complainant can lodge an informal complaint and not communicate directly with the accused.

3. **Formal Complaint** – With assistance from Brain and Body Foundation, the complainant can lodge a formal complaint with the possibility of taking legal action against the respondent.

Resignation & Termination Policies

These are Brain and Body Foundation's policies on Volunteer Resignation and Volunteer Termination. These policies are in place to ensure you are aware of the process for resigning from your volunteer role, as well as the process for termination if necessary.

Purpose

To ensure that clear notice, as described below, is provided to Brain and Body Foundation by volunteers.

Policy Statement

Volunteers should provide their supervisor with written notice of their resignation. It is expected that volunteers will give a minimum of one (1) weeks' notice, except in the circumstance of family or medical emergency. Volunteers are not obligated to provide a reason for resignation. However, volunteers who provide less than one week's notice and do not disclose a family or medical emergency may not be invited back to volunteer at Brain and Body Foundation.

Procedures

1. Resignation provided with a minimum of one week's notice: Volunteers who wish to resign from their position can do so with a minimum of one week's notice and must write a letter stating their intention and the last date of volunteer service.
2. The resignation letter should be forwarded to the Head of Administration electronically or provided in hard copy. The Head of Administration will acknowledge in writing the receipt of resignation letters that are provided via email.
3. A copy of the resignation and acceptance of the resignation will be kept on the volunteer's record for a minimum of three years.

Internet, Personal Computers & E-mail Acceptable Use Policy

In my capacity as a volunteer at Brain and Body Foundation, I understand that there will be occasions when I will need to access personal computers, shared files, e-mail, and the internet. I understand that it is imperative that I exercise due diligence and caution when working on any of Brain and Body Foundation's computers and further understand that all electronic information related to the operation of the organization must always remain confidential, and not share network or system passwords with anyone.

Data integrity must always be maintained and any deliberate attempt to sabotage or destroy files will be grounds for immediate dismissal and/or legal action.

I fully understand and agree to abide by the above policies when using Brain and Body Foundation's computers, internet, and e-mail services.

Name: _____

Signature: _____

Date: _____

Witness: _____

Date: _____

Volunteer Confidentiality Pledge

In my capacity as a volunteer at Brain and Body Foundation, I may learn personal facts about staff, volunteers, clients, and member agencies. I may become aware of confidential information related to the operation of the organization. I understand that I must exercise due diligence and caution in any discussion related to Brain and Body Foundation and its business.

I understand that confidential information may be disclosed to me in the course of my duties and will not be divulged unless I believe that it is necessary and would only do so to my immediate supervisor.

I also understand that confidentiality is not limited to my current affiliation with Brain and Body Foundation and that it continues in perpetuity.

Name: _____

Signature: _____

Date: _____

Witness: _____

Date: _____

Acceptance of Role & Responsibilities for Volunteers

I fully understand and agree to abide by the policies of Brain and Body Foundation as outlined in the Orientation and Training Session, policies, and statements provided in this handbook. I further agree to represent Brain and Body Foundation professionally and courteously which reflects the organization's key messages and core values. I agree to consult with a Brain and Body Foundation staff person should any situation arise during the event which requires clarification, consultation, or appropriate input before making a decision.

Name: _____

Signature: _____

Date: _____

Witness: _____

Date: _____