In-Person Volunteer Interactions

The following guidance should be followed if engaging a volunteer at an in-person interaction. Chapters must seek approval from their CEO before moving forward with in-person volunteer interactions and must comply with all local and state recommendations, as well as have conversations with their chapter medical advisors prior to resuming in-person volunteer interactions.

* Vaccinations are not required for an individual to volunteer with Make-A-Wish.
* Masks are recommended for staff and volunteer for all in-person interactions.
* Make-A-Wish will not request documentation of vaccination status from volunteers, nor will we document a volunteer’s vaccination status within their volunteer file.
* We cannot, with certainty, verify that all individuals a volunteer interacts with will be vaccinated.

**Wish Interactions**

* Newly eligible families will be able to indicate their preference for an in-person or virtual interaction with volunteers. If the family indicates a preference for in-person interaction, chapter staff should also determine the family’s preferred location (i.e., indoor or outdoor).
* Virtual visits remain the safest way to get to know volunteers and for volunteers to get to know a wish child. If a family has any concerns about in-person interactions with volunteers, we will arrange for all interactions to take place virtually.
* We continue to request that if any individual (wish child, wish family member, or volunteer) is feeling ill, or exhibiting symptoms of COVID-19, the in-person interaction be rescheduled for a time when all parties are once again feeling healthy.
* As a Make-A-Wish representative who volunteers to engage with some of our most vulnerable population, it is recommended that all volunteers wear a mask when indoors and when in close proximity of a wish child and their family.
* Please ensure at least one of the Make-A-Wish representatives carries hand sanitizer with them. Both individuals should use it upon entry into the home and following the visit.
* As much as possible, social distancing should occur, but this may not always be possible.

**Chapter Events, Trainings or Social Gatherings**

* Masks are recommended for staff and volunteer for all in-person interactions.
* Evaluate the number of volunteers needed at the event limiting the number of volunteers to those critical to the success of the event.
* Consider opportunities to include volunteers who prefer virtual interactions and/or live outside of the location of the gathering.
* Identify ways to make materials and information available to volunteers who are uncomfortable gathering or otherwise unable to attend.