



*Thank you for your interest in volunteering with Make-A-Wish®. Behind every Make-A-Wish experience, there are volunteers filling a multitude of roles. Their commitment is what drives Make-A-Wish and allows us to create life-changing wishes for children with critical illnesses.*

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

In order to provide the wish children and 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 chapter needs.

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

Due to the nature of our work, select volunteer positions 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. Please contact us with any questions related to past convictions and/or our background check screening process.

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

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

#### **Volunteer Department**

Phone: (914) 478-9474

Email: [volunteer@hudson.wish.org](mailto:volunteer@hudson.wish.org)

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

Please complete and submit pages 2-5 of this packet to our office via fax, email or mail.

Make-A-Wish Hudson Valley

Attn: **Volunteer Department**

832 South Broadway

Tarrytown, NY 10591

Fax # (914) 478-8245

### **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



All volunteer opportunities require the completion of this application, a signed Conflict of Interest and Ethics Statement and training relevant to the desired opportunity. In addition, select opportunities require a criminal background check performed every three years.

## Personal Information

Title:	Name: First	Middle	Last
Nickname:			
Address: Street		City	State Zip
County:		Birth Month: Day:	
		I'm over the age of 18: <input type="checkbox"/> Yes <input type="checkbox"/> No	
Phone: Home	Mobile	Preferred Phone: <input type="checkbox"/> Home <input type="checkbox"/> Mobile	
Email:		I am on LinkedIn: <input type="checkbox"/> Yes <input type="checkbox"/> No	

## Employment Information

Employer:	Position:		
Address: Street	City	State	Zip
Work Phone:	May we contact you at work? <input type="checkbox"/> Yes <input type="checkbox"/> No		

## Emergency Contact Information

Emergency Contact:	Relationship:
Emergency Contact Phone:	

## How did you hear about Make-A-Wish?

- |   |  |
|---|--|
| <input type="checkbox"/> Aware of a wish family who experienced a wish: _____ | <input type="checkbox"/> Family: _____                 |
| <input type="checkbox"/> Civic organization: _____                            | <input type="checkbox"/> Friend: _____                 |
| <input type="checkbox"/> College/University: _____                            | <input type="checkbox"/> Media/Public Relations: _____ |
| <input type="checkbox"/> Employer: _____                                      | <input type="checkbox"/> Other: _____                  |

## Professional Skills – Select those skills in which you have a professional capability.

- |  |  |
|--|--|
| <input type="checkbox"/> Construction / Carpentry    | <input type="checkbox"/> Professional Certifications |
| <input type="checkbox"/> Entertainment Skills        | <input type="checkbox"/> Scrapbooking                |
| <input type="checkbox"/> Graphic Design / Art Design | <input type="checkbox"/> Writing                     |
| <input type="checkbox"/> Interior Decorating         | <input type="checkbox"/> Other: _____                |
| <input type="checkbox"/> Photography                 |  |

**Language Skills** – If you are fluent in another language, please check all that apply.

	Read	Write	Speak	Understand
American Sign Language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Arabic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chinese	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
French and French Creole	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
German	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hindi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Italian	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Japanese	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Korean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Polish	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Portuguese	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Russian	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spanish	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tagalog	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vietnamese	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Criminal Background Check Search / Address History**

Select opportunities require a criminal background check performed every three years. Our criminal background check search includes a social security number verification and search of all aliases used by the individual, as well as all records in the counties in which the individual has resided for at least seven years and in a national database. If you have lived outside of the US within the past 7 years, additional checks and/or proof of clearance may be required.

I have resided in the United States for the last 7 years:  Yes  No

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?

**Volunteer Roles**

- Fundraising – Assist development team in seeking in-kind donations, write grant and/or sponsorship proposals, collaborate to build partnerships with local companies or conduct research on local companies’ giving campaigns.
  
- Office – Assist with miscellaneous projects at the office, including phone calls, wish research, mailings, etc.
  
- Speaker’s Bureau – Speak at local community, school, business or civic events increasing awareness and support for Make-A-Wish while educating audiences about the Make-A-Wish mission.
  
- 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.
  
- Translator/Interpreter – Help facilitate wish experiences for non-English-speaking families or assist with translation requests (as needed).
  
- Wish Granter – As a member of a wish team, wish granters meet with the family, help the wish child determine the wish and act as a liaison between Make-A-Wish staff and the wish family during the wish process. Wish granters must be a minimum of 18 years old. Attendance at an in-depth training session is required.

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 ("Foundation"), I have an obligation to 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 the Make-A-Wish Reporting Hotline (an independently operated, 24-hour confidential whistle-blower hotline that can be accessed at [www.convercent.com](http://www.convercent.com) or by calling 1-800-461-9330) - the commission of any such acts by others within 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 Foundation's legitimate and ethical objectives; and (c) represent the interests of all constituencies served by Foundation and not favor special interests inside or outside 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 Foundation; and/or (b) engaging in or supporting any activity that would discredit Foundation.
- I will submit to a criminal background check every three years (or more frequently if required by 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 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 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 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 Foundation and thereafter, I will maintain the confidentiality of any information regarding 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

NOTE: If your home address, telephone number(s), or e-mail address has changed in the past year, please provide updated information: \_\_\_\_\_



## Volunteer Application Supplemental Paperwork

*Thank you for your interest in volunteering with Make-A-Wish® Hudson Valley.*

In addition to completing the Volunteer Application, potential volunteers are also required to complete the following supplemental paperwork:

1. **Personal References**
  - a. Please provide 3 non-family personal references, **email preferred**. We will send a reference form via email directly to the emails provided to help us get to know you a bit better.
2. **First Advantage Background Release Form**
  - a. This form is sent virtually and must be completed every 3 years. If you would like a copy of your background release, please be sure to note it in an email.
3. **Social Media Guidelines**
  - a. This form is to ensure volunteers are mindful of the implications social media has on the privacy and confidentiality of our wish kids and their families.
4. **Self-Assessment Questionnaire**
  - a. This questionnaire will help potential volunteers determine where they may fit best within our volunteer program.

*Please return completed forms to Volunteer Coordinator, Jillian Rodriguez*

Mail:	Fax:	Email:
Attn: Volunteer Department 832 South Broadway Tarrytown, NY 10591	(914) 478-8245	<a href="mailto:volunteer@hudson.wish.org">volunteer@hudson.wish.org</a>

Upon completion of this supplemental packet, all potential volunteers must attend an orientation. Once the orientation is completed and paperwork is submitted, the prospective volunteer will then be invited to volunteer with Make-A-Wish Hudson Valley.

If you have any questions about the supplemental paperwork or volunteer application process, feel free to contact our **Volunteer Department** at (914) 478-9474.



## Personal References

Please provide 3 non-family personal references, **email preferred**. Once submitted, we will send a reference form [via email](#) directly to your personal references.

**Personal Reference #1: (EMAIL)** \_\_\_\_\_

**Personal Reference #2: (EMAIL)** \_\_\_\_\_

**Personal Reference #3: (EMAIL)** \_\_\_\_\_

### NOTE:

If your personal references do not receive an email from the Director of Volunteers within 2-3 business days upon submission, please inform your personal references to check their junk/spam mail folders; our emails sometimes get filtered to those folders.

If you have any questions about the personal references, feel free to contact our Volunteer Department at (914) 478-9474 or via email at [volunteer@hudson.wish.org](mailto:volunteer@hudson.wish.org). Thank you!

## SOCIAL MEDIA GUIDELINES

The Foundation recognizes that social media, when used appropriately, can play a valuable role in engaging wish families, donors, prospects, volunteers, the media and others in mutually beneficial relationships. For this reason, Make-A-Wish is an active participant in social media, including Facebook, Instagram, YouTube, Snapchat, and Twitter. However, it is important to understand that volunteers' use of social media can pose risks to the Foundation's confidential information, reputation and brand, and can expose the Foundation to various potential legal risks.

Foundation volunteers are encouraged to connect with Make-A-Wish via social media and support the Foundation's programs, promotions and social media messaging, so long as such activity (a) is intended primarily to benefit the Foundation, and (b) does not interfere with the performance of the volunteer's event or wish assignment.

Volunteers who choose to engage with the Foundation via social media must comply with the following rules:

1. **Maintain Confidentiality.** Volunteers' social media activities are subject to the Foundation's Confidentiality policy, which requires volunteers to "safeguard the confidential nature of information concerning the Foundation, wish children and their families, other volunteers and donors" to which they may have access volunteering in the office, but which has not been released as public information and which is not otherwise available to persons outside the organization.
2. **Protect the Brand.** When referring to or engaging with Make-A-Wish through social media, volunteers are expected to use the Make-A-Wish trademarks properly, in accordance with the National Office Style Guide to the extent reasonably possible.
3. **Use Good Judgment.** While the Foundation respects the right of volunteers to post personal comments and perspectives on social media sites, posting ones about potentially controversial subjects, may be misconstrued as representing the views of the Foundation, which can result in a public and/or media relations challenge for the Foundation. To reduce the chance of such a situation occurring, volunteers should: (a) consider whether to identify themselves as a Make-A-Wish volunteer on their social media pages; (b) make it clear that any social media activity is from the volunteer's perspective, and that the volunteer is not representing or speaking on behalf of the Foundation; and/or (c) generally be circumspect about what they post, bearing in mind that anything posted on social media can reflect on Make-A-Wish even with reasonable precautions.



4. **Posting Guidelines.** Volunteers are encouraged only to post to Make-A-Wish Hudson Valley's social media pages. You may NOT post to your personal page. However, you can (and are encouraged to) re-post or "share" anything that the chapter posts. Do not save and then post content as your own - always re-post or share to provide a clear trail of appropriate permissions.
  
5. **Digital Assets Sharing.** Volunteers are encouraged to take Digital Assets such as photographs or video at fundraising or wish visit/delivery events and forward them to the Director of Marketing & Volunteer Management by emailing them to [MakeAWishHV@gmail.com](mailto:MakeAWishHV@gmail.com) for possible inclusion on the chapter's social media channels.

In addition, volunteers who engage in social media activities (involving the Foundation or otherwise) should be aware of the following:

1. The right of self-expression is accompanied by certain common sense and legal responsibilities. For example, individuals who post comments on the Internet can be held personally liable for content that violates the intellectual property rights of others and/or is considered to be defamatory, obscene, or confidential by any offended party.
  
2. Volunteers need to understand they have no reasonable expectation of privacy with respect to personal information posted on the Internet, which can be reviewed by anyone in the world, including the Foundation, now or in the future.

The Foundation reserves the rights to: (a) utilize online and social media monitoring tools to monitor comments about the Foundation and/or its employees, volunteers and other constituents that are posted on the Internet by anyone, including employees and non-employees; (b) request cessation or appropriate modification of commentary posted by Foundation employees or volunteers that violates this policy; and (c) impose discipline up to and including termination on any employee or volunteer who materially violates this policy.

Any questions regarding this policy should be directed to the Director of Marketing & Volunteer Management. Similarly, the Foundation strongly encourages volunteers to report to the Volunteer Coordinator and/or the President/CEO (on a confidential or anonymous basis if desired) any actual, potential or perceived violations of this policy by other volunteers as soon as they become aware of them.

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

\_\_\_\_\_  
Print name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



## Volunteer Self-Assessment

*Thank you for your interest in volunteering with Make-A-Wish®. Volunteering is a commitment and it is important to find a role(s) that best match your skills, interests and availability to the needs of Make-A-Wish. In general, Make-A-Wish volunteers exhibit the following qualities:*

- 1. Dedicated and Reliable** – Our volunteers prioritize volunteering for Make-A-Wish by adding this commitment to an already busy life. The dedication and reliability of our volunteers ensures that we remain dedicated to making every eligible child's wish come true. For some roles, this means a commitment that may extend past a year.
- 2. Collaborative and Inclusive** – All volunteer roles require individuals who can work collaboratively with chapter staff and for many roles, other volunteers. Volunteer opportunities involve working with people of different ages, socio-economic, cultural, racial, ethnic, religious, and educational backgrounds.
- 3. Flexible** – Many roles require individuals to accept assignments that may include nights, weekends or off-peak hours. In some situations, this may require an individual to assist with a short-notice assignment.
- 4. Organized and Detail-Oriented** – Our volunteers perform high-quality, accurate work ensuring information is appropriately relayed while maintaining a high level of confidentiality. Individuals often coordinate various details of a project through multiple conversations while notating actions taken along the way to ensure the task was complete.
- 5. Continuous Learner** – All volunteers must attend an orientation to Make-A-Wish. Some roles require an in-depth training session specific to that role. In addition, volunteers are encouraged to attend one continuing education course each year. Volunteers will receive ongoing feedback and coaching from chapter staff to aid the individual in his/her role.

As you think about the ways in which you may volunteer with Make-A-Wish, please take a moment to evaluate your skills, talents, and availability specific to each statement under the respective volunteer opportunity. Be completely honest with yourself throughout this self-assessment. If you identify additional skills/talents that you feel may fit with Make-A-Wish, please contact your local chapter to discuss how those may fit with their needs.

We strive to find a good fit for each volunteer and appreciate your inquiry about volunteering with Make-A-Wish. If you decide that Make-A-Wish is not the best fit for you based on the qualities listed above or through the self-assessment below, you may want to research other volunteer opportunities by visiting VolunteerMatch at [www.volunteermatch.org](http://www.volunteermatch.org).

Name: \_\_\_\_\_

Date: \_\_\_\_\_

For each statement, please use the following scale:

5: excellent/always  
4: good/sometimes  
3: average/occasionally

2: okay/maybe  
1: poor/never  
n/a: does not apply to me

### **Fundraising Volunteer**

A fundraising volunteer will work alongside development and event staff to raise awareness of Make-A-Wish while increasing public support. This individual will serve as an ambassador for the organization and promote a positive image/reputation of Make-A-Wish.

Motivated, self-driven individual.	5	4	3	2	1	n/a
Experience in development, sales or grant writing, preferred but not required.	5	4	3	2	1	n/a
Resourceful with a willingness to solicit corporations, businesses and donors on behalf of Make-A-Wish.	5	4	3	2	1	n/a
Strong verbal and written communication skills.	5	4	3	2	1	n/a
Computer knowledge (i.e. Microsoft Suite).	5	4	3	2	1	n/a
Able to work independently with guidance from staff.	5	4	3	2	1	n/a
Excellent time management skills.	5	4	3	2	1	n/a
Flexible schedule, including daytime, evenings, weekend.	5	4	3	2	1	n/a
Able to commit to a minimum of two opportunities per year.	5	4	3	2	1	n/a

### **Office Volunteer**

An office volunteer will work alongside chapter staff to assist with miscellaneous projects, including phone calls, wish research, mailings, etc. This individual will most often perform this work during normal business hours with each chapter varies on projects and tasks.

Computer knowledge (i.e. Microsoft Suite).	5	4	3	2	1	n/a
Able to work independently with guidance from staff.	5	4	3	2	1	n/a
Comfortable handling repetitive tasks.	5	4	3	2	1	n/a
At ease making and receiving phone calls.	5	4	3	2	1	n/a
Strong verbal and written communication skills.	5	4	3	2	1	n/a
Excellent time management skills.	5	4	3	2	1	n/a
Available during regular business hours.	5	4	3	2	1	n/a
Able to commit to a minimum of two opportunities per year.	5	4	3	2	1	n/a

### **Special Events Volunteer**

A special event volunteer will work alongside chapter staff to plan, organize and implement successful fundraising events at the chapter. A special event volunteer may serve on an event committee, assist with day of event needs and/or participate in the event.

Strong verbal and written communication skills.	5	4	3	2	1	n/a
Experience with event planning.	5	4	3	2	1	n/a
Resourceful with a willingness to solicit in-kind donations.	5	4	3	2	1	n/a
Flexible, yet able to remain positive in stressful situations.	5	4	3	2	1	n/a
Desire to bring new ideas and approaches to the chapter.	5	4	3	2	1	n/a
Flexible schedule, including evening and weekends.	5	4	3	2	1	n/a
Able to commit to a minimum of two events per year.	5	4	3	2	1	n/a

Name: \_\_\_\_\_

Date: \_\_\_\_\_

### **Speaker's Bureau Volunteer**

A speaker's bureau volunteer will present key information and share stories regarding Make-A-Wish to community organizations, corporations, schools, and internal or external events. Through these efforts the volunteer will aim to increase the audience's awareness and support for Make-A-Wish.

Comfortable speaking in public with positive and professional energy.	5	4	3	2	1	n/a
Easily engage others in conversation.	5	4	3	2	1	n/a
Strong verbal and written communication skills.	5	4	3	2	1	n/a
Ability to tailor presentations to needs of the audience.						
Bilingual speaking abilities. If 4 or higher, please indicate additional language fluency: _____	5	4	3	2	1	n/a
Flexible schedule, including daytime, evenings, weekend.	5	4	3	2	1	n/a
Willing to drive up to one hour for speaking engagements.	5	4	3	2	1	n/a
Able to commit to a minimum of two speaking engagements per year.	5	4	3	2	1	n/a

### **Wish Granter Volunteer**

A Wish Granter will meet with the child and his/her family to help determine the child's most heartfelt wish while planning special enhancements throughout the wish process. Wish Granters work in teams of two or three alongside Make-A-Wish staff.

Experience and/or passion for children.	5	4	3	2	1	n/a
Comfortable interacting with children of varying ages.	5	4	3	2	1	n/a
Creative thinker.	5	4	3	2	1	n/a
Open minded.	5	4	3	2	1	n/a
Strong verbal and written communication skills.	5	4	3	2	1	n/a
Promptly respond to emails and return phone calls.	5	4	3	2	1	n/a
Resourceful with a willingness to solicit in-kind donations.	5	4	3	2	1	n/a
Bilingual speaking abilities. If 4 or higher, please indicate additional language fluency: _____	5	4	3	2	1	n/a
Flexible schedule, including daytime, evenings, weekend.	5	4	3	2	1	n/a
Willing to drive up to one hour to meet with wish families.	5	4	3	2	1	n/a
Able to commit to two wishes per year with the average wish requiring 10-15 hours of volunteer work.	5	4	3	2	1	n/a

***Please return your completed questionnaire to the Volunteer Coordinator, either by email, fax or snail mail:***

**Email:** [volunteer@hudson.wish.org](mailto:volunteer@hudson.wish.org)

**Fax:** 914-478-8245 OR

**Mail:** Make-A-Wish Hudson Valley, 832 South Broadway, Tarrytown, NY 10591

Thank you for your interest in Make-A-Wish and your commitment to volunteering.