

CARE - CONNECTION - COMMUNITY



VOLUNTEER HANDBOOK



Welcome

Thank you for volunteering with One Mother to Another, we are so excited to have you with us on this journey. Right from the start passionate volunteers have been at the centre of our organisation.

From packing care packages to writing notes of encouragement to crocheting hearts, your involvement, no matter how big or small is key to ensuring One Mother to Another's mission is possible.

What started as a few small care packages being delivered to one hospital ward, has now become a fully fledged, award-winning, registered charity which delivers thousands of packs each year!

In this handbook you will find all of the important information you need to know about volunteering with One Mother to Another.

You are an integral part of One Mother to Another and we couldn't do it without you. Thank you!

AROHA MAI, AROHA ATU
Love received, love returned

Joy Reid

Co-Founder & Chief Executive





Becoming a Volunteer



Thank you for making the decision to come on board as a One Mother to Another volunteer!

This guide will give you the resources and information needed to help you perform your role as a volunteer. We are so excited to have you join the team.



About Us

One Mother To Another provides care packages of aroha to whānau (primarily mums but also some dads/ grandparents/ foster parents) who are going through a difficult time in hospital with a sick child.

Our aim is to provide comfort, encouragement and support in what can be a very vulnerable and distressing time. We want to put a smile on their face, let them know someone is thinking of them and bring connection and empowerment in a moment of crisis which we hope will last a lifetime.

We know that taking care of a hospitalised child is one of the most stressful and difficult tasks a parent can face. In light of the substantial anxiety and social, mental and physical stresses involved, our care packages offer emotional and practical support in a particularly vulnerable time.

We currently support ten wards and two community organisations, and distribute more than 4500 care packages each year in the South Island. We hope to continue to expand our reach in the community by rolling out our services to new hospitals, new regions and new wards in the coming months and years.

How we began:

One Mother to Another was started by two Christchurch mothers who personally experienced the distress and fear of having a child in hospital and became determined to ease the burden on others in that position. They initially delivered 10 care packs and as the idea grew they realised there was a real need for this support. One Mother to Another is now a registered charity with hundreds of volunteers and four part-time staff members. It is run by Co-Founder and Chief Executive, Joy Reid (pictured below with her eldest child who spent time in the Neonatal Intensive Care Unit).



Our purpose



Our Purpose:

Through the simple act of gift giving, we care for and empower parents and whānau with sick babies and children.



Our Mission:

To connect with communities and become a sustainable charitable partner to support whānau in all neonatal and paediatric units in Aotearoa.

Care Connection Community



It is our hope that by volunteering with One Mother to Another you are able to feel part of the team and also get something special out of the experience. We all have our own stories and experiences which lead us to give back. Whether you have had a sick child yourself, have met someone who has, or wish to give back to your community - your input is so important.

We also realise that some of you will have received one of care packages in the past. We are excited that by volunteering with One Mother to Another you are able to write a "chapter two" in your journey and turn what I'm sure was a distressing time, into a happier ending.

At One Mother to Another, we want to create a space where our community can build and support one another. A community in which all mothers and carers with a sick child can feel empowered to take on their child's health journey and one where those who wish to help have the ability to do so.

Connection is one of our key values at One Mother to Another, and it flows through everything we do. The connections that our volunteers create is of utmost importance to us. We hope you will meet other like-minded people and be inspired by each other.

By providing a place to gather and give back together, we aim to build a more resilient and caring community.

We encourage our volunteers to get to know each other and engage in respectful relationships.

We aim to foster **Care**, build **Connection** and empower our **Community**.





Recognition of our Volunteers

Volunteers are a huge part of One Mother to Another and it is our goal that each volunteer feels that their contribution is valued and that our organisation is worthwhile. We are committed to supporting all volunteers, as well as reviewing and recognising all your contributions.

We will keep you informed about our purpose, plans, new events and successes.

Below are a few of the ways we aim to recognise everything you give to One Mother to Another:

- All new volunteers are invited to have a coffee with co-founder and Chief Executive (bi-monthly)
- Volunteer 'Thank you' event - once per annum
- Celebrate volunteers during National Volunteer Awareness week (June)
- Profile a Volunteer in our bi-monthly newsletter
- Identify development opportunities for each volunteer through an annual survey
- Recognise volunteers who have contributed two, five or ten years of service





Feedback

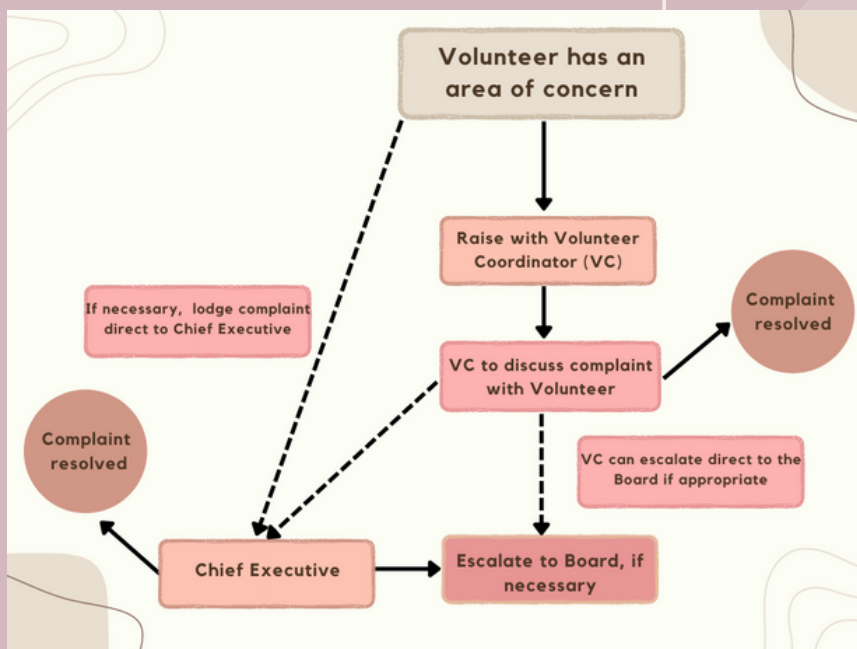
Feedback from our volunteers is so important to us in order to improve your volunteer experience and our processes going forward. We are open to suggestions and volunteers are encouraged to give feedback to their Volunteer Coordinator. We also run an annual volunteer survey which we encourage all volunteers to complete.

We strive to give clear, helpful instructions and guidance to our volunteers so they feel supported and empowered in their volunteer role. If you have questions and issues your volunteer coordinator is here to help you and support you in your volunteer journey.

We understand that situations change and that you may wish to end your time volunteering for us. Upon leaving us you may request a certificate for your time and services.

Complaints process:

We wish to create an open environment where you will always feel heard. Should you have an issue or wish to lodge a complaint you can contact the Volunteer Coordinator to discuss this. You may also take a complaint directly to the Chief Executive if necessary. See below our complaints flow chart and have a chat with us if anything is of concern.





Volunteer roles

Below is an overview of the volunteer roles we have available.

Packing day volunteers

Description: Packing products into our gift bags and getting them ready to be delivered to Hospitals. Packing is done by a group of volunteers once a month at a location in Christchurch and Dunedin. Dates, times and all details are sent out in advance of the packing day each month.

Hours: Approx 1-2 hours per month.

Location: Christchurch - 50 Sandyford Street, Sydenham, Christchurch 8023. Dunedin (please enquire)

Training: On your first packing day, you will be given a buddy who is an experienced volunteer. Please ensure that you wear closed toe footwear, warm clothing and use appropriate lifting techniques when moving heavy items.

Additional Requirements: This is a physical job and requires appropriate levels of fitness, standing for long periods and lifting.

Further Info: No children (under 5) allowed.

Reports to: Volunteer Coordinator

Crochet heart makers

Description: Crochet small hearts for the care packs. You will need to provide the wool. We will provide a template for you to go on. These will be due at the beginning of each month. One Mother to Another can arrange postage. Pattern will be sent to volunteer and is available on our website.

Hours: Depending on how fast you crochet and the number you're making can be an average of 1-5 hours per month, spaced over the whole month.

Location: Home based, you can do this from the comfort of your own home, or anywhere you like to crochet.

Training: You should be able to crochet already or be willing to teach yourself

Reports to: Volunteer Coordinator

Note writer coordinator

Description: Coordinate our note writing volunteers to ensure that we have all timely delivery of notes ahead of packing days. Organise for note pads to be distributed to volunteers and postage paid return envelopes. Keep record of volunteer note writers and their output on spreadsheet.

Hours: At least 4 hours per month

Location: Home based

Training: Well organised person who is able to coordinate a large number of note writers each month. Good communication and Email and Excel skills to communicate with volunteers and record contributions.

Reports to: CEO

Note writers

Description: Hand write notes of encouragement to go in the care packages. Notepaper/ self-addressed envelopes and postage will be paid. The wording for the notes will also be provided.

Hours: Notes required once a month, hours depends on how many you will be writing. Approx 1-2 hrs per month

Location: Home based, you do this from the comfort of your own home or anywhere you like to write.

Training: Notes are hand written in English with a Te Reo whakataukī. Note wording is provided.

Reports to: Note Writer Coordinator (Fiona)



Volunteer roles

Packing day volunteer support

Description: Helping set up and pack down on packing day. This involves setting up the tables, opening boxes, arranging morning tea before the packing day and packing things away at the end of the packing day. Dates, times and all details are sent out in advance of the packing day each month.

Hours: Approx 2 hours per month.

Location: Christchurch - 50 Sandyford Street, Sydenham

Training Requirements: Help to organise stock in preparation for the packing day. This will require the volunteer to come a bit early to packing day to assist with table set up etc.

Additional Requirements: This is a physical job and requires appropriate levels of fitness, standing for long periods and lifting.

No children (under 16) allowed.

Own transport will be required. Physical fitness may be required if any heavy

Reports to: OMTA Volunteer Coordinator

Stock pick up/logistics

Description: Collecting stock from various sponsors and dropping these at the OMTA storage unit (Sydenham). Dropping cardboard to the refuse station

Hours: Varies, up to 2 hours per month

Location: Various. Usually around Christchurch city/outer suburbs

Training Requirements: Own vehicle and current driver's license. Physically fit and knowledge of safe lifting practices. Training provided if required.

Additional Requirements: This is a physical job and requires appropriate levels of fitness, standing for long periods and lifting.

Reports to: OMTA Project Coordinator/ OMTA Volunteer Coordinator

Hospital pack delivery

Description: Assist in delivering new care packages to Christchurch Hospital. Positively engage with hospital staff, deliver morning tea for nursing team, swap products and/ or collect old care packages

Hours: 2 hours per month.

Location: Meet at storage facility and travel to the hospital with a One Mother to Another staff member.

Training Requirements: Physically fit and knowledge of safe lifting practices. Training provided if required.

Additional Requirements: This is a physical job and requires appropriate levels of fitness, standing for long periods and lifting.

No children (under 16) allowed.

Reports to: CEO/ OMTA Project Coordinator/ OMTA Volunteer Coordinator

Creative/ Design/ Marketing/ Sponsorship/Copywriting

Description: Creative support for specific projects. Could be helping to organise a fundraising event/ helping with revenue gathering activities/ projects, or finding sponsors.

Hours: Will vary depending on the project.

Location: Various. A minimum commitment is likely to be around 6 hours per event.

Training Requirements: Professional training and work experience in the relevant field.

Creative flair.

Reports to: CEO

Volunteer roles

Knitters

Description: To knit blankets for the hospital wards which need them

Hours: Completely up to the volunteer, though we do ask you to knit a minimum of 1 blanket per 6 months

Location: Home based

Training Requirements: knitting skills or will to learn!

Reports to: OMTA Volunteer Coordinator

Web/IT support

Description: Support with our website, IT and database.

Hours: Commit to 4 hours per month minimum. Depending on experience.

Location: Home based

Training Requirements: Professional qualification in IT and working knowledge of IT systems and processes

Reports to: OMTA Project Coordinator

Event support

Description: Helping at a OMTA event. Various types of jobs depending on the event.

Hours: Various time commitments depending on the event.

Location: Event based, most likely around Christchurch.

Training Requirements: No training necessary but needs to be able to work in fast paced, people facing environment.

Additional Requirements: Must comply with the government Covid restrictions if applicable

Reports to: OMTA Project Coordinator

Project support (ad-hoc)

Description: Often OMTA has various projects which need volunteer support. These might include assisting with our expansion projects, researching or product enquiries.

Hours: Various depending on the project

Location: Most likely around Christchurch or home based.

Training Requirements: Training and experience will depend on the project.

Further details will be provided when projects become available.

Reports to: CEO/OMTA Project Coordinator





Health & Safety

As a volunteer, you have a right to be in a safe and healthy workplace.

We are committed to ensuring your safety and health while you are a volunteer. Good health and safety relies on everyone having a clear understanding of the risks involved with their work and our expectations, policies and procedures to keep people safe and healthy.

We actively encourage you to report any health and safety incidences, including near misses, so that we can continue to provide a safe space of work. It is important that you comply with our directions and instructions about health and safety and all health and safety legislation.

We encourage you to read our comprehensive Health and Safety policy and become familiar with the safety requirements specific to your volunteer role. If you are unsure about any aspect of our policies please discuss with our Health and Safety officer, or your Volunteer Coordinator.

Key points:

- Look after yourself and others
- Protect yourself and others by working in a safe way and following our instructions, policies, processes when you are working.
- Inform us immediately if you feel you cannot complete a task safely or you are feeling unsafe.
- Report all accidents, incidents, near misses and hazards
- A hazard is anything that has the potential to harm you or create a risk that your health, safety or wellbeing may be harmed.
- If there is a serious harm accident make sure that the injured person gets medical treatment first. Let your Volunteer Coordinator know as soon as possible.
- Use a warranted, registered and insured vehicle when driving for OMTA

Our goal is to provide a safe and healthy workplace and promote a culture of excellence in health and safety. Keeping you safe is a top priority!





Conduct & Behaviour

We are so excited to have you on board as a volunteer with One Mother to Another and proud to have you representing us. Below are a few things that we would like to highlight, so that when you are out representing One Mother to Another you feel confident and assured in your role.

Many of our products are donated by key sponsors, and we have strict policies around the businesses that we bring on board. Unless discussed and approved by the Chief Executive beforehand, no volunteer is authorised to solicit donations or merchandise under the guise of One Mother to Another.

In addition, it is important that all brand/stakeholder relationships are commercially sensitive and that you do not disclose information outside of One Mother to Another.

It is so important to us that all volunteers feel heard and that they are respected and welcomed. Please show kindness and consideration to all those you meet when volunteering with us. Show respect to others and enjoy meeting some of our wonderful and dedicated volunteers.





How to Contact Us

It is so important to us that you feel fully supported in your role as a volunteer.

Should you have any questions about your role or about One Mother to Another in general, ask your volunteer coordinator in the first instance. You can also contact the Chief Executive and the office administrators with your questions/feedback. The best way to contact us is via email on info@onemothertoanother.org.nz.

You can also check out our Frequently Asked Questions in this handbook and on our website.

E: info@onemothertoanother.org.nz

W: www.onemothertoanother.org.nz

If it urgent, you can reach the Volunteer Coordinator on 0211172944.

Frequently Asked Questions

Who do I turn to if I have a question?

Ask your volunteer coordinator, or email us at info@onemothertoanother.org.nz. Note that all staff work part time, but we endeavour to get back to you as soon as we can. If urgent, you can reach the Volunteer Coordinator on 0211172944.

What if I cannot turn up for my volunteer shift?

We totally understand that things come up and that plans change. We do appreciate you letting us know as soon as your plans change, so we can make appropriate plans to cover you.

I know someone who might donate us some products, what should I do?

We are always keen to hear from new sponsors and partners, but it is vitally important that we follow a process for any new sponsors. This is why we do not allow volunteers to solicit products on behalf of One Mother to Another. The best thing to do is pass on the contact details of the company to your volunteer coordinator and they will take it from there! We may ask for you to provide an introduction but please clear this first.

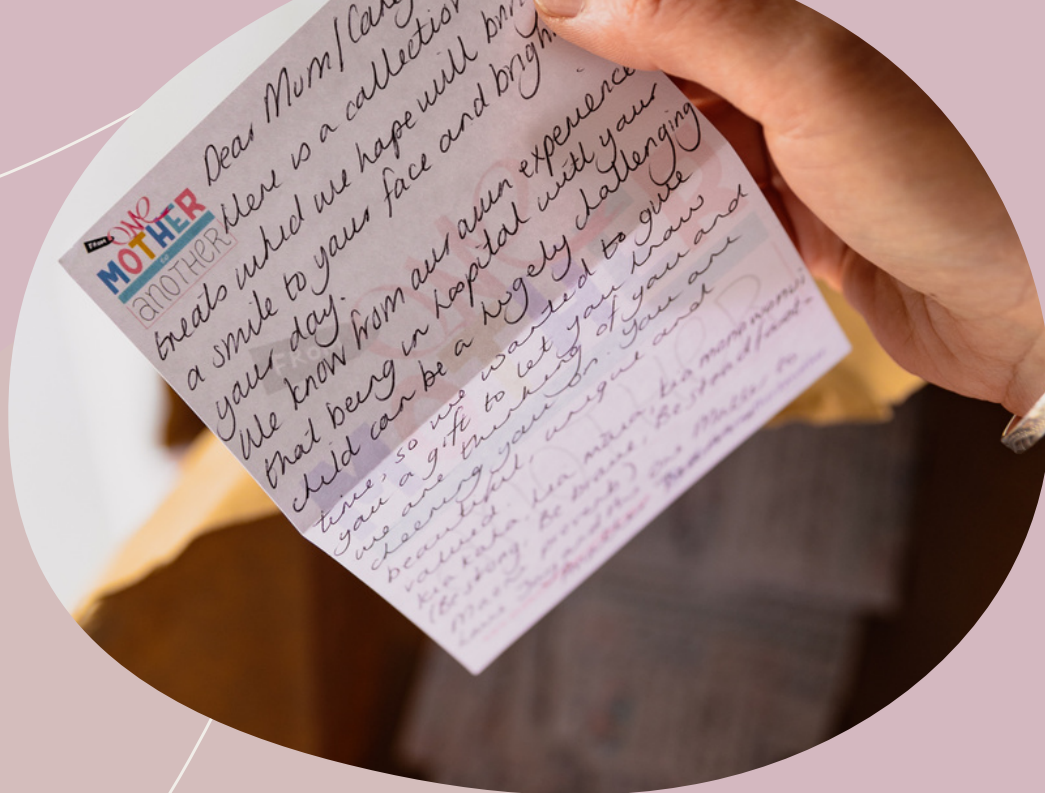
Do I need to wear a mask and be vaccinated against Covid-19?

We follow the government guidelines and government mandates (if any). While Covid-19 is in the community, we support and encourage mask usage. If in doubt about Covid-19 related policies, please talk to your volunteer coordinator.

I don't have a lot of time to volunteer during the day, do you have roles I can do on my own time?

Yes absolutely! One of our most key roles is that of note writing, which you can do at any time during the month and from the comfort of your own home. We have a number of other roles available too so check out the Roles section of this handbook.





Thanks for coming on board!



NONE OF THIS IS POSSIBLE WITHOUT YOU.

www.onemothertoanother.org.nz
info@onemothertoanother.org.nz