



Guide for Volunteers and Interns

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"improving the care and quality of life for people living with diabetes"

Dear Volunteer or Intern,

Congratulations on joining a very special group of dedicated volunteers. Without DFI volunteers, many of our vital programs and services would not exist. We hope that your experience with DFI will be a positive one where you will have the opportunity to gain a feeling of pride, satisfaction, and accomplishment as you enrich the lives of others as well as your own. We look forward to a long lasting partnership.

The guide that follows contains important information you will need to carry out your volunteer responsibilities. We are delighted that you have chosen our agency as the place to offer your time and talent. Your role is vital to the success of DFI.

With sincere appreciation,

A handwritten signature in blue ink that reads "Roberta Schmidt". The signature is fluid and cursive, with the first name "Roberta" and last name "Schmidt" clearly legible.

Roberta Schmidt
Executive Director

DFI History and Mission Statement

DFI is dedicated to improving the care and quality of life for children and adults with diabetes. The DFI was incorporated in 1990 to provide assistance to people with diabetes throughout the State of New Jersey. With diabetes now reaching epidemic proportions and the rate of obesity and diabetes in New Jersey among the highest in the nation, we serve a population that lives day-to-day with this serious chronic disorder. DFI provides an array of services and support without regard to race, ethnic origin, age, gender, sexual orientation, or religious preference.

DFI has an active Board of Trustees which provides agency governance and leadership. Volunteers support program activities to increase service to the community.

Founded almost 25 years ago, DFI has a long tradition of serving individuals with diabetes. Its history is one of change, flexibility, and growth, reflecting a single goal – to improve the care and quality of life for people with diabetes. DFI is proud of its past and enthusiastic about its future.

Philosophy of Involvement Statement

Volunteers and interns are an integral part of our DFI team. Volunteers and interns contribute their unique talents, skills, and knowledge to improve the quality of life of the individuals who turn to DFI for help.

Interns as Volunteers

We recognize our interns as a special type of volunteer. Our interns generally earn school credit after fulfilling an hourly internship requirement. Their roles and responsibilities are assigned based on their learning goals, educational interests, and school requirements.

Rights and Responsibilities

DFI volunteers have certain rights and responsibilities that are good to keep in mind during the course of your volunteer service. Because the agency's leadership sees volunteers as a valuable resource to the programs, services, and the community it serves, volunteers have rights to meaningful assignments, support, and recognition for the work they do.

At the same time, the agency expects volunteers to perform their duties to the best of their abilities, to comply with the agency's volunteer policies, and to remain loyal to the agency's values, goals, and procedures. Volunteers serve at the discretion of the agency and agree that the agency may decide to end a volunteer's relationship or to change the nature of the assignment when appropriate.

As a volunteer, you have a *right* to:

- Receive meaningful work assignments
- Treatment as an equal co-worker
- A safe and respectful work environment, free of harassment
- Receive orientation and training
- Receive effective supervision and constructive feedback on a regular basis
- Receive informal and formal recognition at the discretion of the agency
- Receive clear information about the boundaries for the work you perform
- Receive all the pertinent information you need to perform your work assignment
- Refuse any tasks or work assignments
- Security and confidentiality for the records in your personnel file
- Examine the contents of your personnel file
- Make complaints and file grievances
- Resign from your volunteer service at any time

As a volunteer, you have a *responsibility* to:

- Complete a volunteer application to be considered for a volunteer position
- Represent the agency only to the extent that your position description and role specifically authorize
- Use your affiliation only in the interest of the agency and not to promote religious or political beliefs or personal business dealings
- Inform your supervisor of any conflicts of interest that may arise after placement in your volunteer position
- Report any abuse that you may witness

- Report incidents such as accidents, injuries, and errors to your supervisor
- Protect the confidentiality of the agency's clients
- Notify your supervisor of absences that will prevent you from performing an assigned task
- Participate in trainings as offered
- Contribute to the maintenance and cleanliness of the office by tidying the area where you work and cleaning up after yourself

Volunteers who drive

If your volunteer position involves driving a motor vehicle on behalf of the agency, you have additional responsibilities to:

- Abide by traffic laws, such as speed limit, seat belt, and cell phone laws
- Carry liability insurance on your vehicle
- Notify your supervisor or coordinator of volunteers if your insurance coverage lapses
- Notify your supervisor or coordinator of volunteers if your driver's license expires or receives restrictions that limit your ability to carry out your volunteer duties

Guidelines for Volunteers

DFI believes that the quality of service can best be achieved by staff and volunteers functioning under sound and equitable practices.

The following guidelines are specific to DFI volunteers:

- The Executive Director is responsible for administering all practices and procedures, including retention, promotion and dismissal of staff and volunteers.
- Volunteers serve at the agency's discretion. Various factors are considered in engaging and retaining a volunteer.
- A copy of this *Guide for Volunteers and Interns* will be given to applicants for volunteer positions so that they may have advance knowledge of the agency's guidelines for volunteers.

Volunteer Enrollment and Screening

All prospective volunteers are required to:

- Be interviewed by a DFI staff member
- Complete an application to be considered for a volunteer position
- Submit 2 personal and/or professional references prior to acceptance. Relatives (spouse, parent, grandparent, aunt, etc.) cannot be used as references
- Undergo background checks as deemed necessary by the DFI
- Sign a *Confidentiality Pledge*

Supervision

Every volunteer will be supervised by a staff person, who will be responsible for day-to-day consultation, support, and direction.

DFI accepts volunteers with the understanding that the volunteers serve at the sole discretion of the agency. Volunteers who do not follow the rules, policies, and procedures of the agency are subject to disciplinary action or dismissal.

Supervisors may take corrective action when a volunteer's improper behavior is serious enough to require intervention and when its continuation or repetition is unacceptable.

Corrective action includes a range of interventions that aim to help volunteers make needed improvement when their performance and/or behavior do not meet expectations. Interventions may include additional training, coaching, adjustment of volunteer duties, or reassignment to a different role. In more serious cases, interventions may involve formal disciplinary actions such as warnings, suspensions and dismissal.

Hours of Volunteer Service/Time Commitment

DFI (non-intern) volunteers are requested to make a commitment of at least one year. Though volunteers may resign voluntarily for their service at any time, we ask that you carefully consider the commitment of the volunteer assignment before pursuing it (See section on Volunteer Opportunities at DFI.). In the event that you do need to resign, please notify your supervisor as soon as possible so that plans can be made for other volunteers or staff to take over your responsibilities.

The hours of volunteer service are determined by the nature of the position and established by the volunteer's supervisor. The agency's official hours of operation are Monday to Friday from 9 am to 5 pm. (Refer to the Holiday/Event Calendar for special closings.)

The volunteer's personnel file is the property of DFI; however, upon request, each volunteer has the right to review information contained in his/her file.

Documentation of Schedule and Service Hours

The service of our volunteers is valuable and thus, we want to keep track of the hours of service you've contributed to DFI. When you come to the office to do your volunteer shift, document your arrival and departure time for the day in the volunteer sign-in book. If your volunteer duties are off-site, keep track of your hours of service and report them to your supervisor.

A volunteer schedule is created each month. If you need to make any changes to your volunteer shifts, please let your supervisor know as soon as possible.

Illness or Personal Matters

If you cannot keep your scheduled volunteer shift due to illness or personal matters, please inform your supervisor as soon as possible and latest, by 9 am of the morning of your service.

Inclement Weather/Emergency Office Closure

In the event of an emergency or inclement weather, we may need to close the office. If you are scheduled to come into the DFI office on such a day, then your supervisor will call or text you to inform you of the office closure. If you were planning to come to the DFI office but it wasn't a scheduled shift, please listen to the weather reports to see if the Paramus schools are closed. Generally speaking, if Paramus schools are closed then we close the DFI office.

Confidentiality

The relationship between DFI and each person the agency serves is confidential. Safeguarding this relationship is essential. The principle of confidentiality must be observed by all volunteers. In obtaining, protecting, and releasing information about agency clients, volunteers must recognize that this information is known to them as representatives of DFI and is to be used only for the purpose of giving service.

Address and telephone numbers of staff, volunteers, clients and their families are considered confidential.

Safety

The safety and well-being of DFI volunteers is of the highest priority. In the event of an emergency please call 911 and then contact your supervisor.

Volunteers with Disabilities

DFI values the service of volunteers with disabilities. Staff strives to include volunteers with disabilities in all facets of the agency to the extent that an individual's physical capacity allows, and to ensure access to all agency facilities. When requested, the program will make reasonable accommodation to meet the special needs of volunteers with disabilities.

Grievance Procedure

A volunteer who has a complaint about, or grievance with, staff, or other volunteers, should communicate the concern to her or his supervisor. If the complaint or grievance involves the volunteer's own supervisor, she or he should convey the concern to the Executive Director.

Supervisor/Executive Director will document these proceedings and place a copy in both the volunteer's personnel file and an appropriate DFI file.

Harassment Policy

Volunteering should be an enjoyable experience. Harassment not only creates uncomfortable conditions and unpleasant experiences for everyone; it is also *illegal*. Any volunteer who feels harassed should speak with their supervisor in an attempt to reach a solution. It is the supervisor's responsibility to listen to such complaints and to refer them to the appropriate authority within DFI.

Supervisor/Executive Director will document these proceedings and place a copy in both the volunteer's personnel file and an appropriate DFI file.

Drugs and Alcohol Policy

When participating in DFI related activities, volunteers are prohibited from purchasing, transferring, using or possessing drugs or alcohol. A drug and alcohol free workplace ensures a safe, healthy, and productive environment for all. If a volunteer is caught or suspected of breaking this policy, termination will result.

Supervisor/Executive Director will document these proceedings and place a copy in both the volunteers personnel file and an appropriate DFI file.

Smoking Policy

DFI maintains a smoke-free environment in our offices.

Dress Code

Volunteers are expected to be dressed in business casual attire and groomed during work hours or when representing the agency. Volunteers should appear neat and professional. Examples of unacceptable attire include shorts, mini-skirts or short dresses, t-shirts (unless appropriate for a specific DFI event or fundraiser), sweat pants, spaghetti strap/tube/halter/tank tops, flip flops or sneakers. Perfume, cologne, and aftershave lotion should be used in moderation, as some individuals may be sensitive to strong fragrances.

Lunch Breaks

Volunteers are entitled to a lunch break. Lunch breaks are thirty minutes in duration. Most volunteers and student interns “brown bag” it; however, should you prefer to go out for lunch, please be mindful that you must not leave the office unattended. You will have to coordinate your lunch break with your fellow volunteers to make sure that there is adequate office coverage. If you do leave the premises, we ask that you sign out and sign in upon return.

Contributions and Gifts

Acceptance of gifts or other contributions by volunteers from DFI patients is not allowed.

Insurance

DFI covers volunteers under its general liability insurance policy, but only for acts within the scope of their duties related to the conduct of our agency.

DFI volunteers who drive their own vehicles for agency business are to carry automobile liability insurance policies at their own expense. In the event of an accident or damage while a volunteer is driving his or her own vehicle for agency work, the volunteer's own automobile insurance coverage comes into play. We encourage you to consult your own insurance agent about your DFI driving activities and to make sure that your coverage provides adequate protection. Commuting to and from the office from and to home is not considered agency business.

Reimbursements

With the support of DFI volunteers who are willing to drive to different counties, DFI is able to spread awareness and education to people throughout the state. In such circumstances, DFI will provide mileage reimbursement at the standard volunteer rate. DFI also provides reimbursement to volunteers for other expenses related to their DFI volunteer service, such as program supply purchases, tolls and parking fees. To obtain reimbursement volunteers should fill out the reimbursement form and submit the form, along with any receipts, to their supervisor by the end of the month in which the expense was incurred. When purchasing any supplies for DFI, volunteers should also remember to use a tax exempt form, as non-profits are not required to pay sales tax.

Recognition

DFI greatly appreciates the many and varied contributions of its volunteers to the agency's success. Supervisors recognize and reward volunteer services both formally and informally. Informal recognition may take the form of feedback on the results of a volunteer's work, a thank you note, a birthday card, or an invitation to participate in the decision-making for a project or activity.

DFI strives to recognize volunteers for all types of productive service and not simply for the number of hours they work. Annually, volunteers receive an invitation to attend the annual Board Meeting in June, as well as the holiday party in December.

Revision of Guidelines for Volunteers

DFI reserves the right to change the *Guidelines for Volunteers* at any time.

DFI IMPORTANT OFFICE INFORMATION

CONTACT INFORMATION

PHONE NUMBER: (201) 444-0337 or 1-800-633-3160

FAX NUMBER: (201) 444-5580

OFFICE ADDRESS: 13 Sunflower Avenue, Suite 1010, Paramus, NJ 07652

WEBSITE: www.diabetesfoundationinc.org

STAFF CELL PHONES:

Julie Richards (973) 452-4154

(Get the number of the staff person who supervises you.)

EMAILS and EXTENSIONS:

- Bonnie - bstarr@diabetesfoundationinc.org, X103
- Roberta - rschmidt@diabetesfoundationinc.org, X101
- Drea/new bookkeeper - devans@diabetesfoundationinc.org, X102
- Marlene - mkorngold@diabetesfoundationinc.org, X110
- Evelyn - eterceros@diabetesfoundationinc.org, X108
- Julie - jrichards@diabetesfoundationinc.org, X104
- Computer left of Evelyn - admin@diabetesfoundationinc.org, X107
- Computer diagonal to Evelyn - volunteer@diabetesfoundationinc.org, X106

OTHER IMPORTANT PHONE NUMBERS:

Liss Pharmacy (Handles Our Patient Prescriptions)

(973) 483-4749 Ask for Jenny (Pharmacy Tech) or Rich (Pharmacist)

(973) 482-0643 Fax Number

TAX ID NUMBER (FOR DONORS WHO WANT TO CLAIM ON TAXES OR PURCHASES WE MAKE THAT ARE TAX EXEMPT):

If someone calls asking for our **TAX ID number** it is 223551926. Please use a tax exempt form when buying things for the office.

COMPUTER USERNAMES/PASSWORDS:

- For computers login in under what it says on the tower, the password is password12
- For laptops:
 - For Dell Inspiron 1501: "Guest" login has no password. "Roberta's" login password is bears.
 - For Dell Latitude E6540: Login is Help\DFI (it will autofill) and password is password12

ANSWERING THE PHONE:

****Interns and volunteers are the first point of contact for answering phones**

- Answer all phone calls using “Diabetes Foundation, this is _____, how may I help you?” or something similar
- If they do not state their name, ask “May I tell her who’s calling?” and relay the message accordingly—if it sounds like an unfamiliar person or a sales person, please ask
- **Keep a list of the Board Members names by the phone** so you know who they are when they call (they call a lot). Ex: If it’s Ken Geary you can say, Oh hi Ken how are you? Let me get Roberta for you.
- **Transferring calls**
 - Press the hold button and then dial the staff person’s or work station’s extension
 - Let the person you’re trying to reach know who is calling them and what line (usually which line is obvious because it will be blinking because it’s on hold)
 - If the person will take the call, then just hang up
 - If you want to talk with the person on hold, then press that line and you’ll be reconnected to the person on hold

CALLS FOR MEDICATION ASSISTANCE:

- Patients call many times a day to ask for information, as well as social workers. If a patient calls looking for assistance, have an application ready to refer to and understand the medication assistance program so that you can explain it easily.
- We unfortunately only provide medication for NJ residents so find out where they live.
- Explain to them that we offer a one-time emergency Medication Assistance supply for up to 8 weeks (60 days).
- Our application is on our website- www.diabetesfoundationinc.org-- **we can also fax, email or mail a copy to them.**
- If the patient does not have access to a computer, make sure you get their address and mail them one.
- Our application is also available in Spanish and Korean. (We also have an older version of the application in Arabic, which can still be used and then supplemented with any other information that is required by our current application.)

IF SOMEONE CALLS FROM OUT OF STATE AND WOULD LIKE INFORMATION:

- You can still help by:
 - Getting a Patient Support Services volunteer or staff to speak to the caller

- Finding the relevant information the caller needs from our resource binder labelled “Diabetes Foundation Inc. Medical Assistance Reference Guide”
- Trying to find the relevant information in the Resources section of the DFI website
- Search for a similar foundation in the caller’s state
- Refer them to seek resources from the relevant Chapter (depends on where they live) of the American Diabetes Association

WEIGHING ENVELOPES:

- Weigh every envelope that might be over the regular weight or is larger than regular letter size.
- The scale is located in the mailing station (next to the coffee maker).
- Open it and press Power. Place envelop on scale and use the UNITED STATES POSTAL SERVICE stamp price indicator that is usually kept right under the scale. Use as many stamps as needed to get to needed price. Stamps are kept in a sorter next to the scale.

HEALTH FAIRS:

- There is a list of what to bring to each health fair you go to:
 - S Drive => Outreach => Health Fairs => WHAT TO BRING TO A HEALTH FAIR CHECKLIST (note: each fair is different and we can bring additional things depending on size and topic of fair)
- Pack up suitcase and you are good to go. Be sure to include mailing list sign-up sheets, clipboard, pens, tablecloth, etc.

USING THE CREDIT CARD MACHINE:

- ✓ Press WORLDPAY
- ✓ Press SALE
- ✓ Enter Amount of Sale
- ✓ Total Sale Amount Y/N
- ✓ Enter credit card number, press enter (green button)
- ✓ Enter expiration date, press enter
- ✓ Card Present? Press NO
- ✓ Bypass “VCode” by pressing enter
- ✓ Bypass “Address” by pressing enter
- ✓ Bypass “Zipcode” by pressing enter
- ✓ A merchant receipt will print out. Tear it off.
- ✓ Print Customer Copy? Press YES.

FOR RAFFLE TICKET SALES:

- **Merchant copy gets stapled on to the flyer/ticket request in the top left corner.**
- **Paper-clip customer copy to the flyer.**
- **Place completed transactions in Bookkeeper's in-box on her desk.**

PROCESS OF PRINTING ENVELOPES:

- Click the start button
- Select All Programs
- Find Microsoft Office
- Click Microsoft Word
- Once letter is typed, including recipient's name and address, click the mailings tab at the top of the screen
- Select Envelopes
- Box will appear
- Double-click preview
- Check for envelope size 10
- Make sure that in the option that says Delivery address, from left, it is changed to 3"
- Click OK
- Place envelope to the far right of the printer, face-down, with the Diabetes Foundation logo facing yourself
- Print envelope

CREATING A LETTER MAIL MERGE:

- In shared drive, create a letter (or use an old one and update it with new dates and new info, then save it to the new folder it needs to be kept in.)
- Open this letter so you can merge addresses into it.
- Hit enter after date to get about 4 lines of space below it. You should be on the left.
- Click "Mailings"
- Click "Start Mail Merge"
- Click "Letters" - "Select Recipients" - "Use Existing List" (you will use Excel spreadsheet that you use for labels for all of the people you'd like to send to or thank)
- After clicking "Use Existing List" and selecting your spreadsheet from the Share Drive a "Select Table" box will pop-up, just click OK to continue.
- Select "Address Block" - The address will not show until you select "Preview Results."
- Hit "enter" twice and then select "Greeting Line"
- Choose greeting option with Mr./Ms. and last name - NOT Dear Bob Smith.
- Click "Preview Results" (make sure everything is correct and space the letter so that it is centered on the page)
- Click "Finish and Merge"
- Click "Edit Individual Documents"
- Click "All" then "OK"

- Scroll through documents to make sure they all look perfect and merged correctly. (names, companies, job titles etc.)
- Print out the letters on the color printer if needed (7600).

CREATING A MAIL MERGE (LABEL):

- Open up a blank word document
- Click “Mailings”
- Click “Start Mail Merge”
- Click “Labels”
- Select # code for label type you are using-- then click “OK”
- Click “Select Recipients” then click “Use Existing List.” (the Excel list of contacts you are creating labels from)
- Select the document that you created (above) then select “Sheet 1” then click “OK”.
- “<<next record>>” will appear on all of the labels
- Click “Address Block” - A box will appear asking you to make sure all the information is there. Look to the right of the box under “Preview.” If all information is there, click “OK”. Otherwise, click “Match Fields” then go to the left side of the box and select the drop down for any missing information. Match Phone Number to Country/Region). Once the preview matches, click “OK”.
- “<Address Block>” will now appear on your labels.
- Put your cursor in front of the “Address Block” on the first label, hit your space bar once, and then “enter.”
- Highlight entire document
- Click “Home” (top left)
- Click “No Spacing.”
- With document still highlighted, set the font to 9pt font so all the information fits. (You’ll only need to do this for the labels that have 5-6 lines of info so they all fit on 1 page).
- Also while still highlighted, center the document so all of the info is centered on the label.
- Go back to “Mailings”, then click “Update Labels” then click “Preview Results.”
- Click “finish & merge,” then select “Edit Individual Documents----All” then “Ok.”
- Print these labels to the 1300 printer.
- Face labels up in paper tray
- Make sure to place your label sheet in tray before hitting print

DFI OFFICE DUTIES AND TASKS

DFI Volunteers and Interns take on a wide array of responsibilities in our office. This is not an inclusive list of duties that may be assigned to a volunteer or intern, but is intended to give you an idea of the types of duties you may be assigned.

ANSWERING THE PHONE:

Diabetes Foundation, this is _____, how may I help you?

- Get the person's name and reason for calling. Put them on hold and relay the message.

GENERAL OFFICE DUTIES:

- Answer Phone
- Running Credit Card Machine
- Loading Paper in Credit Card Machine.
- Loading Paper into Printer
- Loading Paper into Copy -Machine
- Make Copies
- Cleaning Up Table
- Cleaning up Cubbies
- Switching Flyers on Door
- Switching Updated Newsletter on Front Table
- Checking Volunteer Email
- Print out big DFI mailing labels when needed.
- Printing envelopes when needed.
- Shredding old documents/applications when needed.

DONOR ACKNOWLEDGEMENTS:

- DonorPerfect
- Donor Letter
- Recipient Letter

PUBLIC EDUCATION:

- Press Release
- Confirm speaker
- Make Flyer
- Public Ed Mailing
- List Speaker
- Attend Meeting
- Calculate Survey
- Send Thank you letter and money to speaker.

RECONCILE CREDIT CARD TRANSACTIONS:

- When Bookkeeper Needs.

BULK MAILING:

- Public Ed
- Flyers
- Thank You Letters
- Sort by Zip Code
- There is a bulk mailing procedure.
- Bring to Post Office.

WEIGHING ENVELOPES:

- Weigh envelopes on scale. Use stamp calculator to determine how many stamps to use.

HEALTH FAIRS:

- Get materials needed. There is a list under OUTREACH in the S Drive.
- Constantly search for upcoming health fairs we can be a part of.

EVENTS:

- Mailings
- Add information to spread sheets.
- Sending out tickets
- Program journal
- Goody Bags

RAFFLES:

- Access
- Ticket Inventory
- Send tickets out with thank you letter.

NJ BIZ:

- Look up promising people and businesses in NJ Biz News Paper.

PRESS RELEASES:

- Write up press release for events and public education meetings.

CONSTANT CONTACT:

- Thank You
- Invitations

BLOGGING/FACEBOOK/WEB PAGE:

- Update
- Information
- Pictures

RESOURCES:

- Constantly Update
- Inform people who call and need information or that are not New Jersey residents.

Holiday/Event Calendar

- New Year's Day
- Martin Luther King Day
- Presidents Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Thanksgiving
- Christmas Day

FORMS TO BE RECEIVED:

Volunteer Application

Confidentiality Statement

Photo, Video, and Media Release

Volunteer Time Sheet

Reimbursement Form

Receipt of Manual

Board of Directors

ADDENDUM 1

Volunteer Opportunities at DFI

Join Us! With so many important programs and services available to the community, the Diabetes Foundation can only be successful in its mission with the assistance of caring volunteers who assist daily, weekly, or on a per-diem basis. If you or someone you know is available to volunteer, we can offer flexible scheduling, meaningful work that impacts the health and wellness of so many people, hands-on experience that looks great on a resume, and a friendly office environment! DFI is seeking volunteers who are interested in long-term projects and service to the foundation's patients, programs and fundraisers.

Volunteer Roles:

Administrative Volunteer

Trained by and reports to: Administrative Assistant (in Administrative Assistant's absence, the Asst. ED)

Purpose: To provide office management support and to support DFI's fundraising efforts. There are multiple tasks involved in maintaining a smooth-running office and carrying off a successful fundraiser. This volunteer gains the exposure of what it's like to the work in the non-profit sector.

Responsibilities might include:

- Performing mail merges and preparing bulk mailings to donors and other stakeholders
- Answering the phone, data entry, creation/maintenance of documents and spreadsheets, organizing files
- Administrative duties and event planning tasks related to coordinating 1 of our 6 major fundraising events (Run The Palisades 5K/10K, Classic Car and Porsche car raffles, Awards Dinners and Cocktail Events, Golf Outing, Tennis Outing etc.) For example, for our bi-annual car raffle the admin. volunteer might help promote the event, process raffle tickets sales, and generate tax-exempt letters, and enter sales and donations into our database

Skills required: basic computer literacy, detail-oriented. No prior experience needed.

Minimum Commitment: 3 hours weekly for first 3 months, at least 4 hours monthly for the next 9 months. (This is a flexible volunteer role because it doesn't require specific skills, has a limited time commitment, and the work can sometimes be done at home or in the office.)

Fundraiser Event Volunteer

Trained by and reports to: Event Leader (usually held by Executive Director or Assistant Executive Director)

Purpose: This volunteer is absolutely necessary for the success of our 4-5 annual fundraisers (Run The Palisades 5K/10K, Awards Dinners and Cocktail Events, Golf Outing,

Tennis Outing) Nearly half of our funds come from fundraisers, so these events keep our patient assistance and outreach/education programs robust.

Responsibilities might include:

- staffing events, checking in guests, directing guests. etc.
- assisting with event planning such as processing ticket sales, sending out save-the-date or invitation bulk mailings, putting together raffle baskets, etc.
- post-event activities such as sending tax-exempt letters to donors, contacting silent auction winners, organizing, labelling and putting away event supplies, etc.
- obtaining donations and raffle items and event sponsors

Skills required: Friendly, professional demeanor.

Minimum commitment: For first event, 3 hrs/week for 2 months leading up to the event and attendance at the event. For subsequent events, at least 8 hrs/event for 3 additional events of the year and attendance at 2 of them.

Car Raffle Volunteer

Trained by and reports to: Bookkeeper (in Bookkeeper's absence, the Administrative Assistant)

Purpose: To support the fundraising efforts of our classic car and Porsche car raffles.

Responsibilities might include:

- process raffle tickets sales
- generate tax-exempt/thank you letters
- enter sales and donations into our database, DonorPerfect
- Performing mail merges and preparing bulk mailings to donors and other stakeholders

Skills required: basic computer literacy, very detail-oriented and organized. No prior experience needed.

Minimum Commitment: October through January, March & April: 2-3 days/week or 16-24 hrs/week. February, May and June: 3-4 days/week or 24-32 hrs/week.

Medication Assistance Volunteer

Trained by and reports to: Support Services & Outreach Coordinator (in absence, the Program Manager)

Purpose: This volunteer learns to provide the critical services that support the NJ residents living with diabetes. Find out what it's like to provide social services in the healthcare sector.

Responsibilities might include:

- Medication assistance application processing – ensuring that applications are filled out correctly, corresponding with medical providers and pharmacy, following-up with patients to ensure medication and supplies delivery

- Data entry into medical assistance database

Skills required: Compassion, desire, and willingness to learn more about the disease of diabetes and to help others living with diabetes. Basic computer literacy.

Minimum commitment: at least 2 days/week, 3 hours/day in office during business hours for 12 months. *(Extensive training is provided, so serious consideration of this commitment is requested before selecting this volunteer role.)*

Patient Support Services Volunteer

Trained by and reports to: Support Services & Outreach Coordinator (in absence, the Program Manager)

Purpose: This volunteer learns to provide the critical services that support the NJ residents living with diabetes. Find out what it's like to provide social services in the healthcare sector.

Responsibilities might include:

- Fielding calls with patients, social workers, and other health care providers with the purpose of screening and assisting NJ residents living with diabetes to obtain medication and supplies when they cannot afford to purchase them
- Patient education and support – placing coaching and supportive calls to patients who receive medications, ensuring that they maintain their health and guiding them towards long term resources for purchasing medication

Skills required: Compassion, desire, and willingness to become proficient in the disease of diabetes and to help others living with diabetes. Basic computer literacy. Bilingual in Spanish/English and other languages a great plus. Many of the patients that we serve speak Spanish.

Minimum commitment: at least 2 days/week, 3 hours/day in office during business hours for 12 months. *(Extensive training is provided, so serious consideration of this commitment is requested before selecting this volunteer role.)*

Outreach and Community Education Volunteer

Trained by and reports to: Program Manager (in absence, Support Services & Outreach Coordinator)

Purpose: This volunteer is the DFI representative to the public and plays a key role in DFI's efforts to serve all areas and communities of NJ.

Responsibilities might include:

- attending health fairs and events within the community
- organizing and maintaining outreach materials
- researching health fairs and other relevant events
- providing support to community programs where there is an opportunity to educate the public

- based on ability and commitment, opportunity to coordinate or instruct a new pilot program of volunteer's interest

Skills required: desire and willingness to become proficient in the disease of diabetes, friendliness and ease with sharing information in different setting, comfort with erratic schedule due to events being scheduled at various times and not always during business hours. Comfort with travelling to different parts of NJ a big plus (mileage is reimbursed).

Minimum commitment: Initially 2 events/month for 3 months, at least 1 event/month for the following 9 months.

Newsletter Coordinator and Contributor Volunteer

Trained by and reports to: Assistant Executive Director (in absence, Executive Director)

Purpose: Helps with the critical flow of information from DFI to its stakeholders via our newsletter. Gain exposure or utilize the skills you already have to craft messages to supporters of DFI and diabetes care and awareness.

Responsibilities might include:

- Contributing and writing articles for the newsletter
- Assistance with planning the newsletter
- Coordinating with writers, printers, and staff in constructing the newsletter, verifying facts, obtaining pictures, reviewing drafts, etc.

Skills required: People who like to read and write. For a first time contributor, please submit a writing sample. Prior experience with writing and/or editing publications a plus. Basic computer literacy needed.

Minimum commitment: 2 articles/year for the first year. For coordinator, consistent contributions to each newsletter will allow a volunteer to be considered for coordinator role. The work for contributor can be done in the office or from home.

Specialty Volunteer Roles

We are also seeking individuals with expertise in the following areas for per diem, home or office- based assistance; **Public Relations, Graphic Design, MS Access Database**

Development, Website Maintenance Via WordPress

Diabetes Foundation, Inc. is a 501(c)(3) not-for-profit organization dedicated to improving the care and quality of life for children and adults living day to day with diabetes in the New Jersey/New York Metropolitan area. It is the only organization in New Jersey that provides emergency medication assistance to people in need. Check us out at www.diabetesfoundationinc.org.

ADDENDUM 2

Diabetes 101

Types

Type 1- (aka Diabetes mellitus type 1, T1DM, Juvenile Diabetes)

Type 2- (aka Diabetes mellitus type 2, adult-onset diabetes)

Gestational- (aka gestational diabetes mellitus)

What is it?

With all forms of diabetes there is some problem with **either the production or utilization of insulin by the body**. Insulin is a hormone that is produced by the pancreas. Insulin helps the body to absorb the glucose (blood sugar) in the blood stream. The glucose in the blood stream comes from the food we eat and is used as the primary source of energy for the cells. **With diabetes the cells are not able to use that glucose and this is why many complications of diabetes arise.**

Complications before diagnosis

Because the **cells cannot get energy from the glucose the body starts to produce something called Ketones. Ketones are produced when the body burns fat for energy.** *Dangerously high levels of Ketones can lead to diabetic coma or death.* This condition is called Ketoacidosis. The body reacts by trying to pass the toxic Ketones through urine. This is why people who have diabetes can experience frequent urination and extreme thirst. But once diabetes has been identified diabetics begin to use drugs to help the body produce or absorb the insulin.

Treatment

Type 1- for Diabetes mellitus type 1 the body does not produce any insulin, which is why they are classified as being insulin-dependent. The treatment for this is to take insulin.

- Types of insulin, they vary based upon how long it takes for the insulin to take effect.
 - o There are rapid-acting (lasts 3-5 hours),
 - o Short-acting (6-8 hours)
 - o Intermediate-acting (14-24 hours)
 - o Long-acting (up to 24 hours).
- Basal and Bolus
 - o The body produces a normal level of insulin throughout the day, this is the basal.
 - o Bolus is like extra insulin. It is typically given prior to eating food or if the blood sugar is elevated. The way to determine the amount of insulin is by conferring with a doctor. The doctor will help determine how much insulin is needed for a basal and bolus. The bolus is determined by setting up a carbohydrate ratio (i.e. for every x number of carbs consumed a diabetic would give y units of insulin).
- Ranges- a common goal is to have the blood sugar be between 80 and 120 mg/dL (not many people will mention the unit mg/dL).

- Glucose tests- a glucose test helps to determine the blood sugar. It is done with a machine called a glucose meter (glucometer). Diabetics will usually perform a finger prick to find this (although there are certain glucometers that can read blood from other areas like the upper arm, forearm, thumb or thigh, but the fingers will give the most accurate reading).
- Hypoglycemia- A blood sugar below 80 is considered to be a hypoglycemic number, or a “low” blood sugar. Low blood sugars can also have complications, and need to be dealt with immediately.
- Hyperglycemia- A blood sugar above 180 (again depends on individual) can be considered a hyperglycemic number or a “high” blood sugar.
- How to give insulin
 - o Syringe
 - o “Pen”- like a reusable syringe. It contains a large amount of insulin and can deliver a portion of that insulin for use. The pen uses disposable needles to deliver the insulin. People choose the pen to avoid having to draw up insulin from a vial.
 - o Pump- a device that delivers both the basal and the bolus. Through an infusion site set every few days, the pump delivers the insulin. The benefit of having a pump is that it increases control that a diabetic has, it helps to determine the amount of insulin to give and it decreases the number of injections that a diabetic has to give.

Type 2-type 2 diabetes is the more common form of diabetes, about 90-95% of people with diabetes have type 2 diabetes. Type 2 diabetics either don't produce enough insulin or their body has trouble absorbing the insulin. People with diabetes mellitus type 2 vary in how much treatment they need.

- Exercise and dietary modifications- a treatment that some people can do, dietary modification meaning consuming a lower number of carbs a day
- Pills- can be treated with a pill or the combination of a few pills. There are seven different types of pills most of them work to make the body more sensitive to insulin, have the pancreas produce more insulin, or have the pancreas produce insulin faster.
- Insulin- some type 2 diabetics, they have to take insulin shots like type 1 diabetics. The way to determine how to treat type 2 diabetes is through consultation with a doctor.

Gestational- gestational diabetes occurs in pregnant women and usually goes away when the baby is born. Treatment for gestational diabetes can be as simple as increasing exercise and diet modification, or can be treated by giving insulin shots.

Complications

If not treated properly, diabetes can result in many harmful complications. Most of these complications result from prolonged high blood sugars, but can also be caused by low blood sugars. There are many areas that can be affected, including but not limited to, the eyes, the feet, kidney, the nerves and the heart and blood vessels.

Medical Assistance and Patient Support Services are DFI's foundational programs. We'd like you to know the basic details of how they operate. If someone cannot afford the cost of their diabetes medication and supplies, their medical provider (such as a nurse, hospital social worker, CDE – certified diabetes education, or doctor) can fill out a DFI medical assistance form and submit it to the DFI on the patient's behalf. Along with the form they fax to us the patient's diabetes prescriptions. We only need verification that the patient is a New Jersey resident. The medical provider's signature indicates that the patient is in financial need and requires our assistance.

Once we receive the application, we check to make sure it's filled out completely and accurately. If information is missing, we will call the medical provider and try to obtain the information. Once the application is complete it gets entered into our database and scripts are sent over to our partner pharmacy, who generally ships out the medication and supplies within a day or 2.

Then a DFI patient support services volunteer calls the patient to make sure they got the medication and know how to take the medication. The call is also to see how the patient is doing, provide needed support, and start working towards assisting the patient to obtain health insurance, and access other supports and benefits such as medication assistance, coupons, and cost-saving tips and techniques. The ultimate goal is to assist the patient in obtaining long-term affordable diabetes medication that will allow them to maintain their medication routine well after we've finished calling them, so they can maintain optimal life-long health.