

# USMWF Volunteer



# Handbook

**Contents**

Introduction ..... 3

    Welcome To USMWF ..... 3

USMWF – VOLUNTEER CODE OF CONDUCT ..... 3

    MISSION STATEMENT: ..... 3

        PURPOSE: ..... 3

        Values:..... 3

        What to DO and What Not to DO ..... 4

        USMWF Recognizes & Values ..... 6

Volunteer Form ..... 7

# Introduction

## *Welcome To USMWF*

USMWF has prepared this handbook to provide you with an overview of our guiding principles. It is intended to familiarize you with important information about USMWF, as well as provide guidelines for your experience with us.

It is obviously not possible to anticipate every situation that may arise or to provide information that answers every possible question.

No organization is free from day-to-day problems, but we believe our personnel policies and practices will help resolve such problems. All of us must work together to make the organization viable and healthy. This is the only way we can provide a satisfactory experience that promotes genuine concern and respect for employees, volunteers and family member victims. If any statements in this handbook are not clear to you, please contact the Executive Director or designated representative for clarification.

## **USMWF – VOLUNTEER CODE OF CONDUCT**

### ***MISSION STATEMENT:***

**PURPOSE:** We want to be recognized as a committed, empathetic group of individuals involved in making workplaces a safe place to work. In order to achieve our purpose and fulfill our mission USMWF volunteers performing duties for USMWF are to adhere to the following Code of Conduct.

**Values:** The following values guide our every action. We are aware that we are judged by both by say and do. We pledge to meet or exceed these standards.

### **INTEGRITY**

The foundation of every decision and contact we make should be ruled by our personal integrity. This exhibits our commitment to be honest and open.

### **RESPECT**

This is for fellow members and anyone we interface with as contacts. We embrace individuality and have reverence for the opinions of others.

## **EXCELLENCE**

We hold ourselves to the highest level of performance. We honor innovation and teamwork. We never stop reaching for the greatest performance we are capable of attaining.

## **ACCOUNTABILITY**

We take responsibility for our actions as individuals and USMWF members. We work together toward our goal of workplace safety, support one another and strive to never let our family members down.

## **What to DO and What Not to DO**

Our actions give meaning to the four core values of integrity, respect, excellence, and accountability. To help ensure our actions reflect these values and to guide our volunteers in their efforts for USMWF, we have compiled a list of What to DO and What Not to DO. Obviously, we cannot cover every situation, but the following list will provide a roadmap to follow and address many of the common concerns “expressed by other volunteers”.

### **DO - Always remember you are representing an organization.**

- Be neat and clean
- Show respect for all people
- Write as professionally as possible using correct grammar, spelling and punctuation. Have someone proofread.
- Follow laws regarding privacy, business practices and other issues. Recognize USMWF has to uphold both the state laws where you live, the Kentucky state laws where USMWF is incorporated and national laws. Ask if you have questions.
- Express your views in a professional and objective tone.
- Acknowledge USMWF's strengths and limitations; acknowledge there are some topics and problems that we aren't involved in.
- Admit if you don't know the answer to something.
- Follow up with people; even if you aren't able to provide them with the information they requested and offer an explanation of why you weren't able to obtain it.
- Be prompt in returning phone calls and written replies.
- Ask for help from others if you feel overwhelmed or can't get to something.

**DON'T – forget you are a member of an organization which is held accountable for its communications.**

- Don't make formal statements about USMWF positions to other agencies or media unless you have been asked to do so by USMWF executive director. Refer these requests to the Executive Director.
- Don't give out personal and/or confidential information about victims and their families.
- Don't give out information about USMWF's operations, finances, and distribution lists.
- Don't disclose any other confidential information.
- Don't disclose non-confidential information which is of a personal or sensitive nature.

**DO – be a good, and active listener.**

- Show empathy and understanding.
- Be open minded.
- Be sensitive.
- Recognize everyone's situation is different.
- Recognize everyone grieves differently.
- Realize you can't fix everything or everyone's problems.
- Realize when there is a personality conflict. Ask someone else in USMWF to take over. Tell the person you are going to have someone else from USMWF help them as you feel someone else is better equipped to help them.
- Return phone calls as promptly as possible.

**DON'T – Forget to treat others as you would like to be treated.**

- Don't be judgmental.
- Don't draw conclusions.
- Don't be a "know-it-all".
- Don't divulge personal or confidential information about others.

**Do – Remember your personal and business actions reflect on USMWF.**

**Be a role model in all your official duties and public aspects of your personal life.**

- Act fairly, ethically and in full compliance with all relevant state, and national laws in all your dealings.
- Refrain from any conduct involving financial misdealings, dishonesty, and criminal acts.

**Don't – Engage in conduct or an activity that may call into question USMWF's honesty, impartiality, integrity or reputation.**

- Do not delay disclosure to the Executive Director if you are, or are likely to be, charged with any criminal offence.
- **Do not use your position to** solicit cash, gifts or free services from any USMWF donors, suppliers or contractors.

**USMWF Recognizes & Values**

- Volunteering is a significant and positive contribution that improves the lives of the children, youth and adults in this country.
- Our volunteers as a support network can empower themselves and others who have experienced a workplace death.
- All volunteers and their individual contributions, enthusiasm and commitment, as well as the experience and the skills they can bring.

# Volunteer Form

The information you supply is confidential and is not shared without your permission. We have all found through our experiences our ability to remember information is diminished and there are times we unintentionally draw a complete blank. Therefore, when we might be having an “off” day, our staff uses the information to ‘refresh’ their memory in order to avoid having to ask you to repeat yourself numerous times and thus, be able to respond to your needs more quickly. We thank you in advance for providing this information and sharing your loved one with us

Please tell us about yourself:

Name:		Email:			
Address:					
Phone # 1:			Phone # 2:		
1. How did you hear about USMWF?					
OSHA		Clergy/Funeral Home		News Article	
Chemical Board		Lawyer		Radio/TV	
MSHA		Personal Referral		Weekly Toll	
Other Investigatory agency		Another organization (name)		Websearch	
Magazine article (name)		Link on a Website (name)		Blog/comment on web	
Union (name)					
Other (please state)					

				YES	NO
2. Would you like to send a picture of your loved one for the FACES campaign?					
3. Are you currently involved in efforts related to you loved one's workplace fatality such as learning about or advocating for:					
	YES	NO		YES	NO
Workers' Rights			OSHA/MSHA procedures		
Workplace Health and Safety			OSHA/MSHA Reform		
Regulation Reform			Child/Migrant/Immigrant Labor		
Specific issues related to your loved one					
Other (please describe)					
If NO to the above please skip to question # 7.					
				YES	NO
4. If you answered yes to any of the above would you like USMWF's help in your endeavors?					
5. Please tell us what kind of help you would like from USMWF					
6. Would you like to be involved in efforts such as those stated above?					
7. If yes, what types of activities from the list below do you think would interest you? (Please mark)					
Attending/Testifying at Senate/House Hearings		Public Speaking		Artistic/Graphic Design	
Attending sessions and events with government officials.		Contacting/Meeting other families		Nonprofit management	
Advertising/Communications		Contacting other		Financial Planning	



		organizations			
Participating in/Chairing committees		Research		Event organization	
Attending conferences/training sessions		Fundraising		Grant writing	
Sponsorship - help finance someone to attend hearings/events.		Working with website, blog, news letter		Create agendas for events.	
Meet & Greet (offering support to other families)		Sharing your story in a flyer, document, media and other.		Contacting media outlets with news releases and other relevant information	
Database/Spreadsheet entry & maintenance		Writing/editing documents		Mentoring	
Logistics/travel arrangements		Public Awareness Campaign		Supporting bills by calling/phone congress men	
Other (please tell us your special interests, skills)					
				<b>YES</b>	<b>NO</b>
8. Would you like to be contacted to help in efforts related to your chosen interest areas?					
9. Can USMWF release your information to other USMWF families (only) to contact you about efforts related to your chosen interest areas?					

10. Do you have other suggestions or comments you would like to share with USMWF?