



The Dragonfly Foundation

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Dragonfly.org

Volunteer Protocols 2019

Volunteers for The Dragonfly Foundation agree to follow our official procedures, etiquette, and conventions. Please subscribe to our [podcast](#) and visit our [website](#) to learn about our mission and our impact.

- **HAVE FUN!** We encourage volunteers to get to know each other.
- **Represent the organization professionally and to the best of your ability and treat everyone with respect, kindness, and compassion**
- **Inform and educate the public about Dragonfly**
- **Be our champion with friends, family, and associates and encourage their support.** Please be sure to share our social media posts and events!
- **Follow event-specific dress codes or wear our Dragonfly volunteer t-shirt (or another assigned garment).**
- **DO NOT make public statements, commitments or promises** on behalf of the organization without written permission from Dragonfly leadership. Volunteers are not permitted to sign any contracts or make commitments on our behalf.
- **Leave an event space in at least the same condition (or better) than when we/you arrived.**
- **Help us better understand how we can meet the needs or address concerns of our Dragonfly families, supporters, volunteers, etc.** Report issues, concerns, or comments that could impact our reputation, fundraising events or patient/family experiences.
- **Understand that protecting and supporting Dragonfly families, sustaining our mission, improving the organization's health, and protecting the reputation and brand of Dragonfly are paramount to personal egos, goals or agendas.** While volunteers are encouraged to provide recommendations based on their personal experience and expertise, all final decisions are made by Dragonfly leadership and/or its Board.
- **Let us know if, for any reason, you are unable to complete your assignment or commitment.**
- **Keep all information confidential.**

For Those Interacting with Dragonfly Patients and Families:

- **Get a Flu shot (November 1 – April 1)**
- **DO NOT attend patient/family events or visit the hospital if you or your family has been ill** Many of our patients have compromised immune systems; we can't risk making them sicker than they already are. Please let us know if you are concerned about your/your family's health status.

Helping pediatric cancer patients and their families find strength, courage and joy.

- **DO NOT ask about a patient’s diagnosis, current health status or prognosis.** Please do not ask this information as it may be upsetting to Dragonfly families. Please remember that Dragonfly families often have raw, emotional wounds, may be fatigued and experiencing fear or trauma.
- **DO NOT ask about the patient’s treatment plan, suggest options or advise about medical or psychological treatment, holistic care alternatives or diet plans.** These types of discussions can be very disturbing to our families. Do not under any circumstances provide counsel, recommendations, medical or personal advice.
- **DO NOT ask the age or sex of a patient.** Treatments and side effects can drastically alter a patient’s appearance. Mistaking the age or sex of a patient be upsetting, especially to those patients already struggling with their identity, body image, hair loss, etc.
- **DO NOT presume to understand the emotional, physical, psychological and financial struggles and challenges of our patients and families.** While volunteers may have had experience with a life-limiting illness, such as cancer, it is not helpful to compare, contrast or share experiences.
- **DO NOT ask for contact information or seek out personal contact/relationships with our Dragonfly families.** Do not send friend requests through Facebook or Twitter. Boundaries are important, for both you and our families.
- **DO NOT provide support to our patients and families unless it is through Dragonfly.** Not only can we verify need, donating to Dragonfly keeps support anonymous, minimizes emotional challenges of families accepting support, and allows us to track support each family receives.
- **DO NOT go anywhere with a child unless the parents are present.**
- **DO NOT ask to take personal photos or post photos on social media unless you receive approval IN ADVANCE FROM Dragonfly.** Please keep in mind that while Dragonfly often takes pictures of our kids/families, we know the circumstances of each family. Without having this knowledge, you may inadvertently ask a family for a photo who just found out their child is terminal, who has a child in protective custody, or who simply does not want to smile in light of their circumstances. It may be uncomfortable for families to decline having their picture taken or to “smile” for a photo.

Thank you for helping us care for and protect our Dragonfly families and our organization.