



Volunteer Handbook

Contents

Welcome Letter	3
Details of the Organization	4
1. Organization Mission Statement	4
2. How We Serve	4
3. Organizational Chart.....	5
4. Summary of Roles.....	5
Performer	5
Mentor	5
Chief Intern (teen)	6
Site Supervisor (adult)	6
Program Manager/Coordinator (adult).....	6
Data Manager (adult)	6
Web and Social Media Manager (adult).....	6
Policies and Processes for Volunteers	7
1. Code of Conduct	7
2. Orientation/Training	7
3. Volunteer Recognition	7
4. Student Service Learning Credit	7
5. Feedback	7
5. Emergency Procedures	8
6. Facilities and Parking.....	8
7. Confidentiality and Communications.....	8
9. Disrespect, Discrimination, or Harassment.....	8
10. Insurance and Liability Coverage	9
11. Resignation.....	9

Welcome Letter

We welcome you to The Tacy Foundation. As a volunteer, you are joining over 1300 other supporters -- volunteers, donors, sponsors, and friends -- who share a commitment to “inspire hope, note by note.” Volunteers make this mission possible and we thank you so much for generously sharing your gifts, talents, and abilities in service to others. Current and former volunteers have noted various benefits including:

- Developing leadership, poise, communication, and presentation skills
- Improving musicianship (for performers)
- Joy and satisfaction from making a difference in the lives of others
- Building positive friendships and a sense of community
- Getting Student Service Learning (SSL) credit (for eligible students)
- Enhancing college application (for our teen volunteers)
- Career development (for our adult volunteers)

We trust that your volunteer experience with us will be rewarding and fulfilling, and we guarantee that it will make a difference in the lives of others.

Here is how one of our volunteer performers described her experience:

“Becoming interested in the Foundation was one of the best things that has ever happened to me. It gave me the opportunity to share my love for music with those who needed it most, and in the process, completely transformed my concept of why I play piano.”

– Grace (length of service: 4 years).

The information in this handbook will give you additional information about The Tacy Foundation and include descriptions of the different volunteer roles.

If you have any questions or suggestions, please feel free to contact us at thetacyfoundation@gmail.com.

Sincerely,

Charlotte Holliday, Founder and Artistic Director

Details of the Organization

“Inspiring Hope, Note by Note.”

1. Organization Mission Statement

The Tacy Foundation empowers children and teens in the Nation's Capital and surrounding areas to share hope with hospital patients, senior citizens, and disadvantaged youth through performances, music recording projects, and music mentoring programs.

2. How We Serve

Children and teens of all levels of musical ability play a starring role in all of mentoring and educational programs and performance opportunities. They are our performers, recording artists, and music mentors. They are supported by adult volunteers who serve in a variety of roles.

Live Performances:

Our young musicians performed at over 100 concerts last year, providing music at hospitals, retirement homes and community centers in supported housing facilities. Currently, our musicians' concerts happen throughout Maryland and Northern Virginia.

Music Mentoring:

Once our students go through an audition process they may qualify to serve as a music mentor for economically disadvantaged students or seniors through our Piano Pals® or Guitar Pals® programs. The locations are limited only by volunteer interest and abilities.

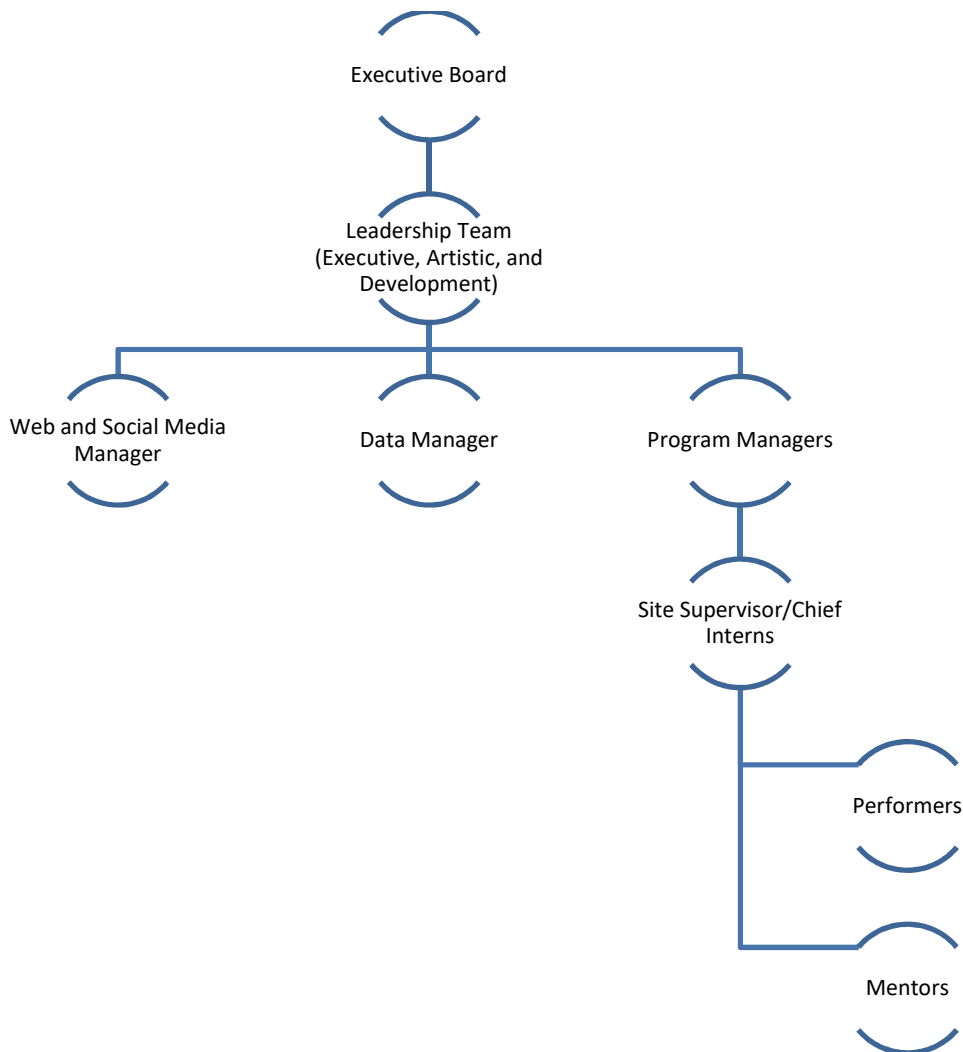
Music Recordings:

With the help of local recording studios our volunteers record music performances, including some works they composed themselves, to uplift the spirits of those battling illness, isolation or poverty. We have donated music CDs to hospitals, nursing homes, recovery centers, and other places where people can benefit from the gift of music.

Other Activities:

The Tacy Foundation also offers Reading Express®, which brings stories to life through skillful storytelling, acting, and music, and Composers Circle, where students with a gift/interest in music composition can teach their peers and foster their own creativity as musicians.

3. Organizational Chart



4. Summary of Roles

Performer

Performers directly bring our mission of “inspiring hope, note by note” to life by performing in charitable concerts, events, and recording projects. This position is primarily for children and teens, although adults are eligible to serve in some cases.

Mentor

Mentors directly bring our mission of “inspiring hope, note by note” to life by helping others develop skills, abilities, and confidence through an ongoing and supportive mentoring relationship. This position is for middle school students or older.

Chief Intern (teen)

Typically selected from among the most engaged performers and mentors, chief interns gain leadership, communication, and presentation skills and real experience by serving as the event lead and program presenter at a particular site and co-point of contact, along with the site supervisor, for a site. Chief interns communicate with the program manager sharing celebrations and concerns.

Site Supervisor (adult)

Site supervisors oversee a regularly occurring performance or mentoring session at a designated site, a school, hospital, or senior center. Site supervisors communicate with their program manager/coordinator and volunteer participants and are on site to ensure an enjoyable experience for all participants. This opportunity is perfect for a parent, grandparent, or other relative of a child or teen performer, but any adult who is responsible and good with children may apply. Training and support are provided.

Program Manager/Coordinator (adult)

Program managers manage a portfolio of program sites. Program managers/coordinators communicate with a number of site supervisors on a weekly basis to support and ensure a high quality, consistent, and joyful program delivered at multiple sites. Program Managers/Coordinators serve as trusted thought partners regarding program changes and improvements. This position can be done remotely and offers a flexible schedule with an average time commitment of 4 to 8 hours a month.

Data Manager (adult)

The data manager ensures that relevant data, such as service learning hours, is collected, stored, and managed effectively, efficiently, and securely. The person in this role also serves as a trusted thought partner for data-driven insights.

Web and Social Media Manager (adult)

The Web and Social Media Manager combines web design, web development, social media, and digital communication skills to share the relevant messages and information about the organization to interested parties.

Policies and Processes for Volunteers

1. Code of Conduct

Out of respect for those we serve and the host facilities, volunteers are expected to abide by the following code of conduct standards:

- Take the commitment of service seriously.
- Respect The Tacy Foundation's mission.
- Respect all other volunteers, audience members, or others present.
- Respect the property of the host facility.
- Be courteous and friendly.
- Be willing to learn.
- Taking responsibility for your own learning.
- Dress appropriately for your role or task.

2. Orientation/Training

Orientation/training is provided for all volunteers and may be completed online. In some cases, face to face training is also provided. Experienced program managers/coordinators, site supervisors, and chief interns also provide additional "on the job" training.

Giving Credit

3. Volunteer Recognition

We recognize and show appreciate for volunteers in a number of ways, such as awards presentations, personal calls and notes, letters of reference and recommendation, newsletter articles, social media posts, service learning credit, and additional opportunities to grow. More information on this will be provided.

4. Student Service Learning Credit

Students eligible to receive Student Service Learning Credit and desiring to do so should contact our Data Manager at sslthetacyfoundation@gmail.com to obtain a partially-filled form to complete and return. Once completed, SSL forms needing signature and verification should be submitted to our Data Manager no later than 7 days prior to the due date on the form, determined by MCPS.

5. Feedback

Volunteer and participant feedback is crucial to identifying what is going well and what can be

improved programmatically. We give a lot of weight and credence to volunteer and participant feedback. Whether a positive comment, suggestion for improvement, or complaint, The Tacy Foundation's leadership is committed to listening and responding respectfully in a timely manner. Performers and mentors should let their site supervisor and chief intern know of any questions, concerns, or complaints. The site supervisor and chief intern should ensure the program manager is notified, and the program manager will contact the director.

Safety

5. Emergency Procedures

Safety for all volunteers and participants is of the utmost important. In case of an emergency when The Tacy Foundation volunteers are on-site, the host facility's emergency procedures and directions will be followed.

6. Facilities and Parking

In order to keep our expenses low, The Tacy Foundation does not own any facilities. We offer programs in other facilities, such as schools, hospitals, seniors' residencies, and related locations. As a result, we are guests in someone else's facility and must always treat all people and the space itself with respect. Specific guidance for each site, including parking information, is provided as part of the event or program sign up process. Mileage and other expenses may be written off of one's taxes in accordance with the current tax laws regarding service to 501c3 organizations.

7. Confidentiality and Communications

We honor the privacy of the patients, seniors, kids, and other populations who benefit from the programs that volunteers lead. Volunteers are expected to refrain from sharing personally identifiable information, such as patient's names, without permission. Volunteers may share information about other volunteers as necessary to complete assigned work tasks and if done respectfully. Sensitive information regarding volunteers, patients, or other program participants is not collected or stored by the organization.

9. Disrespect, Discrimination, or Harassment

Volunteers and participants have the right to expect to be treated respectfully at all times. If you feel you are being treated disrespectfully or have a concern or complaint, please report it. If you observe someone else being treated disrespectfully, you are expected to report it. You may contact The Tacy Foundation president directly or report it to the site supervisor or program manager.

Although we have never had an issue with discrimination or harassment, we want to make sure you know that such behavior is never tolerated and that swift and proportional corrective action will be

taken, such as exclusion from the event, program, or organization.

10. Insurance and Liability Coverage

As a requirement of operating, The Tacy Foundation has insurance and liability coverage. Details about this information are available upon request. Each volunteer is required, as a condition of service, to sign and submit liability waivers.

11. Resignation

When a volunteer is ready to resign, resignation can be communicated via e-mail to The Tacy Foundation. We request that at least a week's notice be provided in order to avoid having to cancel or disrupt other programs, with more notice than that appreciated. Volunteers may be terminated for violating the code of conduct or policies described.

P.O. Box 2334
Germantown, MD 20875

The Tacy Foundation
"Inspiring hope, note by note."

www.tacyfoundation.org
thetacyfoundation@gmail.com

P.O. Box 2334
Germantown, MD 20875

The Tacy Foundation
"Inspiring hope, note by note."

www.tacyfoundation.org
thetacyfoundation@gmail.com