



Volunteer Handbook

**BE
MORE
THAN
PINK** 

Susan G. Komen®
Los Angeles County

Revised 2019



Dear Komen Los Angeles County Volunteer,

Thank you for your interest in volunteering for Susan G. Komen Los Angeles County! You are becoming a part of the largest grass roots organization in the world, dedicated to eradicating breast cancer forever. We greatly appreciate you and your willingness to share your time and talents with us.

This handbook will serve as your orientation to Susan G. Komen, and provide information on our guidelines, policies and procedures. Please fill out the last page of this document and return it to the Komen office if you want to become an active volunteer and be added to our volunteer database.

All volunteer opportunities will be added and updated often to the volunteer calendar on our website at <https://komenlacounty.org/volunteer-opportunities-calendar/>

If you have any questions, suggestions, concerns or general comments, please feel free to contact our office at 310-575-3011.

We look forward to working with you soon!

Sincerely,

Lisa A. Campbell
Operations Manager
Susan G. Komen Los Angeles County

Susan G. Komen is a tax-exempt organization under Section 501(c)(3) of the Internal Revenue Code

Susan G. Komen® Los Angeles County
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About Susan G. Komen®

Susan G. Komen is the world's largest breast cancer organization, funding more breast cancer research than any other nonprofit outside of the federal government while providing real-time help to those facing the disease. Komen has set a Bold Goal to reduce the current number of breast cancer deaths by 50 percent in the U.S. by 2026. Since its founding in 1982, Komen has funded more than \$988 million in research and provided more than \$2.2 billion in funding to screening, education, treatment and psychosocial support programs serving millions of people in more than 60 countries worldwide. Komen was founded by Nancy G. Brinker, who promised her sister, Susan G. Komen, that she would end the disease that claimed Suzy's life. That promise has become Komen's promise to all people facing breast cancer.

Our Vision:

A world without breast cancer.

Our Mission:

Save lives by meeting the most critical needs in our communities and investing in breakthrough research to prevent and cure breast cancer.

Our Goal:

Reduce the current number of breast cancer deaths by 50% in the U.S. by 2026.

Our Impact:

We've transformed how the world treats and talks about breast cancer.

WHY KOMEN?

1 The combination of **science, education and direct** help to people facing breast cancer has helped lead to a **40% DECLINE in mortality** from 1989-2016.



2 Komen has **funded more breast cancer research** over our history than any other nonprofit (more than **\$988 MILLION** to date, second only to the U.S. government).



3 Komen focuses on **SUPPORTING those with the fewest resources**; uninsured, under-insured and low-income women and men unable to access care.



4 **EDUCATION = ACTION**
Komen and grantees **educate people about breast cancer** where they live, work, play and pray to empower them with information they need to make informed breast care decisions for themselves and as they advocate for others.



Komen.org is a comprehensive site accessed by millions each year.

Our toll-free helpline **1-877 GO KOMEN** provides support to thousands annually and connects callers to services they need.

Komen provides a variety of safe, accurate, current, consistent and evidence-based information.

Over the past 12 years, Komen has invested an average of **80 cents or more of every dollar** in mission programs.



About Susan G. Komen® Los Angeles County

Susan G. Komen Los Angeles County was established in 1996 and is the only organization in LA County that is exclusively dedicated to combating breast cancer on every front. For over 20 years, the Komen LA County Affiliate has worked to decrease the incidence and mortality rates of breast cancer for all county residents. We study the unique needs of Los Angeles County every 4 years to formulate our community profile, which allows us to target our grant funding to address the most significant breast cancer issues facing our local communities.

To fulfill our vision and mission, 75% of our net proceeds stay in LA County for breast cancer education, patient navigation services, and psychosocial support programs. The remaining 25% is dedicated to the Komen National Research Grant Program, which is one of the most innovative programs in breast cancer research.

Komen LA County Program Initiatives

Latina Health Initiative - The goal of the Latina Health Initiative is to bring breast health awareness to Spanish speaking women through education and outreach and to address breast cancer disparities among Latinas in Los Angeles County.

Circle of Promise Initiative - The goal of the African American Initiative is to decrease breast cancer mortality among African American women by increasing breast health awareness and mammography screening behavior.

Metastatic Breast Cancer Initiative – The goal of the Metastatic Breast Cancer Initiative is to share information about best practices for treatment, support, and living with Stage IV / Metastatic breast cancer through a series of conferences and seminars.

Mobile Mammography Services – Komen LA County works with mobile mammography coaches to provide free mammograms. To qualify, a person



must be 40 years of age or older; have a low household income; must be uninsured or underinsured; must not have received a mammogram within the last year; have a California address.

Komen LA County Community and Small Grant Programs

Community Grants:

Susan G. Komen LA County funds community-based breast health programs that provide patient navigation, and social support services to Los Angelinos in need.

- Patient navigation is a process by which a public health professional (patient navigator) guides patients through the complex breast cancer system to help ensure the continuum of care process (screening, diagnosis, treatment, and follow-up care).
- Patient, survivor, and co-survivor support services include but not limited to counseling, support groups, legal aid, food assistance, and language interpretation.

Small Grants:

Susan G. Komen LA County offers small grants to non-profit organizations for unexpected program needs or recently designed projects. Funding is available anytime throughout Komen's fiscal year on a first come first served basis.

Komen Treatment Assistance Program:

Susan G. Komen® partners with CancerCare® to offer the Komen Treatment Assistance Program which bridges the gap for underserved individuals who are actively undergoing breast cancer treatment. Funding helps women of any age who have been diagnosed with breast cancer, at any stage with limited financial assistance, breast cancer education, psychosocial support and information about local resources. For more information call 1-877-465-6636.



Komen LA County Volunteer Program

Why volunteer?

- Volunteers receive a sense of accomplishment when helping others. We need your help to reinforce Komen's role in the fight against breast cancer and to establish the urgency of our mission.
- To develop an interested and knowledgeable group of volunteers who will serve as our future committee and board leaders.

Level of Commitment

The levels of responsibility are as varied as the opportunities available. One-day events include office projects, fundraisers and community outreach events. Those interested in volunteering more regularly can help in the office on an ongoing basis, do work from home or join a planning committee for one of our events or programs (this usually entails monthly meetings). For a higher level of commitment, you can take on a leadership role as a committee chair and subsequently work your way up to fill a seat on the Affiliate Board of Directors.

Current Volunteer Opportunities

- Development Department:
 - 3rd party events
 - Data Entry
 - Sponsorships
- Mission Department:
 - Program Initiatives
 - Community Outreach (staff information table)
- More Than Pink Walk Committee:
 - Corporate and Team Recruitment



- Activities
- Hospitality
- Registration
- Event Day Volunteers
- Social Media

➤ Office Support

- Answer Phones
- Word Document updates

Volunteer Bill of Rights

It is your right:

- To be assigned to a task that is worthwhile and challenging.
- To receive a Volunteer Handbook or orientation and training needed to do the job.
- To feel that your efforts have real purpose and contribute to Komen's mission.
- To receive useful feedback and evaluation on the work that you perform.
- To be treated with respect and as an equal partner within the organization.
- To be kept informed about relevant matters within the organization.
- To be trusted with confidential information necessary to carry out your assignment.
- To ask any questions that will clarify a task or assignment.
- To give the organization input or advice on how to better accommodate the needs of their future volunteers or interns.



It is your responsibility:

- To meet time commitments or to provide notice so alternative arrangements can be made.
- To perform the tasks assigned to you to the best of your ability.
- To provide input on ways your tasks might be better performed.
- To follow organizational policies and procedures.
- To respect those confidences entrusted to you.
- To be open-minded and respectful towards opinions shared with you.
- To notify the organization in advance of any absences or schedule changes.
- To accept reasonable requests without complaints.
- To communicate and work with others in the organization if the task calls for it.
- Not to take on more responsibility than you can handle.

Guidelines, Policies and Procedures

Requirements

We hope that joining our team will be a fulfilling and rewarding experience. Volunteers, like staff members, must follow certain guidelines, policies and procedures, which are outlined below:

- Reading this Volunteer Handbook or attending an in-person orientation session; signing and returning the Volunteer Agreement Form.
- Volunteers must have an application on file. Changes in address, telephone numbers, and/or email should be communicated to the Komen office as needed. Applications may be completed online.
- Be realistic about your time, and abilities when accepting a volunteer position.
- Actively contribute ideas and bring concerns to staff. Don't be afraid to say yes or no. We always welcome your feedback.



Office Equipment

The affiliate has computers, printers, a copy machine, phones and internet access available for affiliate-related projects. If your position requires the use of office equipment, please feel free to use it Monday-Friday, 9:00 a.m.-5:00 p.m. Personal use of office equipment is not permitted.

Scheduling

Volunteers are typically assigned to shifts at least two weeks in advance. Shifts usually last no more than 4 hours. It is very important that you are punctual and stay for the entire shift you are assigned to. If you're unable to fulfill your shift, please notify the Komen Office ASAP, so that proper arrangements can be made.

Dispersing Information

When you're representing the affiliate, people may ask you questions about breast health and breast cancer. If you are not sure about the answer to a question, don't guess. Also, do not give medical advice. People will assume that what you say reflects the position of the organization. Information is always available on our local website at www.komenlacounty.org, on our headquarters site www.komen.org, and lastly through our toll-free breast care helpline at 1.877.GO. KOMEN (1.877.465.6636).

Harassment Policy

Unwelcome behavior, whether physical or verbal, that creates intimidating, hostile, or an offensive work environment is prohibited. Any employee or volunteer who engages in harassment or other inappropriate conduct that interferes with the operations or environment at Komen may be subject to termination of the volunteer position. All volunteers and staff are responsible for following this policy and reporting any misconduct. Volunteers who believe they have been harassed or have witnessed harassment in any manner should immediately report the conduct to their supervisor. If the volunteer feels uncomfortable discussing the problem with their supervisor, please contact the Operations Manager or the Executive Director. Complaints of harassment will be investigated as promptly, thoroughly, and as confidentially as possible. Komen prohibits retaliation against volunteers who make complaints in good faith or participate in good faith in any investigation or resolution of complaints. Volunteers who have been subject to retaliation or witness retaliation should report the conduct immediately.

Service and Dismissal Policy

Volunteers agree that Komen Los Angeles County may at any time, for whatever reason, decide to terminate the volunteer's relationship with the organization. The volunteer may at any time, for whatever reason, decide to sever the volunteer's relationship with Komen. Notice of such a decision should be communicated as soon as possible to the volunteer's supervisor.

Non-discrimination Policy

All potential volunteers will be considered for volunteer work without regard to gender, disability, age, race, color, religion, sex, national origin, marital or family status, sexual orientation, veteran status, and current military status or other status protected by law.



Search Policy

Komen reserves the right to search a volunteer's personal property on the organization's premises or at events sponsored by the affiliate if we have reasonable proof to believe that any volunteer is in unauthorized possession of the organization's property, or an item which may create a safety hazard. Additionally, computer and telephones are intended for business purposes. Therefore, Komen has the right to, but does not regularly, monitor computer use, e-mail and voicemail messages.

Safety

Each volunteer is responsible for working safely to avoid injury to themselves, fellow workers, and visitors. Komen has a zero-tolerance policy for any actions that cause others to feel unsafe in the workplace. You are urged to contact your supervisor or any other member of the organization's management immediately if you observe anything that may in any way endanger an employee, volunteer, or visitor. The following must be reported to your supervisor immediately:

- Any occupational injury which occurs on the job, no matter how minor it is
- Any occupational illness caused by something on the job
- Property damage caused by performance error
- Any accident, injury or illness of anybody on the organization's premises
- Any potentially dangerous situations (including slip-and-fall situations) on the organization's premises.

Succession Process

Succession planning is an ongoing process of systematically identifying, assessing and developing talent to ensure leadership continuity for all key positions in an organization. It is vital to the long-term success of the affiliate. Thus, the affiliate will rotate leadership positions on a regular basis to ensure that new talent has a chance to emerge. Any volunteers interested in chairing or co-chairing a committee should contact the Affiliate office or Volunteer Coordinator for next steps.

Evaluation Process

Event/Activity evaluations will be conducted by the volunteer coordinator through the use of recap surveys following each activity. The survey asks questions regarding the number of people reached at the event, as well as inquiries soliciting the volunteer's opinions about the overall structure, organization, and flow of the event. The responses from this form will be compiled by the volunteer coordinator in order to track our presence in Los Angeles County. Issues and concerns about or of a particular event or volunteer will be addressed by affiliate staff.



Job Description

Community Outreach Staffing an information table

Position Title: Volunteer to staff an information table

Reports to: Volunteer Coordinator or Staff Liaison

Description of Project/Purpose of Assignment:

To staff an information table at an event or fair and disperse Komen Affiliate information and information on breast cancer and early detection screening.

Outline of Volunteer's Responsibilities:

1. Confirm attendance at event or fair with contact person (i.e. volunteer coordinator or Staff Liaison)
2. Arrive at location of event or fair 1 hour early to allow for set-up or 15 minutes early if table has already been set-up by previous volunteer.
3. Distribute information
4. Dismantle the table contents if necessary.

Qualifications/Skills:

1. Knowledgeable of Susan G Komen
2. Good mode of transportation
3. Good map skills
4. Polite, friendly and enthusiastic manner

Time commitment: 2-4 hours

The time commitment would be dependent on the location of the volunteer's home, the location of the event or health fair and the time committed to staff the table.



Breast Cancer Facts and Figures

What is Breast Cancer

Breast cancer occurs when cells divide and grow without their normal control.

Ductal carcinoma in situ (DCIS) occurs when the abnormal cells grow inside the milk ducts but have not spread to nearby tissue. DCIS is a non-invasive breast cancer.

Invasive breast cancer occurs when cancer cells spread to nearby tissue or other parts of the body.

Invasive breast cancer that spreads beyond the breast and nearby lymph nodes to other parts of the body is called metastatic breast cancer.

In the United States

- One in eight women in the US will be diagnosed with breast cancer in her lifetime
- Breast cancer is second only to lung cancer in cancer deaths among women in the US
- There are 3 million breast cancer survivors alive in the US today, the largest group of cancer survivors in the country

In 2019, it is estimated that among U.S. women there will be:

- 268,600 new cases of invasive breast cancer
- 41,760 breast cancer deaths

In 2019, it is estimated that among U.S. men there will be:

- 2,670 new cases of invasive breast cancer
- 500 breast cancer deaths

*Risk Factors

Getting older and being a woman are the strongest risk factors for breast cancer.

- Potentially modifiable factors that increase risk include weight gain after the age of 18 and/or being overweight or obese (for postmenopausal breast cancer; menopausal hormone therapy (combined estrogen and progestin); alcohol consumption; and physical inactivity. Breastfeeding for at least one year decreases risk.
- Non-modifiable factors that increase risk include a personal or family history of breast or ovarian cancer; inherited mutations (genetic alterations) in breast cancer susceptibility genes (e.g. BRCA1 or BRCA2); certain benign breast conditions; high breast tissue density (the amount of glandular tissue relative to fatty tissue measured on a mammogram); and high-dose radiation to the chest at a young age (e.g. for the treatment of lymphoma).
- Reproductive factors that increase risk include a long menstrual history; not having children or having children after age 30; high natural levels of sex hormones; and recent use of oral contraceptives.

Treatment and Recovery

- All women with breast cancer should consult with a medical oncologist to determine their specific treatment needs. There are two main types of breast cancer treatment: local and systemic. Surgery and radiation therapies are local treatments. Chemotherapy and hormone therapies are systemic therapies. Local and systemic treatments are usually used together to provide the best chance of recovery.
- Early detection and follow-up care are the keys to survival. Diagnosed at an early stage, the five-year survival rate for women is over 98%.

**American Cancer Society Cancer Facts & Figures 2019*



Contact information:

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Volunteer Agreement Form

I have read the Susan G. Komen Los Angeles County Volunteer Handbook and agree to follow the written guidelines, policies and procedures.

I have a volunteer application on file _____yes _____no

First Name: _____

Last Name: _____

Email: _____

Signature

Date

Please print and mail or email this completed form to:

Susan G. Komen Los Angeles County
5901 W. Century Blvd, Suite 800
Los Angeles, CA 90045

Email to: volunteers@komenlacounty.org