



# Volunteer Handbook

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## WELCOME TO THE CAUSE TEAM!

Welcome to Comfort for America's Uniformed Services. We're so glad to have you on our team of caring and compassionate Americans that ensure our Nation's wounded military members know that we will always be **here for those that are there for us.**® We have over 100 volunteers serving in nine locations in the U.S. and Germany. Our volunteers are the heartbeat of Cause and we appreciate each and every one of you! As many of you know, a different kind of battle awaits wounded warriors returning from Iraq and Afghanistan – the fight to recover from serious, life-altering injuries. That is why we need wonderful volunteers like you to help Cause provide them with programs that promote our 3 R's—Recreation, Relaxation and Resiliency. I thank you for helping Cause show by action that we appreciate those that gave so much in both body and spirit that we may live free! I look forward to meeting you soon and feel free to contact me at any time.

Sincere regards,

**Theresa Rudacille**  
**Cause Executive Director**



## ABOUT US

### ***The Mission of Cause***

Cause organizes programs that promote recreation, relaxation, and resiliency for wounded, ill, and injured members of the US Armed Services and those supporting their recovery.

### ***The History of Cause***

Cause – Comfort for America’s Uniformed Services – was founded in 2003 when four West Point graduates who served in Vietnam, along with their wives, began providing personal care items and clothing to the wounded service members arriving at Walter Reed Army Medical Center in Washington, D.C.

Cause programs are designed to alleviate the unimaginable stresses our wounded warriors face when returning home by providing programs that encourage resiliency through fun and relaxation. Today, Cause programs help thousands of wounded service members and their families at nine locations across the United States and Europe.

### ***The Founders of Cause***

#### **Robert C. Doheny, LTC USA (RET) and his wife Joyce**

Vietnam Service: 1968-1969 (Bronze Star, Army Commendation)

#### **Paul B. Haseman, LTC USAR (RET) and his wife Vivian**

Vietnam Service: 1968-1969 (Bronze Star)

#### **Hartmut H. Lau, COL USA (RET) and his wife Barbara**

Vietnam Service: 1968-1969 (Silver Star, Bronze Star, Purple Heart)

#### **Richard E. Waterman, COL USA (RET) and his wife Debbie**

Vietnam Service: 1968-1969 & 1970-1971 (Bronze Star)



## ABOUT US (continued)

### *Board of Directors*

<b>President:</b>	<b>LTG John S. Caldwell, Jr, USA (Ret);</b> SVP, The Spectrum Group
<b>Treasurer:</b>	<b>Ronald J. Naples;</b> Chairman, Pennsylvania Stimulus Oversight Commission, and Chief Accountability Officer, Commonwealth of Pennsylvania
<b>Secretary:</b>	<b>Harry Rothmann,</b> Director of Information Technology, Association of the US Army (AUSA)
<b>Executive Director:</b>	<b>Theresa Rudacille</b>
<b>Director:</b>	<b>Robert “Beach” Doheny, LTC USA (RET)</b>
<b>Director:</b>	<b>Dr. J. P. (Jack) London;</b> Executive Chairman, CACI International Inc
<b>Director:</b>	<b>1LT John Harry Jorgenson, USA (Ret);</b> Former Counsel to the Inspector General, Board of Governors of the Federal Reserve System
<b>Director:</b>	<b>LTC Edward A.M. Sullivan, USA (Ret)</b>
<b>Director:</b>	<b>Lesley Lavalleye,</b> Volunteer Representative
<b>Director Emeritus:</b>	<b>Joyce Doheny;</b> Founding Member

### *Staff*

**Executive Director/Development Coordinator** – Theresa Rudacille

Email: [trudacille@cause-usa.org](mailto:trudacille@cause-usa.org) • Phone: 703-591-4965

**Programs & Marketing Director** – Sarah Marshall

Email: [programs@cause-usa.org](mailto:programs@cause-usa.org) • Phone: 703-591-4965 • Cell: 703-431-6188

### **Cause Headquarters**

4201 Wilson Blvd. #110-284 • Arlington, VA 22203 • Office (703) 591-4965 • Fax (703) 991-0066



## ABOUT US (continued)

### *Cause Program Locations*

- ✓ **Audie L. Murphy VA Poly Trauma Center & Brooke Army Medical Center, San Antonio, TX**  
Game Carts
- ✓ **Balboa Naval Medical Center, San Diego, CA**  
C-DEL
- ✓ **Hunter Holmes McGuire VA Medical Center, Richmond, VA**  
Game Carts
- ✓ **John Dingell VA Medical Center, Detroit, MI**  
Game Carts
- ✓ **Landstuhl Regional Medical Center, Germany**  
C-DEL
- ✓ **USO Warrior & Family Center, Fort Belvoir, VA**  
Massage, Reiki and Reflexology; Special Events
- ✓ **Walter Reed National Military Medical Center, Bethesda, MD**  
Massage, Reiki and Reflexology; C-DEL Movie Cart; Special Events
- ✓ **Washington DC VA Medical Center, Washington, D.C.**  
Game Carts
- ✓ **Womack Medical Center, Fort Bragg, NC**  
Game Carts

## PROGRAMS

### Massage, Reiki & Reflexology

Cause offers free massage, reiki, and reflexology treatments to wounded service members and their families. The military is increasingly using massage, reiki, and other complementary and alternative modalities to ease combat stress and the effects of PTSD, however the demand for these modalities far exceeds the current military capabilities. The Cause Massage, Reiki, & Reflexology program is designed to help fill this critical gap.

#### ***VOLUNTEER OPPORTUNITY: MRR Program Administration***

***Location:*** Walter Reed National Military Medical Center (Bethesda, MD)

***Schedule:*** Every 2<sup>nd</sup> & 4<sup>th</sup> Wednesday night (5pm-8:30pm)

***Location:*** Ft. Belvoir (VA)

***Schedule:*** Every 1<sup>st</sup> & 3<sup>rd</sup> Wednesday night (5pm-8:30pm)

*Massage, Reiki, and Reflexology (MRR) administrative volunteers are essential to helping each program night function as smoothly as possible. Volunteers are asked to commit to at least once night per month. **No experience in massage/Reiki/reflexology is necessary.** Duties include: Making reminder calls, helping with set-up and clean-up for the event, checking patrons in and assisting with paperwork, and managing people overflow.*

#### ***VOLUNTEER OPPORTUNITY: Massage & Reflexology Therapists/Reiki Practitioners***

***Location:*** Walter Reed National Military Medical Center (Bethesda, MD)

***Schedule:*** Every 2<sup>nd</sup> & 4<sup>th</sup> Wednesday night (5pm-8:30pm)

***Location:*** Ft. Belvoir (VA)

***Schedule:*** Every 1<sup>st</sup> & 3<sup>rd</sup> Wednesday night (5pm-8:30pm)

*All massage therapists must have a valid massage/bodywork license, insurance (with Cause listed as an additional insured), a completed contract agreement on file with Cause, and a minimum of 500 hours of massage therapy education (CEUs included) with specific training in deep tissue and seated chair massage. Reiki practitioners must present a Reiki certificate and proof of liability insurance with Cause listed as an additional insured, and must have been practicing Reiki for a minimum of 6 months.*

## Cause Digital Entertainment Library (C-DEL)

Our C-DEL “movie carts” provide service members with free access to newly released DVDs, video games and gaming consoles. In addition to providing entertainment, video games also have therapeutic value. Studies have shown that playing video games can activate the parasympathetic nervous system and reduce heightened tension related to stress. The C-DEL’s greatest value, however, lies in the interaction that occurs between the wounded warriors and members of the community who volunteer to run the check-out desk.

### ***VOLUNTEER OPPORTUNITY: CDEL Administration***

***Location:*** Walter Reed National Military Medical Center (Bethesda, MD)

***Schedule:*** Tuesdays and Thursdays, 4:30-7:15pm

***Location:*** Balboa Naval Medical Center (San Diego, CA)

***Schedule:*** Sunday-Friday, 5:30-8:30pm

*The C-DEL volunteers help service members and their families check out DVDs and video games from the Cause C-DEL library during scheduled hours. Volunteer duties include opening the library on scheduled days, checking out materials and recording returns, organizing the catalog of items, and other misc. tasks.*

## Special Events

Cause offers several special events throughout the year, including a monthly UFC Fight Night, monthly Family Fun Night for warriors with children, our annual Veterans Day Gala, & many more.

### ***VOLUNTEER OPPORTUNITY: UFC Fight Night***

***Location:*** Walter Reed National Military Medical Center (Bethesda, MD) and Ft. Belvoir, VA

***Schedule:*** One Saturday night each month, from 7pm-12am

*Volunteers are needed to set up tables and food, assist with sign-in, distribute raffle tickets, and enjoy the fights with the warriors of the WTU. The night typically ends around 12am, but volunteers can be scheduled in shifts if needed.*

### ***VOLUNTEER OPPORTUNITY: Family Fun Night***

***Location:*** Walter Reed National Military Medical Center (Bethesda, MD)

***Schedule:*** Second Thursday of each month from 5:30-8:00pm

***Location:*** Fort Belvoir, VA

***Schedule:*** Fourth Thursday of each month from 5:30-8:00pm

*Cause co-sponsors a Family Fun Night for wounded warriors and their families at both Walter Reed and Ft. Belvoir USOs. Volunteers are needed to help plan monthly craft projects and activities, help children create the crafts, and assist with setup/cleanup at the event.*





## Other Volunteer Opportunities

We also need volunteers who are interested in helping out on an as-needed basis in the following categories: Photography/Videography support at programs and events, Fundraising event support, helping to plan & execute our Annual Veterans Day Gala, Quarterly Caregiver/Warrior Info Fairs. Contact us for more information about how you can get involved!

# VOLUNTEER PROCEDURES

## Volunteer Application

Individuals who would like to volunteer must first submit a Cause volunteer application online at [www.cause-usa.org](http://www.cause-usa.org). Depending on each military installation's volunteer policy, additional paperwork may be necessary to obtain base access for programs.

## Volunteer Selection Process

Cause considers volunteers regardless of gender, age, race, disability or other condition. Cause currently accepts volunteers over the age of 16 (special exceptions may be made); however, each military installation's volunteer policy may vary. All volunteers should expect to provide at least a six-month commitment to Cause; our service men and women depend on consistency throughout their healing process. The Program Director will evaluate all applications submitted, and applications are kept on file for prospective volunteers who are not immediately placed on a team.

## Orientation and Training

Volunteers will receive an orientation and on-the-job training from their assigned program coordinator(s).

## Volunteer Hours and Recognition

Cause volunteers will be recognized for number of years served, and any other extraordinary deeds performed on behalf of the Cause mission. Contact us if you would like a record of your total volunteer hours served.

## Points of Contact

Your program coordinator is your main point of contact for any questions or scheduling matters. If you have any general questions about Cause or if you can't get a hold of your coordinator for some reason, contact Program Director Sarah Marshall at [programs@cause-usa.org](mailto:programs@cause-usa.org) or Executive Director Theresa Rudacille at 703-591-4965. **However, please make sure to try and contact your coordinator first.** This way we can make sure everyone is kept in the loop about what is going on.

## Volunteer Code of Conduct

If you have any questions about the Cause volunteer policies, please contact Program Director Sarah Marshall at [programs@cause-usa.org](mailto:programs@cause-usa.org) or 703-431-6188.

- All volunteers should conduct themselves in a manner fitting the Cause organization at all times.
- You must arrive on time. If you are going to be late or you are unable to attend, you must contact your volunteer coordinator in a timely fashion or find a suitable replacement.
- Cause is a non-partisan organization; volunteers should not discuss or advocate any political or religious belief during volunteer hours.
- As a Cause volunteer, you are not permitted to offer any counseling to service members or their families.
- While acting on behalf of Cause, you are not permitted to solicit services for outside vendors.
- You are required to wear workplace-appropriate attire at all times, including your Cause t-shirt.

## Program Cancellations Due to Inclement Weather

The official policy of Cause is to follow OPM guidelines ([www.opm.gov/status](http://www.opm.gov/status)). If OPM decides that federal offices are closed, then obviously any programs we have scheduled for that day will be cancelled as well. However, as long as the bases are open, our programs will proceed as planned. With that being said, if there is unexpected weather or if you feel like it is unsafe to drive, please do not. Just make sure your coordinator knows that you won't be able to make it that day.

## Cause Volunteer Bill of Rights

At Cause, we understand how incredibly important our volunteer network is to our success.

As a Cause volunteer, you have the right to:

- *Be treated as a valued partner of the Cause organization.*
- *Receive the proper training in order to perform his/her job to the best of their ability*
- *Perform all assignments with a high level of professionalism, commitment and compassion*
- *Receive instruction from a patient, thoughtful and knowledgeable individual*
- *Expressions of appreciation and recognition*
- *Pursue excellence in meaningful assignments*
- *Express opinions, and have all suggestions be heard with sincerity*
- *Honor all commitments*



## VOLUNTEER COMMUNICATION TRAINING

*Safely Share beCause You Care*

## You're not just volunteers. You're the *storytellers*.

Volunteers are critical to the Cause mission, because not only do you work to provide comfort to America's wounded soldiers, but – by sharing Cause's mission and impact on social media – you help Cause gain even more support in the form of donations and volunteer participation.

### Cause's Mission in a Nutshell:

Cause promotes and implements programs that promote the **3 R's**:

**R**ecreation, **R**elaxation & **R**esiliency

**TIP:** Incorporate the mission into a tweet, like this:



Volunteering w\_Cause today!  
#Recreation #Relaxation #Resiliency @helpwarriors

### 30-second Elevator Pitch

If someone asks you what Cause is all about, you can tell them:

*Cause is a great nonprofit that provides services to wounded warriors and their caregivers. They have four main programs - digital entertainment libraries, massage/Reiki/reflexology, hospital game carts, and various special events - in 9 geographical locations across the U.S. and in Germany. The focus of the programs is to help wounded warriors and caregivers recover physically and mentally by reducing their stress and pain.*

### S.A.F.E. Storytelling

We want you to share your volunteering stories with the world! But when you do, please make sure you do it in a S.A.F.E. way:

**S**ummarize - your experience as a brief story

**A**nonymity - is very important for the soldiers (remove names & identifying details)

**F**eelings - are good to describe and include

**E**mail - your summarized story to Cause at [programs@cause-usa.org](mailto:programs@cause-usa.org)

## Social Media Tips

- ✓ Visit Cause's website for ideas about what to share:



Did you know? Massage reduces pain and stress for wounded warriors, and helps them sleep better too. Learn more at [www.cause-usa.org](http://www.cause-usa.org).



PLS RT: Cause is one of the best small charities in the Greater D.C. region! [www.cause-usa.org](http://www.cause-usa.org) @helpwarriors



- ✓ Cause USA is not affiliated with a specific religion or political party, so it's best not to reference religion or politics in posts or tweets relating to volunteering with Cause USA.

### *Did you know?*

Tweets and posts with pictures get shared more! To save images from [www.cause-usa.org](http://www.cause-usa.org), right-click on photo, then click "Save Image As". The image will be saved on your computer, and you can upload it to your social media post.

- ✓ Invite friends, family and coworkers to attend and support Cause's great events via Facebook, Twitter, LinkedIn, and Google+



Please join us again this year for this special night of renewing hopes and lifting spirits!

Date: Tuesday, November 11, 2014

Time: VIP Reception 5:30pm; Dinner 7:30pm



**Tips for Facebook:**

- ✓ Like **Cause's Facebook** page (fb.com/ComfortforAmericasUniformedServices).
- ✓ Encourage friends to like Cause's page.
- ✓ Share Cause posts you see in your newsfeed.
- ✓ Take a pic of yourself in your Cause t-shirt and post it to Facebook to let your friends and family know that you're volunteering!
- ✓ Let friends and family know how to help – like a link to **Cause's** donation page, Gala page or event calendar!

**Tips for Twitter:**

- ✓ Follow **@Cause\_USA**.
- ✓ Mention Cause by using **@Cause\_USA**.
- ✓ Retweet and favorite tweets from **@Cause\_USA**.
- ✓ Add "PLS RT" to encourage followers to retweet

**Tips for LinkedIn:**

- ✓ Like Cause's LinkedIn page.
- ✓ Share updates or stories from their page.
- ✓ Inform connections about the excellent ratings Cause receives from Guidestar and the Catalog of Philanthropy.
- ✓ Volunteering for such a well-run non-profit reflects well on you; highlight your work with Cause in your profile under "volunteering."

## QUESTIONS/COMMENTS/CONCERNS?

Email us at [programs@cause-usa.org](mailto:programs@cause-usa.org)

or call us at (703) 591-4965.