



Volunteer Handbook and Policy Manual

We can change the Mindset of the Electric Line Industry to one where the companies and their Teams work in Harmony! "Because we ALL Care." ~ Chad Dubea

Volunteers – the Heart of the FLO

The Fallen Linemen Organization (FLO) strives for excellence and passion, commitment to our families, injured linemen, communities and our volunteers. The Fallen Linemen Organization's mission has been fulfilled when we have met the needs of our families, injured linemen, and the community.

The Fallen Linemen Organization believes that every member of FLO is valuable and everyone's time, talents, and efforts are special gifts that are to be appreciated, respected, recognized, and never taken for granted. Volunteers provide our organization with credibility, insight, perspective, diversity, and expertise that enlightens our operations, helps fulfill our mission, and engages the community in our activities.

All volunteers will receive frequent and accurate information about FLO activities and operations through regular, open, one on one communication with staff, through publications, and through conversations with volunteer leaders.

Our Mission Statement

To memorialize fallen electrical line workers, and care for the families who have lost or are impacted by the severe injury of a loved one in the line of duty. We also strive to consolidate accident and injury information to share openly for a safer work environment.

Leadership

In March of 2013, Chad Dubea sought to create an organization that assisted the families of **ALL** fallen and injured linemen.

Mr. Dubea donated \$250,000 dollars to create “The Fallen Linemen Organization”. Currently FLO has donated over \$100,000 to families and injured linemen.

Executive Director: Mike Boyd –

mboyd@fallenlinemen.org 985-773-2573

Assistant Director: Rebekah Boyd –

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Director of Volunteer Services: Amy Dubea –

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Fundraising Coordinator: Elizabeth Keefner -

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Regional Volunteer Coordinators:

Elizabeth Keefner – Northeast (New York, Massachusetts, New Hampshire, Maine, Vermont, Rhode Island, Connecticut)

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The Fallen Linemen Organization Goals and Objectives:

- Promote safety throughout the electrical line industry by developing a centralized place for all of the accident, injury, and death information
- Provide assistance both financially and emotionally to the families of a line worker who has lost his/her life or has been severely injured
- Create a memorial to honor all of the fallen linemen that will join together with the International Lineman Museum and The Hall of Fame
- Recruit, train, and support volunteers that will help to support the needs of The Fallen Linemen Organization
- Create awareness of the dangers of the electrical line industry to the public
- Encourage the members of the electrical line industry to support their fellow fallen linemen with the “Dollar a Week” and “Friends of the Fallen” campaigns

Volunteer Relationship

A volunteer is anyone who provides time and talent to the Fallen Linemen Organization through fundraising, promotional activities, adopt a family, office or any other project. We thank you, and all volunteers, for the personal investment you make in our organization and its mission. We strive to provide support, communication, supervision, and recognition to our volunteers.

As a volunteer you have the right to:

1. Be assigned appropriate tasks according to ability, skill, interests, availability, and training.
2. Receive training and supervision for the tasks accepted.
3. Receive a job description for your assignment when appropriate.
4. Be treated as a fellow team member who contributes to FLO's mission and goals through your volunteer work
5. Make suggestions about your assignment and the FLO volunteer program, and to be acknowledged by staff.
6. Expect that FLO be a good steward of your time.
7. Be given appropriate expressions of appreciation and recognition.
8. Be trusted with confidential information if needed to help carry out assignments.
9. Expect that records will be kept; documenting areas of interest or positions held (and if applicable, time spent volunteering, commendation, etc.).
10. Be treated with a spirit of friendliness and cooperation so that FLO will continue to be known as a "great place to volunteer."
11. A safe and inviting environment to work in that is free of harassment and discrimination

Remember, together we can create a pleasant and safe volunteering condition that Fallen Linemen Organization intends for you. We need your help in making each volunteering day enjoyable and rewarding.

Fallen Linemen Organization expectations for volunteers to:

1. Know your own duties and stay on task.
2. Cooperate with staff and your fellow volunteers, and maintain a team attitude.

3. Voice your opinions and contribute your suggestions to improve FLO's mission and goals.
4. Be on time for scheduled meetings and work assignments. Please give at least 48 hour notice if you are unable to attend an event.
5. Treat all volunteers, staff, and families that we help with respect.

The Importance/Roles of the Volunteer

FLO only operates to its fullest extent with volunteers spread throughout the United States excited to further our cause. Volunteers are important for many reasons:

- Fundraising Volunteers
 - We will hold fundraising activities that require an abundance of volunteers serving different roles
 - Volunteers are also encouraged to fill out the fundraising form and hold your own fundraiser on FLO's behalf.
- Volunteers to help families
 - As we learn of a family in need, a person involved in FLO will adopt that family
 - It is your job to make sure that family knows that FLO is there to support the needs the family may have
 - When contacting a family, use the phone contact sheet to make sure that you address all of the important issues.
 - Examples:
 - Discovering what the family needs financially
 - Possibly making meals for the family
 - Sending cards to the family for different holidays and to commemorate events in their family
 - Possibly sending gifts to the children for their birthday or Christmas
- Volunteers to spread the mission of FLO
 - Knowing the mission of The Fallen Linemen Organization and being willing and able to tell others about us
- Volunteers to recruit more volunteers
 - When you learn of someone else that wants to work with FLO, contact Amy Smith and she will get them involved

Confidentiality

All volunteers are required to sign a confidentiality form in order to protect the families of the fallen line workers.

The Privacy Act of 1974, Public Law 93-579, was created in response to concerns about how the creation and use of computerized databases might impact individuals' privacy rights. It safeguards privacy through creating four procedural and substantive rights in personal data. First, it requires government agencies to show an individual any records kept on him or her. Second, it requires agencies to follow certain principles, called "fair information practices," when gathering and handling personal data. Third, it places restrictions on how agencies can share an individual's data with other people and agencies. Fourth and finally, it lets individuals sue the government for violating its provisions.

Communication and Media-

Communication is crucial to the success of the Fallen Linemen Organization. All volunteers will receive frequent and accurate information about FLO activities and operations through,

- Email
- Phone Conferences
- Quarterly Newsletters

We ask volunteers to follow our Facebook page and frequent our website. We strive to keep everyone informed.

Media

The Fallen Lineman Organization is an established and highly respected non-profit organization that is committed to the privacy of our families, lineman, and companies that we assist.

Refer all media calls to Mike Boyd. Please do not say you are not allowed to talk to a reporter or have to get permission to do so. Instead, tell the reporter: “The Fallen Lineman Organization policy is to refer all media inquiries to Mike Boyd the Executive Director. You can reach him at (985-773-2573).

Volunteer Commitment to the Fallen Linemen Organization

Policies and Code of Conduct

- Volunteers are required to maintain strict confidentiality of all transactions between volunteers and the families that we help. This includes personal or financial information and extends to information that may be shared by fellow volunteers and staff of Fallen Linemen Organization.
- Respect the mission of The Fallen Linemen Organization while serving as a volunteer and in any external interactions in which the Organization comes up.
- Respond to emailed requests by volunteer coordinators in a timely manner.
- Notify The Fallen Linemen Organization with at least 48 hours' notice if unable to appear. Volunteers who cancel with less notice or do not show up risk being removed from the volunteer team.

I have read and understood the policies above and agree to uphold them at all times while serving as a volunteer for The Fallen Linemen Organization.

Signature

Date

Photo and Multimedia Release

I hereby authorize and give full consent to The Fallen Linemen Organization to publish and copyright all photographs and videos in which I appear while serving as a volunteer or participating in an event held by The Fallen Linemen Organization. I further agree that The Fallen Linemen Organization may transfer, use or cause to be used, these photographs and videos in promotional materials, including brochures, advertisements, web pages, posters, displays, catalogs, and like publications, literature or materials without limitations or reservations. I hereby approve the foregoing and consent to use of photographs, interviews, and films subject to the terms mentioned above. I affirm that I have the legal right to issue such consent.

Signature

Date