Table of Contents

Welcome Letter .......................................................................................................................... 3
Overview & History .................................................................................................................. 5
Mission, Vision, and Objectives ............................................................................................... 5
Volunteer Information ............................................................................................................... 5
Volunteer Opportunities .......................................................................................................... 6
Volunteer Requirements .......................................................................................................... 7
Organizational Policies ............................................................................................................ 7
Insurance Coverage .................................................................................................................. 10
Locations ................................................................................................................................... 10
Key Contacts ............................................................................................................................ 11
Stay Informed ............................................................................................................................ 13
Volunteer Agreement .............................................................................................................. 14
Dear Friend,

Thank you for your willingness to volunteer your services to Saving Sight. The time and talent you commit will support our growing efforts to provide children’s and adult vision screenings, donation resources, speaking engagements, eyeglass recycling and eyeglass mission clinics. Volunteers like you are a vital part of our mission to change lives by saving sight. I hope that the valuable time that you spend volunteering with Saving Sight leads to a very gratifying and positive experience.

The volunteer handbook includes details about Saving Sight and the roles and responsibilities of our volunteers and staff. If you have any questions please contact our Director of Development, Jason Noland at 800-753-2265, X107 or Volunteer Coordinator, Sheila Fields at 800-331-2636, X8504. Again, thank you for your willingness to donate your energy and expertise. We are sincerely grateful and cannot complete our mission without you!

Respectfully,

Tony Bavuso
Chief Executive Officer
Overview & History

The Lions Eye Bank was founded in 1960 as a result of an agreement between the Lions Clubs of Missouri and the University of Missouri Medical Center. The Lions of Missouri provided the financial support needed for the newly opened eye bank, while the University provided the staff, equipment, and laboratory space for the venture.

However, the roots of Saving Sight can be traced to an event that occurred three years earlier. The Eye Research Foundation of Bethesda, Maryland, was founded in 1957 by William M. Hart, Ph.D., M.D. Dr. Hart, a Missouri native, returned to his home state in 1966 to become Chief of Ophthalmology at the University Of Missouri School Of Medicine.

At that same time, the Lions of Missouri increased their commitment to sight preservation, making a pledge of $250,000 in 1967 to go toward the construction of a modern facility for the Eye Bank. The Eye Research Foundation of Missouri was formalized as a publicly owned, not-for-profit corporation in 1972 and officially joined forces with Dr. Hart’s Bethesda Foundation in 1973. The $250,000 collected by the Lions was used to help build Saving Sight’s current Columbia, MO facility in 1974 on six acres of land donated by Byron R. Keene, a local businessman.

At the 1987 Lions State Convention, the Lions of Missouri voted to assume responsibility for the Eye Research Foundation as their state sight project. At this time the organization’s name was changed to the Missouri Lions Eye Research Foundation to reflect the Missouri Lions’ long-term support.

Saving Sight has since expanded its eye banking operations into two neighboring states. The Central Illinois Lions Eye Bank opened in Springfield, Ill., in January 1997. This branch location is operated by Saving Sight in cooperation with the Springfield (Illinois) Noon Lions Club Foundation. The Kansas Lions Eye Bank opened in Hays, Kan., in July 1998. At their June 1998 meeting, Saving Sight’s Board of Directors created the Heartland Lions Eye Banks administration to oversee all Saving Sight-operated eye bank branches. The new name was adopted to acknowledge that the eye banking system had expanded to include facilities outside of the state of Missouri.

Since 1995, Saving Sight has screened more than 350,000 youths through its KidSight vision screenings. Started with a small team of Lions volunteers and a grant from St. Louis Children’s hospital, this signature charitable activity, has helped to prevent childhood blindness for thousands of Missouri youth. Today, dedicated staff with volunteer support, this program to schools, day care centers, and head start programs. In 2014, KidSight was named Missouri Head Start partner of the year.

On December 1, 2013 the Foundation changed its name to Saving Sight to more accurately convey a broader mission and unified scope of operation. Other important improvements included reorganizing resources in order to streamline programming. Saving Sight is now structured to provide two primary services – cornea donation & transplantation and KidSight – and two secondary community vision services: glaucoma screening and eyeglass recycling.

Saving Sight is a 501(c)(3) nonprofit organization and operates in six office locations: Columbia, MO, Springfield, MO, St. Louis, MO, Kansas City, MO, Springfield, IL, and Hutchinson, KS.
Mission
We change lives by saving sight.

Vision
To be the global partnership model for how eye banking and charitable vision services can most effectively serve people and communities.

Objectives
The purpose of the Saving Sight volunteer programs are to expand services, promote public awareness among the communities we serve, and network with others through cultivated volunteers. Leadership is provided by a staff Volunteer Coordinator who helps to organize and engage interested persons.

The Volunteer Coordinator’s role is to identify, cultivate, and steward relationships to support the mission, priorities, and programs of Saving Sight. The focus is to develop volunteer relationships with donor families, eye care professionals, Lions Clubs and their members, KidSight recipients, and cornea transplant recipients. These relationships will add human capital to the organization and bring added value to our charitable programs. The Volunteer Coordinator leverages these relationships to enhance Saving Sight programs as needed, including, but not limited to supporting large KidSight and Healthy Vision Screenings, Eyeglass Mission Clinics, sorting and/or cleaning recycled eyeglasses, speaking on behalf of Saving Sight, developing strategic community-level relationships, and organizing eye, organ, & tissue donor registration drives.

Volunteer Methodology
Volunteers are individuals or groups that work without compensation on behalf of an organization or cause, whether temporarily or on a relatively continuous basis. Volunteers are indispensable at many levels of our organization.

Staff just simply can’t do it all and be everywhere needed to promote Saving Sight. Volunteers bring additional scope, depth, knowledge, and personal experience to our work, often times in ways that staff can’t replicate (e.g., in the case of program recipients). Additionally, volunteers who work with organizations show that there is significant support for the organization’s mission locally, which boosts Saving Sight’s credibility in the community and with stakeholders.

Above all, the volunteer/staff relationship is a partnership that works toward a common mission: changing lives by saving sight.

Staff Commitment to Volunteers:
- Empower volunteers to contribute to the mission.
- Provide opportunities for meaningful work.
- Disclose appropriate information needed to conduct meaningful work.
- Provide adequate orientation and training.
- Respect volunteers’ time.
- Communicate the volunteer role and task expectations clearly.
- Recognize volunteers’ commitments appropriately and frequently.
Volunteers’ Expectations of Staff:
- Be professionals in nonprofit and philanthropic management.
- Recognize the values volunteers bring to Saving Sight.
- Provide training, support, guidance, and feedback.
- Be cognizant of and communicate the interrelationships between Saving Sight and its stakeholders.

Volunteers’ Commitment to Saving Sight:
- Be reliable (i.e., show up to commitments for which you’ve volunteered).
- Respect confidentiality of client records/findings.
- Complete training as required.
- Ask questions when needed.
- Utilize Saving Sight resources in the most efficient and effective ways possible.
- Notify a staff member if you ever encounter a problem while volunteering.
- Arrive at volunteer activities with a positive, enthusiastic attitude.

Volunteer Sources
Through staff interaction, digital invites, surveys and constituent response cards, Saving Sight can identify interest and match opportunities to individuals and organizations. Saving Sight’s Volunteer Coordinator will be responsible for maintaining a database of volunteers and soliciting volunteer participation on behalf of Saving Sight. The same database will be used to track service to Saving Sight in terms of hours and events, which will be used to provide the data needed for impactful recognition and external funding requests.

Volunteer Opportunities
Whether you are able to devote one hour or ten hours per week, your time and energy is always appreciated.

KidSight screenings are Saving Sight’s primary charitable program. Using a photoscreening device, we quickly and noninvasively screen children ages 6 months to 6 years old for common causes of childhood vision loss free of charge. We refer at-risk children to eye doctors for examination and treatment. Assistance at community events and day care centers across Missouri is needed to provide help KidSight Technicians with screenings and referral paperwork. **Target Audience:** Board and Honorary Board, KidSight recipients, Sight Committee, Lions Clubs and their members

Eyeglass Recycling has been a signature project for Lions Clubs across the country for more than 70 years. Saving Sight supports the Lions in this cause by serving as a collection and distribution center for recycled eyeglasses, collecting more than 60,000 pairs annually. Help is needed collecting, cleaning, reading, and sorting donated eyeglasses. Eyeglasses are then distributed abroad on humanitarian trips and missions, providing sight to people in need. **Target Audience:** Aligned community organizations, Board and Honorary Board, Sight Committee, Lions Clubs and their members
Eyeglass Mission Clinics provide a direct opportunity to deliver eyeglasses to those in need. Coordinated through Saving Sight, volunteers assist eye care professionals with locating and fitting eyeglass prescriptions that will significantly improve or correct the sight of those in need. Saving Sight and Missouri Lions have provided more than 500,000 pairs of eyeglasses to people in developing countries across the world. **Target Audience:** Board and Honorary Board, eye care professionals, Sight Committee, Lions Clubs and their members

Healthy Vision Screenings are offered at senior centers, health fairs, and community events throughout Missouri. Tonometers are available for no charge to clubs from Saving Sight for use at these events. Volunteers may also assist technicians with screening for glaucoma, the second-leading cause of blindness in the U.S., and age-related macular degeneration (AMD). People identified as high-risk for glaucoma or AMD are encouraged to seek an eye doctor for a full exam and treatment. **Target Audience:** Board and Honorary Board, Sight Committee, Lions Clubs and their members, eye care professionals

Donor Registration Events: More than 120,000 Americans are awaiting a life-saving organ transplant, and more than 46,000 sight-saving corneal transplants will be performed in the U.S. this year. You can help more people receive the Gift of Life and the Gift of Sight by organizing an eye, organ, and tissue donor registration drive in your community or by volunteering at one of many drives that Saving Sight participates in. **Target Audience:** Donor families, Sight Committee, Lions Clubs and their members, transplant recipients

Speakers Bank/Share Your Story: Saving Sight gives recipients and donor families the opportunity to share their experience on our website and other promotional materials. Recipients and donor families offer powerful stories that illustrate the impact of our programs. Additionally, these people can share their story in person through speaking engagements and media opportunities, as needed. These types of presentations are exceptionally educational for the audiences, and our volunteers tend to find them quite rewarding. **Target Audience:** Board and Honorary Board, donor families, KidSight recipients, staff, Sight Committee, Lions Clubs and their members, transplant recipients

**Volunteer Training**
Besides our formal training procedures, volunteers receive hands-on training to inform and help them perform their services. Hands-on training may be provided by your support staff member, a qualified volunteer or our volunteer coordinator as appropriate. Training frequency will be contingent upon need and interest.

**Requirements**
Saving Sight asks that all volunteers complete an application and submit to background checks. This information is essential in satisfying insurance requirements for volunteer programs, especially those involving children and facilities. Saving Sight will cover the expense of the application. Additionally, a volunteer must:

- Be at least 18 years of age,
- Complete volunteer application and submit to a background check,
- Make a commitment to attend training,
- Be able to drive to locations of moderate distance,
- Have access to a computer with internet access, and preferably comfortable with e-mail,
- Have access to a telephone device,
- Be able to lift up to 25 lbs. when necessary,
- Be able to stand for extended periods of time,
- Provide reasonable notice if it becomes necessary to cancel a volunteer commitment.

**Absenteeism**
If you are unable to arrive for your scheduled time, please let us know as soon as possible. Saving Sight understands that life happens and from time to time there will be unforeseen issues, preventing volunteer participation. Please inform your Saving Sight staff contact of an emergency or illness as soon as possible. Volunteers are asked to inform their Saving Sight staff contact at least 24 hours before any absences from volunteer commitments, unless such advance notice is not possible because of illness or emergency.

**Communications and Confidentiality Policy**
All information concerning clients, volunteers, financial data, business records and employees is confidential. No information may be released without appropriate authorization. This is a basic rule of client care and business ethics. The board of directors, staff and our clients rely on our volunteers to conform to this rule of confidentiality. By attending orientation and training you acknowledge an understanding of this policy. The formal confidentiality agreement can be found in the Volunteer Agreement, item #8.

**Harassment Policy**
Saving Sight is committed to maintaining a safe, positive workplace. Therefore, employees and volunteers (as well as all other non-employees) are prohibited from engaging in any form of unlawful harassment or discrimination in the workplace or towards Saving Sight employees. In addition, volunteers are also prohibited from engaging in any behavior towards employees, other volunteers, clients, or other third parties that would be inconsistent with the spirit and intent of this policy.

Harassment is unlawful when it: (1) is based on race, color, religion, sex/gender, national origin, disability, age and any other characteristic protected by law; (2) is unwelcome; (3) is severe or pervasive in nature; and (4) is made a condition of employment, unreasonably interferes with an employee’s job or performance of duties, or creates an intimidating, hostile, or offensive work environment. Saving Sight will apply these same criteria to volunteers in determining if the volunteer engaged in unlawful harassment of an employee or if an employee or non-employee has harassed a volunteer.

In addition, this policy prohibits retaliation against any employee or volunteer because he/she files a complaint under this policy, cooperates with any internal investigation, or otherwise pursues whatever legal rights he/she may have.

It is not possible to define every action or word that could be interpreted as harassment. Harassment may encompass a wide range of verbal, physical, and visual behaviors and may be sexual or non-sexual in nature. In some cases, one incident will be sufficient to constitute harassment. In other cases, a pattern or series of incidents may be necessary. In addition, even if the behavior in question may not
constitute harassment under this policy, it may still be inappropriate in our workplace and subject to disciplinary action.

Sexual harassment means unwelcome and uninvited conduct of a sexual nature, including sexual advances, propositions, pressure for sexual favors, physical contact of a sexual nature, and sexually explicit language, gestures, pictures, jokes or objects.

Non-sexual harassment means conduct that is offensive or shows hostility toward an employee or volunteer because of his/her race, color, religion, sex/gender, national origin, ancestry, disability, age or other characteristic protected by law, including slurs, epithets, negative labeling or stereotyping, and jokes, whether oral or written.

If any volunteer feels in good faith that he/she has been subjected to harassment by an employee, supervisor, manager, officer, volunteer, or other non-employee (including Board members, Honorary Board members, any individual with whom Saving Sight does business or provides services, vendors, etc.), the volunteer is to immediately report it to Human Resources. Volunteers are encouraged to report such complaints in writing with sufficient detail to facilitate Saving Sight’s investigation of the matter.

Such complaints will be promptly and objectively addressed or investigated and appropriate action taken if warranted. Confidentiality will be maintained to the extent reasonably possible under the circumstances. If Saving Sight believes that a violation of this policy may have occurred or that the behavior in question was inappropriate for any reason, then it will take appropriate action, which may include disciplinary action, up to and including discharge in the case of an employee and termination of volunteer opportunities in the case of a volunteer.

Insurance Coverage for Volunteers

Liability and accident insurance is provided for all volunteers engaged in agency business. Specific information regarding such insurance is available from the volunteer coordinator. Saving Sight insurance is in excess of your personal insurance. Please contact your insurance agent or provider regarding your primary coverage for accident, liability and automobile insurance. Missouri workers’ compensation law does not apply to volunteers of tax-exempt organizations operating under Section 501(c)(3) of the Internal Revenue Code as long as there are no wages paid, and the services are provided purely on a charitable and voluntary basis.

Questions?

If you have any questions about policies contained in the Volunteer Handbook, please contact Director of Development, Jason Noland by email, jnoland@saving-sight.org, or call 1-800-753-2265.
### Key Contacts

#### Communications

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annie Kuhl</td>
<td>Chief Communications Officer</td>
<td>314-584-1710</td>
<td><a href="mailto:akuhl@saving-sight.org">akuhl@saving-sight.org</a></td>
</tr>
<tr>
<td>Christopher Polley</td>
<td>Director of Communications</td>
<td>314-584-1720</td>
<td><a href="mailto:cpolley@saving-sight.org">cpolley@saving-sight.org</a></td>
</tr>
<tr>
<td>Jason Noland</td>
<td>Director of Development</td>
<td>314-584-1713</td>
<td><a href="mailto:jnoland@saving-sight.org">jnoland@saving-sight.org</a></td>
</tr>
<tr>
<td>Michala Stoker</td>
<td>Partner Relations Director</td>
<td>816-255-1360</td>
<td><a href="mailto:mstoker@saving-sight.org">mstoker@saving-sight.org</a></td>
</tr>
<tr>
<td>Justina Barnes</td>
<td>Partner Relations Coordinator</td>
<td>816-255-1359</td>
<td><a href="mailto:jbarnes@saving-sight.org">jbarnes@saving-sight.org</a></td>
</tr>
<tr>
<td>Kharim Strayhorn</td>
<td>Partner Relations Coordinator</td>
<td>417-569-1270</td>
<td><a href="mailto:kstrayhorn@saving-sight.org">kstrayhorn@saving-sight.org</a></td>
</tr>
<tr>
<td>Richard Hamilton</td>
<td>Partner Relations Coordinator</td>
<td>217-718-6002</td>
<td><a href="mailto:rhamilton@saving-sight.org">rhamilton@saving-sight.org</a></td>
</tr>
<tr>
<td>Heather Britain</td>
<td>Partner Relations Coordinator</td>
<td>620-665-1423</td>
<td><a href="mailto:hbritain@saving-sight.org">hbritain@saving-sight.org</a></td>
</tr>
</tbody>
</table>

#### Volunteer Coordinator/Eyeglass Recycling

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sheila Fields</td>
<td>816-255-1320</td>
<td><a href="mailto:sfields@saving-sight.org">sfields@saving-sight.org</a></td>
</tr>
</tbody>
</table>
Human Resources

Tish Dwiggins
Human Resources Manager
Columbia, MO
573-777-8528
tdwiggins@saving-sight.org

KidSight Team

Tamara Oberbeck
Vision Screening Program Manager
Columbia, MO
573-777-8554
toberbeck@saving-sight.org

Melissa Stephenson
KidSight Impact Coordinator
Columbia, MO
573-777-8567
mstephenson@saving-sight.org

Leigha Bartlett
Vision Screening Assistant
Columbia, MO
573-777-8514
lbartlett@saving-sight.org

Sonja Buckley
Vision Screening Technician
St. Louis, MO
314-584-1711
sbuckley@saving-sight.org

Pamela Haggett
Vision Screening Technician
Poplar Bluff, MO
573-840-0168
lyohai@saving-sight.org

Sarah Hart
Vision Screening Technician
Kansas City, MO
816-255-1348
sarahhart@saving-sight.org

Charlee Newton
Vision Screening Technician
Springfield, MO
417-569-1261
cnetwon@saving-sight.org

Maria Haynie, Vision Screening Technician
Columbia, MO
573-777-8518
mhaynie@saving-sight.org
Office Locations
1-800-753-2265
Columbia, MO
404 Portland St.
Columbia, MO 65201
573-443-1657 (fax)

Columbia, MO
404 Portland St.
Columbia, MO 65201
573-443-1657 (fax)

St. Louis, MO
10801 Pear Tree Lane, Ste. 170
St. Ann, MO 63074
314-428-3751 (fax)

Kansas City, MO
10100 NW Ambassador Dr., Ste. 200
Kansas City, MO 64153
816-454-5446 (fax)

Springfield, IL
400 Chatham Rd., Ste. 103
Springfield, IL 62704
217-670-0800 (fax)

Springfield, MO
3506 S. Culpepper
Springfield, MO 65804
417-882-8206 (fax)

Hutchinson, KS
2 East 12th
Hutchinson, KS 67501
620-259-7323 (fax)

Stay Informed

Website

Please take a moment to visit our web site, www.saving-sight.org, which includes a calendar of all upcoming vision screenings in the state. In addition, all Lions clubs are invited to add their own events to the calendar as long as the events raise funds for the organization. Lions events on our calendar will also be promoted through our social media outlets.

Sightlines

All Lions with e-mail addresses are encouraged to sign up for Sightlines, our monthly newsletter. To receive Sightlines:

1. Go to www.saving-sight.org/lions and find the Sightlines box at the bottom of the page
2. Submit your email address
3. Check your email the first Friday of every month for your issue

You may also sign up by calling 800-753-2265 or emailing pr@saving-sight.org.

Social Media

You can follow Saving Sight on Facebook at www.facebook.com/WeAreSavingSight. In addition, we tweet regularly at www.twitter.com/WeSaveSight.

Materials

Looking for brochures or other printed materials about the Saving Sight?

Visit our website at www.saving-sight.org/request-brochures to put in an order for us to send you some program brochures.

If you do not have computer access, you may call 800-283-1982 to make your request.
VOLUNTEER HANDBOOK

VOLUNTEER AGREEMENT

1. I agree to contribute my time and services to Saving Sight as a volunteer and will complete a volunteer application that acknowledges participation and allows for a background check to be conducted at no cost to me.

2. I agree not to consume or use tobacco products on any volunteer assignment.

3. I agree not to consume, use, possess, or be under the influence of any drug or alcohol products on any volunteer assignment.

4. I grant Saving Sight permission to use my likeness, voice, photograph, and words in any form for activities without payment.

5. I understand that any pattern of conduct that would tend to disrupt, diminish, or otherwise jeopardize public/client trust with Saving Sight will result in dismissal.

6. I understand that my volunteer assignment with Saving Sight may be terminated at any time.

7. I understand my involvement with Saving Sight may include coverage in the media. I approve the use of my likeness, voice, photograph, and words and any other creative work without payment or consideration by the media or Saving Sight.

8. Respecting the privacy of our clients, donors, members, staff, volunteers and of the Saving Sight itself is a basic value of Saving Sight. Personal and financial information and images are confidential and should not be disclosed or discussed with anyone without permission or authorization from the Public Relations and Communications Department. Care shall also be taken to ensure that unauthorized individuals do not overhear any discussion of confidential information and that documents or images containing confidential information are not left in the open or inadvertently shared.

Employees, volunteers and board members of Saving Sight may be exposed to information which is confidential and/or privileged and proprietary in nature. It is the policy of Saving Sight that such information must be kept confidential both during and volunteer service. Staff and volunteers, including board members, are expected to return materials containing privileged or confidential information at the time of expiration of service.

Unauthorized disclosure of confidential or privileged information is a serious violation of this policy and will subject the person(s) who made the unauthorized disclosure to appropriate discipline, including removal/dismissal.

Signature required on reverse.
Thank you for your service to Saving Sight and the Missouri Lions. We are grateful for all you do to change lives by saving sight. We couldn’t do it without you.

Volunteer Signature

__________

Printed Name

Saving Sight Volunteer Supervisor

__________

Printed Name