

Volunteer Learning & Development Resources: **Onboarding**

Mission, Vision and Values for Volunteers

A look at what drives us - our mission, vision, and values.

Course Length: 10 minutes

Course Objectives:

- Introduce our mission, vision, and values

Telling Our Story for Volunteers

How would you describe our mission and the impact of a wish? This course provides you with talking points and information to use to do just that.

Course Length: 10 minutes

Course Objectives:

- Provide talking points for volunteers who may be asked to describe a wish experience or our mission

Welcome Unit 1: Foundation History for Volunteers

A comprehensive look at the history of Make-A-Wish including the inspiration for the organization, the first official wish, and many memorable moments in our history.

Course Length: 15 minutes

Course Objectives:

- Know the inspiration for Make-A-Wish
- Learn about the first wish granted
- Review some important moments in our history

Wish Granting 101 for Volunteers

This course covers the background principles of our mission and purpose statements while providing an overview of the wish process. Learners will also get an insider's perspective of wish granting.

Course Length: 20 minutes

Course Objectives:

- Explain our mission and purpose
- Describe the steps involved in granting a wish
- Identify strategies for success when granting wishes

Volunteer Learning & Development Resources: **Continuing Education**

Parental Signatures for Volunteers

When granting a wish, we must have approval from the wish child's parents or legal guardians. However, this is not always possible. There are certain specific situations in which we are not able to get both parents or legal guardian signatures and it may be acceptable to move forward with the approval of only one parent.

As a volunteer it is important to be familiar with all the parental situations but also know it is the chapters' responsibility to ensure you have the correct tools to assist in capturing the correct signatures.

Course Length: 30 minutes

Course Objectives:

- Familiarize volunteers with required signatures in different parental situations

Wish Types for Volunteers

A look at the general categories of wishes granted and helpful suggestions and considerations regarding each wish type.

Course Length: 20 minutes

Course Objectives:

- List and provide examples of the different types of wishes
- Describe important factors and considerations for each type of wish