



Volunteer Handbook

Austin Hatcher Foundation
for Pediatric Cancer



Welcome to the Team

Welcome, and thank you for choosing to volunteer with the Austin Hatcher Foundation. We are incredibly grateful for the time, energy, and compassion our volunteers bring to the organization. Volunteers play an essential role in making our programs and events possible—from helping behind the scenes to supporting outreach and fundraising efforts that allow us to serve children and families affected by pediatric cancer.

This handbook was created to provide helpful information about the Foundation, our mission, volunteer expectations, and the different ways you can get involved. Our goal is to ensure every volunteer feels prepared, confident, and supported while serving with us, and to help create a meaningful experience for both our volunteers and the families we serve.



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About Us and Mission Statement

Meet Austin Hatcher Osborn



The Austin Hatcher Foundation was founded in December 2006 by Dr. James and Mrs. Amy Jo Osborn, months after their son, Austin Hatcher Osborn, passed away from a very rare and aggressive form of brain and spinal tumors. The Osborns turned their pain into purpose, working to address the lack of long-term support for the whole family of the diagnosed child. They opened the Austin Hatcher Foundation, the nation's only organization providing comprehensive support to the whole family, for life.

Our Mission

Our mission is to provide a **lifetime of free, comprehensive support to pediatric cancer patients and their families** through mental, behavioral, educational, and social services, so they can cope in the present and thrive in the future.

In other words...

The experience of childhood cancer goes beyond diagnosis and affects every individual family member differently. All family members need unique solutions to the challenges they face. During and after treatment, the Austin Hatcher Foundation for Pediatric Cancer is here to provide solutions and walk families through every step of their recovery journey. All services are provided at no cost.

How We Support Families for Life

Our services:

- Occupational Therapy
- Neuro-Cognitive Testing
- Music + Art Therapy
- Diversionary Therapy
- Educational Advocacy
- S.T.E.A.M. Club
- Family Programs
- Counseling
- Industrial Arts + Shop

To learn more about our wrap-around services, visit hatcherfoundation.org/resources/services

Getting Started as a Volunteer

Creating a Volunteer Account

We're always excited to welcome new volunteers! Anyone interested can visit the [Austin Hatcher Foundation Volunteer page!](#)

To create an account, click Sign Up for This Organization, complete the application, and add your availability.

Once You've Created an Account

The Volunteer Services Coordinator will email you the required forms and next steps to become an approved volunteer.

The required forms volunteers must complete are the HIPAA Acknowledgment Form, which you must complete after reading the HIPAA PowerPoint. As well as the Child Staff Interaction Policy Acknowledgment, which outlines expectations for interactions.

Volunteers will also have the opportunity to take a tour of the Foundation before volunteering or during their shift. Additionally, all volunteers will receive a brief orientation upon arrival.

Signing Up for Opportunities

Once you are an approved volunteer, you will also be able to see upcoming volunteer opportunities on the [Austin Hatcher Foundation Volunteer page.](#)

To Sign Up for an upcoming Opportunity, click into that specific Opportunity (Example: General Volunteering), then click the shift you'd like to sign up for, add it to your cart, and then complete the sign-up.

Working with Children & Families

If you are interested in volunteering at camps or events with children and families, please reach out to Jen at JCornell@hatcherfoundation.org. Our Family & Children Volunteers will need to attend an extra volunteer orientation to be approved. These volunteer opportunities will not be visible on the [Austin Hatcher Foundation Volunteer page.](#)

Volunteer Groups

Want to make a difference together? Volunteering as a business builds team spirit, gives back to the families we serve, and demonstrates your commitment to empowering families facing pediatric cancer. Email Jen Cornell to inquire about group volunteering: JCornell@hatcherfoundation.org

Volunteer Opportunities

At the Austin Hatcher Foundation, we offer a variety of volunteer roles, from direct interaction with families to supporting fundraising events.

Fundraising Events:

Help raise vital funds at major events by providing day-of support (greeting guests/registration) or behind-the-scenes assistance (logistics, setup/teardown).

General Volunteering:

These versatile roles support daily operations, including essential administrative tasks, organizing supplies, and ensuring the facility is welcoming and clean.

Program Preparation:

A non-direct role supporting the clinical team by preparing materials for programs, such as assembling STEAM projects or setting up the physical space for camps and workshops.

Family Events Volunteers:

Interact directly with children and families at large seasonal events (e.g., Hoops for Hatch, Trunk or Treat), helping to run activities in a fun, recreational environment.

Family Programs: (Requires additional training and staff approval)

This highly sensitive role involves direct, ongoing interaction with children and families during Camps and requires specialized training.

STEAM Club: (Child-Facing)

Assist our STEAM coordinator in facilitating hands-on educational projects and directly engaging with children in Science, Technology, Engineering, Arts, and Math activities.

Special Projects:

These focused opportunities address specific organizational needs, such as supporting internal recycling efforts, managing the garden, and assisting with film projects for our Hatch's Hero Program.

Code of Conduct

Volunteering at the Austin Hatcher Foundation is a collaborative effort built on mutual respect. By committing to this Code of Conduct, you help ensure a consistent, supportive, and professional experience for our families, children,

Reliability and Communication:

We rely on you, so please plan to arrive on time for your scheduled shifts. If you cannot attend, please notify the Volunteer Services Coordinator as soon as possible so we can make adjustments.

Kindness and Professionalism:

Treat all children, families, staff, and other volunteers with the utmost kindness and respect, maintaining professional behavior at all times.

Inclusion:

Ensure our environment is welcoming by promoting inclusion and respect for individuals from all backgrounds.

Appropriate Conduct:

Please maintain appropriate dress standards and use respectful language while volunteering.

Following Direction and Safety:

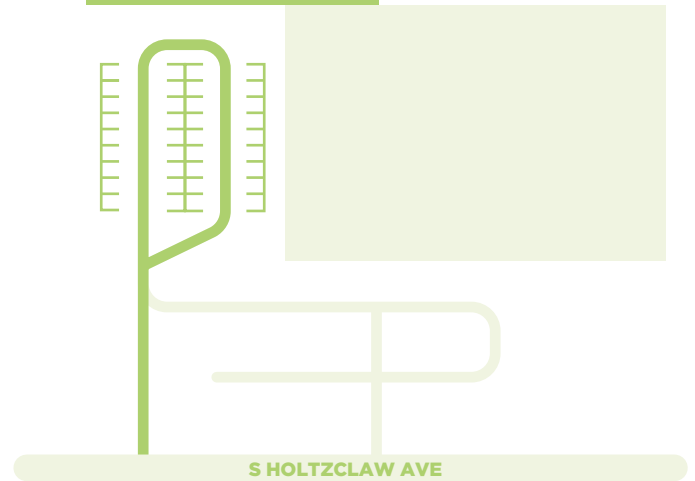
Always follow instruction provided by Foundation staff during programs and events, and uphold all safety expectations to protect the well-being of our families.

Day-of Logistics



Where to Go:

Our facility is located at **1705 S. Holtzclaw Avenue**. Please park in the main parking lot, leaving the spots along the building for our families, then enter through the front door. The Volunteer Services Coordinator will meet you at the entrance to complete your check-in.



What to Wear:

We recommend wearing comfortable, appropriate clothing with layers and closed-toe shoes, as you will be moving throughout the facility, and indoor temperatures may vary. If you are volunteering as part of a corporate group, you are encouraged to wear your company's branded shirt. For volunteers assisting with a family event, an Austin Hatcher Foundation volunteer t-shirt will be provided on-site.



Safety Guidelines

Emergency Procedures



Fire:

Immediately exit the building using the nearest accessible exit. Proceed directly to the designated evacuation point: the grassy area in the front parking lot.



Active Threat (Run, Hide, Fight):

- If a safe escape route is available, **Run** to safety.
- If evacuation is not possible, **Hide** in a secure, interior location, preferably an office without windows. Lock the door, turn off the lights, move to the furthest corner, and remain low. Silence all electronic devices and maintain absolute quiet. Do not open the door for anyone.



Tornado/Severe Weather:

In the event of a confirmed tornado or other high-wind weather event where the building is at risk:

- Please move to the designated shelter area. The primary location is the Men's Restroom in both areas, as it is the most interior space.
- The space under the concrete stairs in the lower garage is a secondary shelter option; however, due to limited space and accessibility, it should be used only if the primary shelter areas are inaccessible.

Reporting Concerns:

- All safety hazards, suspicious activity, or non-life-threatening immediate concerns must be reported immediately to a Foundation staff member.

Emergency Contacts

- In a life-threatening emergency, call 911 immediately.
- For building-specific or non-life-threatening emergencies, please contact the Volunteer Services Coordinator or the nearest Foundation staff member.



Conclusion

The Austin Hatcher Foundation for Pediatric Cancer extends its deepest gratitude for your commitment and generosity. Volunteers are an essential cornerstone of our mission to ensure no family walks through childhood cancer alone!

Contact Information

If you have any questions, concerns, or require further assistance, please contact the Volunteer Services Coordinator:

Jen Cornell, Jcornell@hatcherfoundation.org



THE AUSTIN HATCHER FOUNDATION provides free, integrative, evidence-based, comprehensive care to children with cancer and every individual family member navigating the challenges of pediatric cancer. The Foundation empowers families to succeed beyond a cancer diagnosis through innovative mental, behavioral, and social therapies, educational resources, and family-centered programs.

hatcherfoundation.org

1705 S HOLTZCLAW AVE, CHATTANOOGA, TN 37404