



Making the Difference:

A Guide for Volunteers

with



mano a mano International

WELCOME TO MANO A MANO INTERNATIONAL!

Dear Volunteer,

Thank you very much for your interest in helping us to expand the capacity of rural Bolivian communities. With the support of people like you we are able to manage a highly complex organization always keeping in mind the ultimate goal: improving the quality of life of those in greatest need.

We have prepared this packet to provide you with summary information about Mano a Mano International and the general operating procedures for volunteers. It includes:

- Volunteer Jobs List
- One Brochure
- The Mission Statement and Fact Sheet
- Board of Directors
- Volunteer Information Form which you can complete and return to the Dana Dallavalle

All Positions:

- Are open to your flexibility and your schedule
- Volunteers must provide at least one shift per month (3 hours)
- Are invited to an annual volunteer recognition event

1. Hands-On Opportunities

a. Collecting, Sorting, Packing Medical Supplies/Equipment

- i. Best if done in groups of 5 – 20 people
- ii. Requires heavy lifting and standing for 2-3 hours
- iii. A monthly sorting group is already in place and individuals are welcome to join or start a new group

b. Moving to Warehouse (to be completed during Oct. & Nov. 2012)

- i. Best if done in groups of 5 – 20 people
- ii. Help can be through preparing and moving boxes, cleaning, or organizing

2. Administrative Opportunities

a. Organizing and Updating our Volunteer and Donor Database

- i. Help staff compile paper files and information from our database to consolidate our history with individuals and foundations
- ii. Any expertise in Salesforce helps but is not necessary by any means

b. Organizing Picture Files

- i. Travelers and staff regularly add pictures of rural Bolivia and the projects Mano a Mano implements to our files, thus we need someone to sort pictures in an effective manner so as to make it easy for staff to find certain pictures during campaigns and reporting periods
- ii. Do you have access to a floppy disk reader? We have plenty full of pictures we can't access.

3. On a Call-In Basis

a. To assist during mail campaigns

- i. To help stuff and stamp envelopes
- ii. To help receive donations/send tax letters/send thank you letters/update database with donations

- b. To assist by driving to sites and picking up and dropping off donations of medical supplies and equipment**
 - i. Best if able to drive a van with trailer attached (but not by any means necessary)
 - ii. Some heavy lifting necessary
- c. To assist with setting up and taking down events**
 - i. Help Mano a Mano during our regular events
 - ii. Help could include: picking up and setting up tables and chairs, decorating, cooking, cleaning up, etc.
- d. To attend a fundraising or networking event in our name**
 - i. Host a booth for Mano a Mano and promote our mission to attendees
 - ii. Bring and sell Mano a Mano artisan crafts to fundraise for Mano a Mano and support rural artisans
- e. Host a fundraising event in our honor**
 - i. Start a penny war campaign in your school to help Mano a Mano raise money to build a new school in a rural community
 - ii. Start a school supplies drive and collect donated school supplies for rural schoolchildren who lack materials

4. Miscellaneous

- a. Donate your career or professional expertise to Mano a Mano**
 - i. Are you a photographer or filmmaker? We have projects for you!
 - ii. Are you an entertainer or artist? Donate your performance or art!
 - iii. Are you an experienced Salesforce user? Help Mano a Mano update our volunteer and donor database!
 - iv. Are you an interior designer? Help Mano a Mano in decorating our new office space!
- b. Travel to Bolivia!**
 - i. We regularly send groups of volunteers down to Cochabamba, Bolivia to become familiar with the Mano a Mano operation and to see some of the rural communities where we work and also to see the beauty that Bolivia has to offer (see our *travel packet*)!
 - ii. Help Mano a Mano in delivering professional trainings to rural health workers, teachers, machinists, and farmers!

MANO A MANO'S MISSION AND FACTS

Mano a Mano's Mission: To create partnerships with impoverished Bolivian communities that improve health and increase economic well-being.

FACTS:

- Mano a Mano is a tax exempt 501c3 nonprofit organization
- It was founded in 1994 by Joan and Segundo Velasquez
- There are three staff in the U.S. and over 150 Bolivians on staff working for our four counterpart nonprofits based in Cochabamba, Bolivia and working throughout Andean and Amazonian rural communities throughout the Bolivian countryside
- Bolivia is the second poorest nation in Latin America (behind Haiti)

• Projects:



Clinics



Schools and
Teacher
Housing



Water



Aviation



Roads



Training and
Education



Medical Surplus
Program



- **Mano a Mano Organizations
(5 organizations/one mission):**

Mano a Mano International:

U.S. Based Promotional, Fundraising, and Reporting Division

The U.S. based organization promotes and fundraises throughout the U.S. raising funds for projects to be implemented by our counterpart organizations in Bolivia, sends U.S. volunteers to witness Mano a Mano in action throughout the countryside or to deliver professional trainings to our networks of health and education professionals working in rural communities, and translates and compile reports received from our Mano a Mano organization partners in Bolivia.

Mano a Mano – Bolivia: Health and Education Specialization

Has built 131 clinics, 45 schools with teacher housing, and community bathrooms while providing ongoing support and training for clinic staff and communities.

Mano a Mano – Nuevo Mundo: Economic Development Specialization

Has built 1400 kilometers of roads in partnership with the Caterpillar Foundation, has built 153 water ponds and 4 water reservoirs throughout rural communities.

Mano a Mano – Apoyo Aereo: Aviation Program

Has rescued over 1400 critically ill or injured patients and transported them to often life-saving medical treatment. Responds to natural disasters or provides food and water drops during droughts and famines. Partners with government and other nonprofits to transport people and supplies to and from rural communities.

Mano a Mano Internacional: Travel Support and Training Center

Supports regular volunteer groups and individuals traveling to Bolivia to help Mano a Mano implement projects and see how Mano a Mano works. Currently building a training and demonstration center to help rural farmers learn to vary crops and teach the importance of nutrition. Harnesses support for Mano a Mano within Bolivia.

BOARD OF DIRECTORS

Segundo Velasquez	Board President	Manager of Technical Operations, Northwest Airlines (retired)
John Foxen, M.D.	Board Vice President	Family Practice Physician, Community of Hope Health Services
Joan Velasquez, Ph.D.	Board Secretary	Information Services Director, Ramsey County (retired)
Christine Ver Ploeg, Esq.	Executive Committee Chair	Professor, William Mitchell College of Law
Terry Crowley		Partner, Crowley, White & Helmer
Deborah Kotcher, C.P.A.	Board Treasurer	Accountant, American Baptist Homes
Nancy White		Partner, Crowley, White & Helmer
Peggy Steen		Registered Nurse (retired)
Dwight Steen, Ph.D.		Agricultural Development Specialist, USAID (retired)



Mano a Mano International
774 Sibley Memorial Hwy
Mendota Heights, MN 55118
Website: www.manoamano.org
Phone: (651) 457-3141
Email: manoamano@manoamano.org

VOLUNTEER AGREEMENT

DATE _____

In consideration of receiving certain confidential information in connection with providing services to or on behalf of Mano a Mano International, a Minnesota nonprofit organization;

_____ hereby agrees to the following confidentiality process as set forth below.
(name)

1. Confidential and Proprietary Information

a. Volunteer agrees not to use or disclose any Confidential Information (as defined below), except to the extent such use or disclosure is required in providing services to or on behalf of Mano a Mano International. Without limiting the generality of the foregoing, Volunteer agrees not to, without prior written consent from the applicable Mano a Mano International organization, (i) divulge any Confidential Information to third parties; or (ii) copy documents containing any Confidential Information. In no event shall Volunteer use Confidential Information in a manner that is in any way detrimental to Mano a Mano International.

b. For purposes of this Agreement, "Confidential Information" means all information and materials, in whatever form, whether tangible or intangible, disclosed by Mano a Mano International or any of its affiliates to Volunteer, or to which Volunteer otherwise gains access as a result of volunteering or working for Mano a Mano International, pertaining in any manner to the activities of Mano a Mano International or its affiliates, consultants, members, or any person or entity to which Mano a Mano International owes a duty of confidentiality, whether or not labeled or identified as proprietary or confidential. All proprietary information of Mano a Mano International that is not known generally to the public, or is known only through improper means, is Confidential Information. Without limiting the generality of the foregoing, the following are deemed Mano a Mano International's Confidential Information: (i) ideas for research and development; (ii) computer records and software (including software that is proprietary to third parties); (iii) any other information which Mano a Mano International must keep confidential as a result of obligations to third parties; (iv) inventions whether or not patentable; (v) identities of customers, suppliers, or third party contractors, including without limitation any media, advertising, or public relations firms; (vi) Mano a Mano International's e-mail distribution list; (vii) Mano a Mano International's donor and member lists and the identities of Mano a Mano International's donors and members; (viii) human resources data and information about employees; (ix) cost and other financial data, (x) trade secrets; (xi) polling and focus group information; (xii) any other information to which Volunteer has access while involved in Mano a Mano International's activities; and (xiii) any goods or services Volunteer provides to Mano a Mano International under this Agreement.

SIGNATURE OF VOLUNTEER _____

EMERGENCY CONTACT INFORMATION

NAME _____ HOME PHONE _____

ADDRESS _____ CELL PHONE _____