

# 100 CLUB OF ARIZONA

STANDING BEHIND THE MEN AND WOMEN  
WHO STAND BEHIND THE BADGE



# Volunteer Manual

[WWW.100CLUB.ORG](http://WWW.100CLUB.ORG)



[www.100club.org](http://www.100club.org)

Supporting Families of  
Law Enforcement Officers and  
Firefighters When Tragedy Strikes

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**Standing Behind the Men  
and Women Who Stand  
Behind the Badge**

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Dear 100 Club Volunteer,

I am thrilled that you have chosen to volunteer with the 100 Club of Arizona. Volunteers are a vital part of achieving our goals of providing support to the men and women who stand behind the badge and have played a key role in a number of activities in the past including spreading awareness at community events, assisting at annual 100 Club events and performing administrative duties around the office. I hope that you find the opportunities you take part in to be fulfilling and that your volunteer experience is positive and rewarding.

The following information package includes details about our organization and the roles and responsibilities of our volunteers. If you have any questions please feel free to contact myself or the Volunteer Program Coordinator – Rachel St. Moritz at 602-485-0100 or [rachels@100club.org](mailto:rachels@100club.org). Once again welcome and thank you!

Sincerely,

Sharon Knutson-Felix  
Executive Director  
100 Club of Arizona

100 CLUB OF ARIZONA  
Is a charitable non-profit  
Arizona Corporation  
(Az. Corp. #00082094-4).  
Federal 501 (C)(3)  
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*The 100 Club of Arizona is a non-profit organization that provides immediate financial assistance to families of public safety officers and firefighters who are seriously injured or killed in the line of duty and to provide resources to enhance their safety and well-being.*



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# 100 Club of Arizona Information

## **Who We Are**

The 100 Club is a volunteer, benevolent, nonprofit, 501(c)(3) corporation committed to standing behind the men and women who stand behind the badge.

## **Who We Help**

All municipal, county, state, tribal, and federal public safety officers and firefighters who provide for public safety in the State of Arizona are eligible to be a beneficiary of the 100 Club. The 100 Club also serves any military personnel called to active duty while employed by a qualified public safety agency as an officer or firefighter.

## **Mission**

The primary mission of the 100 Club of Arizona is to provide immediate financial assistance to the families of public safety officers and firefighters who are seriously injured or killed in the line of duty, and to provide resources to enhance their safety and welfare.

## **Value Statement**

As a volunteer, community-based organization, the officers and members of the 100 Club of Arizona are committed to supporting the needs of public safety agencies and their officers and firefighters who place their lives at risk while in the performance of their duties.

We demonstrate this support by committing to the vision, mission, and goals of the 100 Club of Arizona. We pledge to act in accordance with all federal and state laws and standards of ethical business practices. We carry out and achieve the mission of the 100 Club by working cooperatively, in a spirit of open, honest communication with each other and our communities.

Finally, we pledge to always maintain a professional code of conduct which advances the needs of public safety through the 100 Club structure. We commit to this higher purpose, without concern for personal gain or recognition.

## **Benefits**

The 100 Club pays surviving families of public safety officers and firefighters, who are killed while serving the citizens of Arizona, a one-time benefit of \$15,000. The 100 Club also provides a \$5,000 non-line of duty death benefit to the surviving family of any currently sworn/certified officer or firefighter who dies while actively employed but not on duty. Officers and firefighters who are seriously injured and off the job for 30 days or more may qualify for a benefit of up to \$18,000 depending on the severity and length of injury. The officer, firefighter or their agency, are *not* required to be members of the 100 Club in order to be eligible for our assistance.

### **Professional Advisory Team (P.A.T.)**

The 100 Club members realize that money can never make up for the loss or disability of a loved one, but it can be helpful in covering immediate expenses. To augment the benefits provided, the 100 Club organized a committee of experts, known as a Professional Advisory Team, which includes: CPAs, attorneys, trust officers, brokers, financial consultants, insurance consultants and employee benefits consultants. This team, at the family's request, will advise and counsel families in this wide range of areas without cost or obligation.

### **Safety Stipends**

In an effort to provide resources which are preventative rather than reactive in nature, in 2004 the 100 Club of Arizona was pleased to announce a new Safety Enhancement Stipend Program. The 100 Club awards stipends each quarter to agencies across the state based on need and availability of funds. The Safety Enhancement Stipends are to be used for equipment, training or programs which serve to directly enhance the safety of our fire fighters, law enforcement and/or correctional officers. These monies have been used to purchase such necessities as TASERS and bulletproof vests for officers, stab-vest inserts for corrections officers and new turnout gear for firefighters.

### **Scholarship Program**

In 2006, the 100 Club officially launched its scholarship program to provide financial assistance to immediate family members of Arizona officers and firefighters in their pursuit of a higher education.

### **Peer 100**

The Peer 100 program addresses the wellness challenges in the public safety profession for officers/firefighters and their families. Peer 100 is a program based on emphasizing support, training, resources, referrals and services. These opportunities provided by the 100 Club are available when agencies, suffering budget constraints, are not able to provide resources for the welfare of their officers/firefighters.

### **Other Information**

#### **History of the 100 Club of Arizona**

The concept of the 100 Club was born in Detroit in 1952. Following the fatal shooting of a young Detroit officer, a gentleman by the name of William M. Packer, owner of the largest Pontiac dealership in the nation, and a friend of the Police Commissioner, wrote to 100 of his friends and encouraged them to donate at least \$100 to a fund for the fallen officer's family. The response was 100% and thus the name "100 Club". Mr. Packer and the Commissioner met with the expectant widow, reviewed her finances and arranged to pay off the mortgage and bills on their home, set up an education account for the yet unborn child, and deposited the remaining funds into the widow's checking account.

In 1965, a young Phoenix officer in similar circumstances was killed in the line of duty. Several acquaintances with knowledge of the Detroit 100 Club got together and started a local 100 Club, which was officially organized in 1968. One of the earliest members was

Frank Haze Burch, whose father sadly was the first Phoenix police officer killed in the line of duty in 1924 when Frank was just five years old.

The charter mission of the 100 Club was to come to the immediate financial aid of the family of an officer who gave his or her life in the line of duty. As time passed, this mission expanded and changed. The 100 Club began to provide additional assistance to survivors, and in one unique instance, even paid for the yard of a fallen officer's mother to be mowed for several years until her death because the officer had always mowed her lawn.

In the early 1990's, the 100 Club expanded its mission to include firefighters and county, state and federal public safety officers in Arizona. Specifically, in 1994, the 100 Club elected to provide immediate financial assistance to firefighters and law enforcement officers seriously injured in the line of duty in addition to the line of duty death benefit.

Then, in 1997, Native American reservation tribal firefighters and law enforcement officers were added as recipients and today, the 100 Club of Arizona is proud to be there for every single firefighter and correctional/law enforcement officer at the local, county, tribal, state and federal levels serving and protecting the citizens in Arizona.

Since then, the 100 Club has also expanded its mission to provide resources that will enhance the safety and welfare of Arizona's public safety officers and firefighters including a professional advisory team, safety enhancement stipends and a scholarship program.

### **Funding**

The funds to assist our public safety officers and firefighters are raised through membership dues, corporate sponsorships, charitable campaigns, endowments, community events and donations from those supporting our mission. The 100 Club does not ever use telemarketing fund-raisers.

### **Membership**

Membership in the 100 Club is open to everyone. When you join the 100 Club, you agree to: a) support the mission of the Organization; b) pay your annual dues of \$150; and c) never use your membership for personal or professional gain. Your level of involvement in the 100 Club is at your discretion, you may participate as little or as much as you would like.

Corporate memberships are also available and start at a minimum of \$500 per year, but the amount can be whatever the Corporation feels moved to contribute.

### **Management**

The 100 Club is managed by a volunteer Board of Directors elected by the membership at the annual meeting. They meet quarterly or on call as needed and determine policy and direction while undertaking the responsibility of stewardship for the 100 Club.

## **Challenges**

Being an organization that covers the entire State of Arizona presents its share of challenges. Making sure that every agency in the state is aware of our benefits and programs for their officers and firefighters is our top priority. Hearing of an officer or firefighter that could have used, but didn't receive, our benefit is heart-breaking.

With the improved awareness of the 100 Club and its benefits comes the need to grow our membership to continue to meet the ever-increasing needs of the families of public safety. Our membership has increased significantly in the last few years and we need to continue that trend.

Ensuring that every corporation or small business is aware of how they can help is yet another challenge.

## **Impact of the 100 Club of Arizona**

### **Assistance Provided**

In 2010, there were 11 line-of-duty fatalities and 52 serious injuries, to which the 100 Club immediately dispersed \$258,070 to the families of these public safety officers and firefighters. The 100 Club also provided assistance to 133 more public safety families and agencies through its other programs and benefits totaling an additional \$411,004. Since the 100 Club's inception in 1968, more than five million dollars has been provided to over 1,150+ of Arizona's public safety families and agencies.

## **100 Club Staff Directory**

We have 5 full-time and 4 part-time staff at the 100 Club.

Executive Director  
Sharon Knutson-Felix  
[sharon@100club.org](mailto:sharon@100club.org)  
602-485-0100

Operations Manager  
Patti Ballentine  
[pattib@100club.org](mailto:pattib@100club.org)

Community Relations & Events (*Your primary contact as a volunteer.*)  
Rachel St. Moritz  
[rachels@100club.org](mailto:rachels@100club.org)  
602-485-0100  
480-296-4403 Cell

Assistant to Executive Director  
Ramsey Beckstead  
[ramsey@100club.org](mailto:ramsey@100club.org)

Programs Manager  
Angela Harrolle  
[angela@100club.org](mailto:angela@100club.org)

Office Assistant  
Karely Alcantar  
[Karely@100club.org](mailto:Karely@100club.org)

Media and Marketing  
Ciara Franklin  
[ciara@100club.org](mailto:ciara@100club.org)

Community Relations  
Laura Contreras  
[laurac@100club.org](mailto:laurac@100club.org)  
602-908-6316

Community Relations  
Randine Holmes  
602-705-3540

100 Club of Arizona  
5033 N 19<sup>th</sup> Avenue, Suite 123  
Phoenix, AZ 85015  
602-485-0100  
Fax 602-242-1715

#### Hours of Operation

Office: Monday – Friday 8:30 am – 5:00 pm

Events: Hours vary and are typically during the weekend.

## **Communications**

### **Email**

The primary form of communication between 100 Club staff and volunteers is via email using email systems ConstantContact or Microsoft Outlook. Volunteers receive emails whenever there are volunteer opportunities available. This may be as often as once a week, or as little as once a month, depending on the frequency and amount of opportunities available. To volunteer for one of these opportunities, an email is the best

tool of communication. Volunteers will also receive all details of an event that they have offered to volunteer at in the week prior to the event via email.

### **Telephone**

If at any time you would like to speak with any member of our staff in person please do not hesitate to call. Staff members can be reached at 602-485-0100 during our regular business hours. If you need to reach someone during weekend hours in regard to an event you are volunteering at that day, please call the event contact person whose information you were given when signing up for the event. If that person is unavailable, you may contact the Community Relations & Events Manager via cell phone.

### **Mail**

You will occasionally receive mail from the 100 Club in the form of thank you letters for helping at our 100 Club hosted annual events.

### **Dealing with the Media**

If you are volunteering at an event and are approached by a member of the media to give a statement about the organization, please find a 100 Club Staff member to do the interview. If you are volunteering at an event where there is no 100 Club Staff member, find the event coordinator and ask them to speak to the media about why they chose the 100 Club to benefit from the event. We ask that our volunteers please do not give any statements to the media on our behalf unless you have prior approval from a 100 Club staff member to act in the capacity of a spokesperson.

## **Volunteer Specific Information**

### **1. The Importance of the Volunteer**

In the past 43 years the 100 Club has been operating, we have seen many milestones. We have grown our line of duty death benefits from \$1,000 to \$15,000, have added new benefits and programs to offer public safety servants, and have grown two annual events into successful, fundraising avenues.

Volunteers have played a significant role in each of our milestones by contributing time, skills, enthusiasm, and passion in all that they do. Volunteers have served in a variety of capacities in growing our organization. They have volunteered as workers at a number of 100 Club and community events, gathered donations for silent auctions, influenced beneficial partnerships between the 100 Club and community-minded businesses, and even raised money through their own fundraising efforts. The benefits and programs our organization is able to provide have been greatly extended through donations from community events that without the help of volunteers could not be considered due to limited resources. We are grateful for all that our volunteers do and look forward to continued growth and stronger relationships in the coming years.

## 2. Why Volunteer with the 100 Club?

You can use the chart on the following page to express your own reason for wanting to volunteer with the 100 Club. This is a great opportunity to clarify what goals you wish to achieve and in doing so create a meaningful, fulfilling volunteer experience for yourself. If you feel comfortable sharing this with the Volunteer Coordinator, please do so.

### My Reasons for Wanting to Volunteer with the 100 Club of Arizona

<b>X</b>		<b>X</b>	
	To get out of the house		To make contacts in the public safety community
	To meet new people or make new friends		As an academic requirement
	To establish a track record to get a new job		To feel useful/needed
	To build confidence/self esteem		To make a transition to a new life
	As a break from other stresses in my life		To gain respect
	To rebuild an old skill		To meet potential employers
	To help another person		To be with friends who volunteer
	To have fun		To get to know a new community
	To get recognition		As therapy
	As an alternative to giving money		To learn something new
	To do something I love		To fulfill a community service requirement
	I believe in the mission and goals of the organization and I want to support it		To test/challenge myself
	To spend quality time with family by volunteering together		To do something different than my regular job
	To experience different things that may not be available to me otherwise		To stay in touch with the public safety community after retiring from a public safety agency
	To share my passion		Other:

### **3. Paid Staff and Volunteer Relations**

Paid staff and volunteers come together at the 100 Club of Arizona to work toward achieving the mission, goals, and objectives of the organization. Volunteers should communicate directly with the Community Relations and Events Manager. Volunteers do not replace or displace paid positions. Both contribute in significant ways and volunteers are seen to complement the work done by paid staff. We value the experience and insights of both paid and volunteer staff and encourage feedback about our organization, processes and programs. Such feedback can be passed through respective supervisors or addressed during volunteer feedback surveys.

### **4. Personnel Policies**

#### **Volunteer Code of Conduct**

1. Take your commitment to our organization to heart, performing your duties to the best of your ability.
2. Honor confidentiality.
3. Be courteous, friendly and cooperative.
4. Do not partake in any physical, verbal, or other conduct that may be offensive or harmful to other employees, volunteers, or anyone else who has contact with the 100 Club; or any personal conduct that may degrade the public image of the organization.
5. Refer issues needing special attention to 100 Club Staff members, or in the event a 100 Club Staff member is unavailable, an Event Supervisor.
6. Follow through on commitments and advise the Community Relations and Event Manager if you are unable to work as scheduled.
7. Treat co-workers (paid and unpaid), beneficiaries, and members of the public fairly and without discrimination.
8. Maintain poise and professionalism at all times.
9. Do not consume alcoholic beverages at any time during your assignment. When working an event and your assignment is completed, please remove any clothing or insignia with the 100 Club logo before enjoying the event as a member of the public, if applicable.
10. Be patient when first arriving to volunteer, particularly at community events. The 100 Club is involved in many different types and kinds of events that each require different responsibilities and assignments. If this is an event the 100 Club has not previously been involved in there may be a learning curve for both staff and volunteers.
11. Finally, ENJOY YOURSELF! Volunteering is meant to be a great experience for everyone and we want you to have a good time while helping a great cause.

Please Note: This list is not exhaustive and may not cover every situation or provide you with a set of absolute standards.

### **Standard of Appearance**

1. Dress appropriate for your duties. For example, physical work requires clothing that is comfortable and durable. If there is a specific dress code, you will be notified beforehand.
2. Clothes cannot be torn, frayed, dirty or reveal any part of the cleavage, midriff or upper thigh.
3. Make-up and jewelry must be minimal especially in regard to facial jewelry.

### **Complaints & Appeals Policy**

1. In situations where differences arise between volunteers or between volunteers and staff, it is advised to first try to resolve these differences amongst the parties involved.
2. If a third party is needed the Community Relations & Events Manager is to be informed and involved. Under no circumstances shall differences be made public or involve other members of the organization.
3. If the grievance is in regard to the Volunteer coordinator, an appeal may be made to the Executive Director who will decide upon the appropriate course of action.

### **Human Rights/Sexual Harassment Policy**

1. All volunteers are to be treated with respect and dignity. It is the policy of the Organization to strictly prohibit sexual and other forms of unlawful harassment. As examples, harassment will not be tolerated when:
  - Any form of harassment unreasonably interferes with volunteer performance.
  - The conduct creates an intimidating, hostile, or offensive volunteer environment.
2. Unlawful harassment includes, but is not necessarily limited to:
  - Unwelcome sexual advances, requests for sexual favors, or other verbal, visual or physical conduct of a sexual nature.
  - Slurs, jokes, or other verbal, visual, or physical conduct relating to an individual's race, color, sex, religion, national origin, age, disability, or other characteristic protected by applicable state or federal law.

*Volunteers who violate this policy will be asked to leave the volunteer opportunity they are participating in when the incident occurs and depending on severity of the incident may be asked to resign from the 100 Club Volunteer Program.*

A volunteer must not assume that management has knowledge of harassment situations that may exist. If a volunteer believes that he or she has been harassed, or observes or becomes aware of conduct that involves the nonpermissible harassment of any other volunteer, that person should immediately report the incident(s) to the Public Relations and Events Manager or Executive Director.

### **Leaving the Volunteer Program**

The 100 Club Volunteer Program is based on flexibility and ease. Therefore we do not require volunteers to sign on for a predetermined amount of time or to volunteer a certain amount in a specified time frame in order to stay active within our organization. You will receive emails regarding upcoming volunteer opportunities until you decide to opt-out.

If you no longer wish to receive these emails or to remain a part of the 100 Club Volunteer program, please email the Community Relations & Events Manager for notification of your decision. Upon receipt of the email, you may be asked to complete an exit questionnaire to state your reason for leaving and reflect upon your experience.

## **Conclusion**

This manual provides policies and procedures for 100 Club Volunteers. Our intention is to provide a handbook that contains accurate, up-to-date information in an easily comprehensible format. We hope that the production of this manual ultimately leads to more of the great experiences that make it beneficial to be a 100 Club Volunteer.