



## VOLUNTEER GUIDELINES

### Overview

Facial Pain Association Volunteers:

1. Support the Mission and Vision of the FPA
2. Serve as resources for anyone affected by facial pain
3. Promote awareness of the FPA
4. Promote awareness of facial pain

The FPA is a volunteer-led and community focused organization. As a non-profit organization, we depend on our volunteers to accomplish our mission and achieve our vision.

**Our Mission** is to serve those with neuropathic facial pain, including trigeminal neuralgia, through support, education, and advocacy.

**Our Vision** is to be the most reliable and comprehensive resource on facial pain conditions for patients, their families and healthcare professionals.

We could not do what we do without volunteers. Our Board of Directors are volunteers. The medical experts who serve on the Medical Advisory Board are volunteers. But, by far the largest group of volunteers come from our community. FPA volunteers are people just like you who are affected by facial pain themselves or are caregivers, family members, or loved ones.

No specific skills, educational background, or experience is required to serve as an FPA Volunteer. We welcome volunteers from varied backgrounds, life experiences, and medical histories. The FPA is committed to making sure you have everything you need to be successful including training, continuing education, and networking opportunities.

### As an FPA volunteer, you have opportunities to:

1. Help others feel less alone because you've "walked a mile in their shoes".
2. Help the FPA reach more people living with facial pain.
3. Help increase awareness of facial pain conditions among healthcare professionals and the general public.
4. Build your own network of fellow volunteers.
5. Find a sense of accomplishment.

**Volunteers are encouraged, but not required,** to provide information about FPA resources to healthcare professionals in their area.

### Volunteers are expected to:

1. Strive to communicate with empathy, honesty, and reassurance.
2. Provide upbeat messaging to create connections.
3. Provide consistent, comfortable environments whether one-on-one or in groups.
4. Promote networking and learning.
5. Reflect positively on the FPA in all interactions including informal conversation, in writing, and on social media.
6. Be knowledgeable about FPA programs and resources.



7. Keep in touch with the FPA Volunteer Coordinator
  - a. provide updated contact information
  - b. provide changes in your availability
  - c. request additional information or training
  - d. refer contacts to the FPA for additional assistance as needed

**Volunteers are required to:**

1. Respect the privacy and confidentiality of all contacts including but not limited to name, address, phone, email, treatment experiences, and health conditions.
2. Keep the confidentiality of any information consistent with FPA policies.
3. Avoid speaking on behalf of the FPA on any media unless part of an official FPA activity.

**Volunteers may not give medical advice.** Opinions expressed, or information provided, by FPA volunteers is not a substitute for medical advice. Volunteers must always encourage those they communicate with to contact their own doctor, or other professional healthcare provider, with questions concerning their or their family's health.

**Volunteers may share personal experiences** to increase awareness and educate contacts about their diagnosis and treatment experience. When sharing experiences, volunteers must be clear they are sharing personal stories as someone else might have a different experience.

**Confidentiality of Information**

Respecting the privacy of our contacts, donors, members, staff, and volunteers is a basic value of the FPA. Personal and financial information is confidential and should not be disclosed or discussed with anyone without permission or authorization from the CEO or Board Chair.

Volunteers of the Facial Pain Association may be exposed to information which is confidential and/or privileged and proprietary in nature. It is the policy of the FPA that such information must be kept confidential both during and after volunteer service. Volunteers are expected to return materials containing privileged or confidential information at the time of separation.

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.

**Disclaimer**

All volunteers are approved by the FPA and may be deactivated at any time at the discretion of the FPA.

**Statement of Inclusion**

The FPA is a secular organization and respects all spiritual beliefs. There shall be no discrimination in the recruitment, selection, placement, training, retention, and recognition of volunteers regardless of race, color, religion, ethnicity, age, socio-economic status, disability, sexual orientation, gender identity, gender expression or national origin.