



# VOLUNTEER ORIENTATION

BUILDING COMMUNITY.  
ELIMINATING BARRIERS.



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# About ACCESS of Wilmington

**ACCESSIBLE COASTAL CAROLINA EVENTS, SPORTS, AND SERVICES**, ACCESS of Wilmington, is a local 501(c)(3) nonprofit organization founded in 2008 to raise funds to build The Miracle Field and Kiwanis Miracle Playground in Wilmington.

## MISSION

Building community for children, adults, and veterans with disabilities by eliminating barriers to health and wellness through adapted sports, recreation, and fitness.

## VALUES

- **RELATIONSHIPS:** A strong community of participants, families, volunteers, and friends.
- **TRUST:** Built on respect and integrity.
- **QUALITY:** Provide extraordinary programs and opportunities for our participants and families.
- **INNOVATION:** Create, improve, and adapt programming through forward thinking.
- **ACCEPTANCE:** Value and celebrate everyone!
- **ACCESSIBILITY:** Zero barriers, always.



# About ACCESS: Our History

In **2002**, a now Miracle League All Star's family organized a league of their own on a dirt field in Wilmington, North Carolina. This is where many of our older Miracle League All Stars first began their dream of playing baseball! Dr. Dan Johnson, our Founder, was in Myrtle Beach, South Carolina and saw the Grand Strand Miracle League in action. He returned to Wilmington with a vision of a Miracle Field that engaged children and adults who had always watched from the sideline in a community of sports, recreation, and fitness!

In **2008**, ACCESS of Wilmington was incorporated as a nonprofit organization and the Wilmington Believes in Miracles campaign began to raise over 2-million-dollars to fund The Miracle Field of Wilmington is the largest Miracle Field in the country and our Kiwanis Miracle Playground has become a benchmark for accessible playgrounds across the country!

In **2013**, Wilmington's own Field of Dreams, The Miracle Field, allowed many of these children to run, walk or roll the bases for the very first time as All Stars for The Miracle League of Wilmington!

In **2022**, ACCESS has grown from serving 45 children and adults through 1 program to over **800** children, adults, and veterans through **6** programs!





**The Miracle League of Wilmington** is an accessible baseball league filled with joy, dancing, and home runs for children and adults living with disabilities; ages 3+. A Spring and Fall Season are held for 8 weeks at the Miracle Field of Wilmington!

**ACCESS Fit** is a year-round fitness and wellness program designed for young adults, adults, and older adults living with disabilities at the Miracle Field of Wilmington, CrossFit Reignited, NHRMC, and on-site!

**Project Sports, Outreach, Adapted Recreation** is an adapted sports program offering Archery, Air Riflery, Cycling, Golf, Yoga, Kayaking, SCUBA, Equine Assisted Therapy, and Surfing for veterans living with service-connected illness or injury.

**Play** is ACCESS of Wilmington's signature adapted sport and inclusion program! Join us for accessible sports and inclusive special events year-round at the Miracle Field + Kiwanis Miracle Playground.

**Recreation Therapy** allows individuals with disabilities to engage in adapted sports, sensory play, and creative arts. We aim not only to increase recreation participation, but also range of motion, communication, self-confidence, coping skills, leisure awareness, and health and wellness.

**Accessible Adventures** is a program that provides electrically powered off-road mobility devices called Terrain Hoppers. They are engineered to conquer deep mud, sand, snow, and rocks, steep hills, and other obstacles





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# CONTACT US

Leadership Team + Board of Directors

## Board of Directors

Cathay Wright, Chair  
Laura Kay Berry, Vice Chair  
Andrew Frey, Treasurer  
Janine Pugh  
Barbara Biehenr  
Amanda Taylor  
L.S. "Bo" Dean  
Rick Campagna  
Zane Bennett

## Emeritus Directors

Dr. Dan Johnson, Founder  
David Morrison  
Tammy Pruden  
Michael Franklin  
L.S. "Bo" Dean  
Chad Porter  
Amy Queen

BUILDING COMMUNITY. ELIMINATING BARRIERS.

# Standards + Guidelines

## CODE OF CONDUCT

- As a representative of ACCESS of Wilmington we expect all volunteers to hold themselves to the highest professional and moral standards. Each volunteer represents the ACCESS organization in the community, and most importantly serves as a role model to our participants. It is an expectation of all staff and volunteers to be committed to our values of Relationships, Trust, Quality, Innovation, Acceptance, and Accessibility.
- There is a *zero tolerance policy* for violence, harassment, and illegal activity of any kind, including: immoral or indecent conduct, the use of foul or offensive language on site, physical altercation or any aggressive action; disruptive conduct including: gambling, fighting, horseplay, coercion, intimidation or threats against staff, volunteers, participants or families.

## DRUGS, WEAPONS, and ALCOHOL POLICY

- There is a *zero tolerance policy* of drugs, weapons, tobacco, and alcohol on the premises of the Miracle Field of Wilmington or ACCESS of Wilmington office. This policy includes the possession or use of any of the above while volunteering, as well as coming to volunteer under the influence of any mind-altering substance.

## ATTENDANCE POLICY

- Volunteers are an integral part of ACCESS of Wilmington. Therefore, **we ask volunteers be present and on time for their shifts.**
- In the event of an area-wide emergency, weather related or otherwise, an email and text message will be sent via email and Remind App text. The safety of our volunteers is very important to us. Please use your discretion when coming to volunteer in inclement conditions.



# Standards + Guidelines

## DRESS CODE

- All staff and volunteers are expected to dress appropriately, looking the part of a role model and leader for the program or event they are working. Volunteers are encouraged to dress comfortably and wear attire that is discrete. T-shirts, shorts, leggings, tank tops, long sleeves, and athletic sweatpants are all allowed. Pants must go at least halfway down your thigh and shirts must fully cover chest and stomach. Undergarments must not show at all. Sandals are allowed, but athletic shoes are encouraged.
- Clothing with any mention of illegal or illicit activity is strictly prohibited.
- **Name Tags will be provided by ACCESS of Wilmington and *should* be worn at all times.**

## PERSONAL PROPERTY

- ACCESS of Wilmington is not responsible for the loss or theft of personal funds or belongings, nor is it covered by insurance for such loss. Therefore, it is the responsibility of each volunteer to adequately safeguard personal belongings.

## RECEIVING OR GIVING GIFTS

- Volunteers are encouraged not to accept merchandise, entertainment, hospitality, transportation, loan or other tangible or intangible benefit from ACCESS of Wilmington participants or their families. Volunteers are asked not to provide financial assistance, gifts, personal loans or other benefits to ACCESS of Wilmington participants or their families.





# Standards and Guidelines

## PARTICIPANT TRANSPORTATION

**Volunteers are not permitted to use a personal vehicle to transport participants.** Please contact the Program Director with any questions or concerns regarding transportation.

## SOCIAL MEDIA & TECHNOLOGY

- In an effort to create the best possible experience for our All Stars, **volunteers are expected to keep use of personal cell phones to a minimum during their shifts. Usage includes phone calls, texting, emailing, and general usage.**
- If a picture is taken of you and a participant, you CANNOT post it until it is posted on an ACCESS social media platform. When we post it then it is fair game.
- When using social media, please remember that under no circumstance should anything that you post disclose the identity of any child or family that ACCESS of Wilmington serves. If any of our participants request to “add” you on any of these social media sites we encourage you to not accept the request so you can keep your personal life private.
- It is important for you to be a role model for our participants and maintain the code of conduct at all times, including what you make visible on social media sites.

Please understand some of our participants and/or their parent or guardian may not want their picture taken, and all of our participants deserve privacy and respect to ensure their safety.



# Standards and Guidelines

## CONFIDENTIALITY & HIPPA REQUIREMENTS

- Volunteers are expected to keep all information regarding ACCESS participants, their diagnoses, and their families strictly confidential. ACCESS of Wilmington follows all regulations enforced by the Office for Civil Rights under the HIPPA Privacy Rule to protect the privacy of individuals based on identifiable health information.
- All documents, paper or electronic, containing any personal information about our participants, families, donors, volunteers, or staff are to remain confidential at all times.

Please return rosters or any information that would identify participants to the Program Director.

## DISCLOSURE

- Any participant, volunteers, or guest injuries or incidents, such as code of conduct violations, theft, and other non-injury incidents must report the injury or incident immediately to the Executive Director, Program Director, or Program Coordinator on site immediately. An Incident Report will be completed and filed at this time.



# Standards + Guidelines

## ABUSE, SEXUAL ABUSE, AND NEGLECT PREVENTION POLICY

- ACCESS of Wilmington, its employees, volunteers, participants, participant families and related entities (Programs: ACCESS Fit, Project SOAR, and Miracle League | Service: Recreation Therapy | Event: Play), and partners, are committed to building and maintaining a community free of emotional, physical, and sexual misconduct that encourages and fosters appropriate conduct among all persons and respect for individual values.
- ACCESS is committed to enforcing the subsequent Abuse, Sexual Abuse, and Neglect Prevention Policy to create an environment free of emotional, physical, and sexual misconduct.
- Federal law authorizes ACCESS to address the risk of emotional, physical, and sexual abuse of youth participants.

## PREVENTATIVE ACTION

- ACCESS of Wilmington takes every effort to provide a safe environment for all participants. Per ACCESS staff and volunteer policy, no employee or volunteer should ever be isolated, out of line-of-sight from others, with a youth or adult participant at any time. At a minimum, even in emergency situations, ACCESS strives to have two (2) adult staff and/or volunteers with a participant. The purpose of this policy is to avoid one-on-one interactions between adults and youth and vulnerable adult participants that are not easily observable by others.
- Furthermore, a parent and/or guardian is required to be present at all ACCESS of Wilmington programs. Therefore, staff and volunteers, should not need to assist with personal care, medical needs, and/or toileting. Staff and volunteers should instead locate the participant parent and/or guardian who will assist the participant.



# Standards + Guidelines

## REPORTING PROCEDURE

- ACCESS of Wilmington is committed to compliance with the state and federal legal requirements for reporting allegations or incidents of abuse, sexual abuse, misconduct and/or neglect to the appropriate law enforcement and protective services organizations. This includes threats of harm to self and/or others.
- *In compliance with federal and state law, employees and volunteers must report disclosure or suspicion of abuse, including sexual abuse, and/or neglect to the Executive Director or Program Coordinator on site immediately.* Additionally, any injury of a child, adult, or volunteer must be reported to the Executive Director or Program Coordinator on site immediately. Do not directly confront the individual(s) that are the source of the report or discuss the disclosure outside of confidential resources provided to you as a mandatory reporter. All necessary paperwork must be completed and submitted to the Executive Director within 24-hours of the disclosure or injury.
- The Executive Director will promptly report the allegation to proper law enforcement authorities or protective services.
- Per current federal and state regulations, ACCESS will make reports to (1) local law enforcement where any alleged incident took place to the extent it can be determined and the incident occurred in the United States, (2) local law enforcement where the victim resides if different than (1), and (3) the Director of the County Department of Social Services as mandated by the State of North Carolina, in which ACCESS operates within.
- It is the policy of ACCESS of Wilmington not to attempt to investigate or assess the validity or credibility of an allegation of sexual or physical abuse before reporting the allegation to proper law enforcement authorities or protective services organizations.
- In an emergency, please contact 911. However, if you make a report of child or disabled adult or elder abuse to law enforcement, please also communicate this report to the ACCESS of Wilmington Executive Director immediately.





# Miracle League of Wilmington: Volunteer Opportunities

## MIRACLE LEAGUE BUDDY

Buddies experience the love, joy, and celebration at the Miracle League of Wilmington by assisting children and adults living with physical and intellectual disabilities

## MIRACLE LEAGUE COACH

Coaches are experienced volunteers who take a leadership role during games of their team of All Stars and their volunteer buddies

## MIRACLE LEAGUE PITCHER OR UMPIRE

Throw out the perfect pitch to our All Stars or call them safe behind Home plate! Experience is strongly encouraged, but not required.

## BE HOMER, OUR MASCOT

Have you ever wanted to be a mascot? Be Homer the Miracle League of Wilmington Mascot for game days and cheer on our All Stars!





# Miracle League of Wilmington: Volunteer Details

## WHAT TO BRING

- Sunscreen
- Water Bottle
- Sunglasses, Hat, etc.

## WHERE TO PARK

Upon arrival, please park in one of the following parking lots, indicated by the Miracle League Volunteer Parking Signs.

- Parking Lot: Right Side of Olsen Park Sign on Corporate Drive
- Open Grass Field: Behind The Miracle Field of Wilmington

**DO NOT PARK IN THE PAVED MIRACLE FIELD PARKING LOT! IT IS RESERVED FOR MIRACLE LEAGUE FAMILIES ONLY**

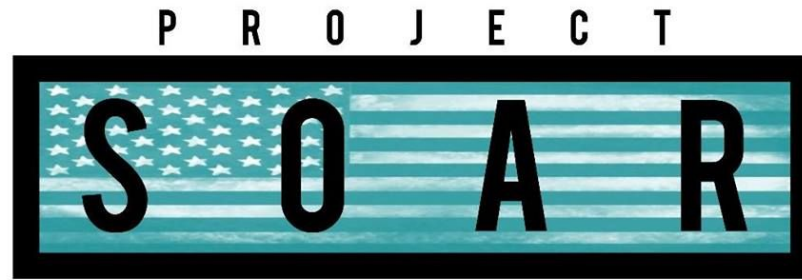
## VOLUNTEER CHECK-IN AT THE MCKENZIE PICNIC SHELTER

After you park in the volunteer parking lots, please check-in under the McKenzie Picnic Shelter:

- Sign In on the VicNet iPads -- Please be sure to Log Out when your shift ends!
- Fill Out a Name Tag

**LINE UP ON THE OUTSIDE OF THE DUGOUT TO GREET YOUR ALL STAR!**  
**ONCE YOU BUDDY WITH YOUR ALL STAR, HEAD TO THE MIRACLE FIELD FOR PLAY UNTIL GAME TIME!**

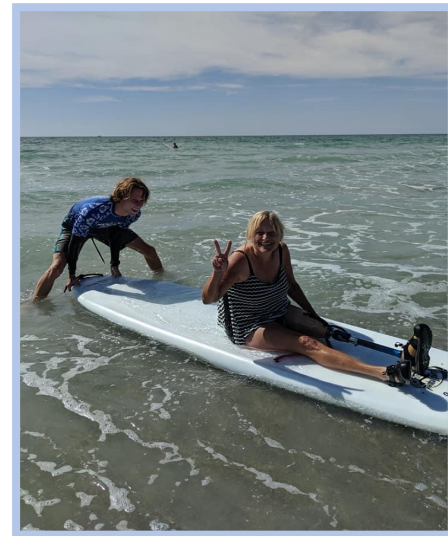




# Project SOAR: Volunteer Opportunities

**Become a Project SOAR Program Specialist!**

Creating and implementing adapted sport programs for veterans living with disabilities!





# ACCESS Fit: Volunteer Opportunities

## Become an ACCESS Fit Buddy!

Assist in creating and implementing adapted exercise programs for young adults, adults and older adults with physical and intellectual disabilities.





## Questions + Miracle Field Tour

*Thank YOU for making our mission come to life.  
What we do would not be possible with you!*

