

Stars and Stripes Honor Flight



Volunteer Handbook

Spring 2022

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Mission statement

Stars and Stripes Honor Flight honors all veterans by flying WWII, Korean War, Vietnam war and terminally ill veterans from other conflicts to Washington, DC to visit their memorials. We actively promote educational aspects of this mission in our schools and our communities.

Welcome to Stars and Stripes Honor Flight

Thank you for choosing to volunteer for Stars and Stripes Honor Flight, Inc. (SSHF). We are a 501(c)(3) nonprofit corporation in Wisconsin. Our mission would not be possible without a dedicated team of volunteers. As a volunteer, you will have many opportunities to assist in flight day activities, pre-flight preparations, and other events and activities that support our mission.

Our organization, including our board of directors, is comprised of volunteers. Our board members provide leadership, set annual goals with regard to flights, fundraising, events and much more. You will work with many others who volunteer their time and talents to honor our deserving veterans.

We are so fortunate to have a team of dedicated volunteers. We continue to receive requests from talented individuals to join our organization. We will continue to add volunteers as needs dictate.

Our Vision

Honor Veterans First

Make Memories – Every Day Is A Bonus

Excellence in Everything We Do

Our Guiding Principles

1. We are here to honor veterans
2. We are good stewards of our donated funds
3. Our behavior always reflects our brand
4. Success is achieved through mutual respect and teamwork
5. Words and tone always matter. PMA counts (Positive Mental Attitude)
6. We will hold each other accountable
7. Excellence requires continuous change and improvement

Health COVID Guidelines

The health and safety of our veterans is always our top priority. With this in mind, changing community health situations may result in changes to our volunteer protocols at any time, and measures like masking, vaccination requirements and social distancing may need to be implemented for certain periods of time. If you are uncomfortable with or unable to comply with one more of these temporary health protocols, we will keep you in our volunteer database and you can resume your service to our veterans when the measures are no longer necessary. Please check your email regularly for information about the latest health and safety protocols, and let the volunteer coordinator know if you have any questions or concerns.

Expectations of a Volunteer

- Prioritize the veteran experience above all.
- Be on time and ready to work your assigned duties until the job is complete. Please contact the volunteer coordinator if you are unable to report as expected.
- Use appropriate language and be respectful toward others (this include veterans, guardians, fellow volunteers, organizational partners and others in the area of an SSHF activity).
- Work cooperatively with others internally and externally.
- Carry out assigned duties and responsibilities with professionalism, integrity and honesty.
- Safeguard confidential information that is not authorized for use or communication.
- Be sober and never under the influence of alcohol or illicit drugs when working any flight day activity; maintain sobriety when caring for a veteran at other SSHF events.
- Follow direction provided by SSHF Board of Directors or lead volunteers, and follow established procedures at all times.
- Be mindful of the safety of yourself and others surrounding SSHF events or activities.

Please remember, because we are all SSHF volunteers, it is important to represent the organization in the best positive light at all times. You represent the SSHF brand every time you wear our logo, every time you work an event and every time you post about SSHF. Please treat this responsibility with the utmost respect.

If you, for any reason do not feel positive about the SSHF experience, you are encouraged to speak to any member of the board of directors or confidentially mail your thoughts to the board at SSHF, PO Box 867, Menomonee Falls, WI 53052.

Policy Prohibiting Harassment

Stars and Stripes Honor Flight is committed to creating and maintaining an environment in which all volunteers have an opportunity to participate and contribute, and are valued for their skills, experience, and unique perspectives.

Harassment based on a characteristic protected by law, such as race, color, ancestry, national origin, gender, sex, sexual orientation, gender identity, marital status, religion, age, disability, veteran status, or other characteristic protected by state or federal law, is prohibited.

It is our policy to provide an environment free of sexual and other harassment. To that end, harassment of volunteers or others by anyone representing Stars and Stripes Honor Flight in any capacity and/or attending SSHF events is absolutely prohibited. Further, any retaliation against an individual who has complained about sexual or other harassment or retaliation against individuals for cooperating with an investigation of a harassment complaint is similarly unlawful and will not be tolerated. SSHF will take all steps necessary to prevent and eliminate unlawful harassment.

Our Motto

“Every Day is a Bonus” This is a quote from one of our honored WWII veterans, Joe Demler. Joe was captured by German soldiers during the Battle of the Bulge at age 19. His prisoner of war camp was liberated 3 months later at which time he weighed 70 pounds and was days away from dying. His photo was featured in Life magazine, and when asked how he endured such a terrible ordeal, he said that his mantra was “every day is a bonus.” We have adopted this as our motto and Joe’s quote is embroidered on the back of every piece of veteran and guardian flight apparel.



Attire

You will receive a yellow SSHF volunteer shirt and name tag which identifies you at all functions as one of our volunteers. If you have been a guardian, we ask that you save your red polo shirt for non-volunteer occasions. Your yellow shirt identifies you as someone to contact with questions, concerns or in case help is needed. Please wear sensible shoes for the activity/task you will be assigned. Please also refrain from wearing ripped jeans, very short shorts or anything else that does not represent a respectful appearance.

In the event you are asked to volunteer for an event or activity where the volunteer shirt is not appropriate, information about an alternative dress code will be provided.

History of Honor Flight

Honor Flight Network History

The Honor Flight Network was co-founded by Earl Morse and Jeff Miller. The Honor Flight Network program was conceived by Earl Morse, a physician assistant and retired Air Force Captain. Earl was working at a VA clinic in Ohio when the World War II Memorial in Washington DC was completed and dedicated in May of 2004. Earl repeatedly asked his WWII veteran patients if they would ever travel to visit their memorial, but for most of these senior heroes in their eighties, it simply wasn’t financially or physically possible for them to make the journey on their own.

That’s when Earl decided to do something to help. In addition to his work as a physician’s assistant, Earl was also a private pilot. In December of 2004, Earl asked one of his WWII veteran patients if it would be all right if Earl personally flew him to DC, free of charge, to visit his memorial and the veteran graciously accepted the offer. He soon realized that there were many veterans who would have the same reaction, so he enlisted help from other pilots to make this a reality. There were two stipulations to his request: first, that the veterans pay nothing, second was that the pilots personally escort the vets around DC for the day. Eleven pilots stepped up and Honor Flight was born. By the end of the first year, 2005, Honor Flight and 11 pilots had transported 137 veterans to see their memorial.

In late 2005, Jeff Miller from Hendersonville, NC, inspired by Earl Morse, had a similar idea but on a larger scale: he wanted to charter commercial jets, formed HonorAir and began flying large groups

of WWII veterans on chartered jets. By the end of 2006, HonorAir had flown more than 300 WWII veterans.

In February of 2007, Morse and Miller met in Washington, DC and merged Honor Flight and Honor Air to what is now known as the Honor Flight Network.

Stars and Stripes Honor Flight History

In 2008, Joe Dean (the founder of SSHF) saw a brief national news story and recalls thinking, “someone should do this in Wisconsin”. The very next day, Dean began the work of organizing an Honor Flight hub for the Milwaukee area.

Within days, the SSHF wheels were in motion. In a few short weeks and with \$250 in the bank, the Honor Flight story was told one person to another, one small group at a time and grew from small fundraisers to partnerships with many local organizations and individuals. The first flight took off on November 19, 2008.

Stars and Stripes Honor Flight statistics as of November 2021

- First Flight: November 19, 2008
- Number of flights: 60
- Number of veteran flown: 8,006

Service Dates for Eligibility

We observe the service dates set by the Department of Defense to determine eligibility for an Honor Flight. The veteran must have had **active** military service during the official dates set per conflict.

- WWII---December 7th 1941-December 31, 1946
- Korea---June 27, 1950-January 31, 1955
- Vietnam---February 28, 1961-May 5, 1975

Honor Flight Jargon: Here are some common and important terms you might hear:

- **PMA**---Positive Mental Attitude. No matter what is going on, smooth or chaotic, we maintain a smile and a positive mental attitude.
- **ELBOWS LENGTH**---this refers to never being more than an elbows length away from the veteran you may be assigned to assist.
- **SLIPS, TRIPS and FALLS**---wherever we are and whatever we are doing with veterans, we are always vigilant in protecting them from potential injury or dangerous situations.
- **DC TIME**---Eastern time zone
- **HONOR FLIGHT TIME**—Our schedules have target times for departure, meal deliveries, Changing of the Guard, and the return to Milwaukee. We set these targets knowing that schedule may need to be fluid depending on the needs of our honored veterans. We never

want them to worry about whether or not we are on time. We have developed Honor Flight Time to eliminate those worries. Wherever we are, whatever the delay, we are always on time. We charter the planes and do the very best we can to stay on schedule. Some delays are out of our control. We ask that all volunteers maintain PMA during changes and/or delays.

Guardian training

We ask that our new volunteers attend a session of guardian training as an orientation to the Honor Flight experience. Even though it is detailed to a particular flight and not intended to prepare you to actually fly, you will better understand the day our veterans will experience, be more prepared to answer questions you may encounter as a volunteer, learn how to safely assist a person in a wheelchair, and much more. If you have been a guardian recently (within the past year) you will not need to attend again.

Protecting our Brand/Image

Alcohol

No alcohol consumption is allowed during your volunteering time on flight day or at SSHF events. If there are exceptions to this rule, you will be advised during the sign-up process. As a volunteer of SSHF, you are required to conduct yourself in a manner that is respectful of our brand.

PMA

Be aware of who might be in the general vicinity of your conversations and/or demeanor which might be misinterpreted as negative by a casual bystander. Our veterans, their families and other participants are to be treated with the utmost respect.

Addressing veterans

It is good practice to address our older veterans (and their spouses) as Sir or Ma'am however, many enjoy the familiarity of being addressed by their first name. It is often helpful to ask how they would like to be addressed.

Flight morning

This is what we are all about! You will have the opportunity to volunteer in a number of ways. We begin our day around 3:30 AM with some duties lasting until the plane departs around 7:00 AM. We assist veterans and their guardians through the morning check-in and boarding process. Some of these duties include handing out lanyards, prepping for TSA clearance, professional portraits, serving breakfast and coffee, gathering in an assigned meeting area prior to boarding time, and much more! After the veterans board the plane, we can watch the airplane taxi away from the gate. Quite often, the airplane receives a water cannon salute from the airport fire department. This is a tradition in the airline industry to celebrate a significant event for someone on the plane.

Homecoming

Homecoming preparations begin late afternoon for our Homecoming celebration. The Homecoming parade is the culmination of the veteran's day.

Our duties involve the safe movement of our participants through the airport to ensure the happiest homecoming parade for the veterans, their families and others in the airport. Our duties end when all of the veterans have gone home, and we have cleaned up any leftover parade debris.

Homecoming is one of the most memorable experiences of a veteran's Honor Flight day. Our main task in the evening is delineating the space for the veteran's family members and spectators. Due to increasing numbers of people attending Honor Flight homecomings, this can sometimes be a challenge!

- Always keep a positive attitude...remember PMA!
- Treat everyone with kindness and respect.

Homecoming is a very emotional time for everyone involved. We have worked closely with the airport team to develop our guidelines for this special event. If these parameters are challenged in any way by homecoming participants, please calmly explain that we are complying with the directives from the airport for the safety and enjoyment of everyone involved. Ask for their assistance in maintaining compliance as we are guests of the airport for this special event. Seek assistance from a member of the SSHF Board of Directors Airport Team and/or our SSHF Security team (in forest green polos-they are former law enforcement) as needed.

- If you encounter a difficult person in the crowd or if you feel uncomfortable in any situation, do not argue. Be polite and courteous, stay calm. If you cannot resolve an issue amicably, seek assistance from a board member or member of the SSHF Security team to intervene. Other security information will be provided to you at the evening volunteer meetings.
- If you're asked a question and don't know the answer, please don't guess! Get the answer from a board member to ensure we provide consistent and accurate information.

Lastly, please refrain from posting information about upcoming homecomings on your social media. We are no longer promoting attendance by the general public. Spectator space is very limited, and our veterans' families are our priority.

In Case of Emergency

- Stay with the person who is sick or injured
- Ask someone to find a Safety Team member and/or board member
 - Our Safety team is directly tied to the airport communications and there emergency personnel present at the airport. We do not call 9-1-1 at the airport, that delays a medical response.
- DO NOT post on social media about the event
- **Everywhere else OUTSIDE of the airport, dial 9-1-1**

Safe Wheelchair Handling

Many volunteer duties involve using a wheelchair to safely transport veterans. First and foremost, whenever assisting a person with a wheelchair, BOTH brakes should always be set on the wheels. It is easy to be tempted to lock only one wheel, but the chair can spin out from under a veteran as they are about to sit or as they are boosting themselves out of the chair. ALWAYS LOCK BOTH BRAKES!

Assisting a veteran into a chair:

1. Set the brakes on both wheels and make certain the foot and leg supports are out of the way. Do not allow them to step over a footrest. Direct them to walk around it to get to the seat of the chair.
2. Have the veteran step forward to the seat of the chair, then turn to get ready to sit. Don't let them begin to sit until they feel the seat of their chair on the back of their legs.
3. Have them reach back to touch the arm rest and then seat themselves
4. Make sure that the veteran's elbows are inside the armrests.
5. Give your veteran notice as you are about to move forward or backwards.

Caution: they will often try to turn and sit before it is actually safe to do so. Don't hesitate to ask them to stop and give clear instructions as to the proximity of the chair and how to safely be seated.

Assisting a veteran out of a chair:

1. Set the brakes on the wheels FIRST.
2. Once the brakes are set, move the foot rests and leg supports up and out of the way.
 - a. Veterans may try to lower their legs in the space between the leg supports and stand. Ask them to please wait until the brakes are set and the supports are out of the way.
3. If assistance is needed, stand directly in front of the person, not off to the side.
 - a. Ask if they need assistance to stand. If so, offer your arm....allow the veteran to pull against you. DO NOT ATTEMPT TO PULL THEM OUT OF THE CHAIR. Some veterans may need special assistance in and out of the chair. If help is needed, please ask for help rather than risk injury to yourself or the veteran.

Going up and down a curb or ramp:

1. When going up a curb or elevation, front wheels go up first
2. When going down a curb or ramp, turn around and back down so the large back wheel goes down first.

Pushing a wheelchair:

Before moving, ask the veteran if they are ready. Make sure the veteran's elbows are within the chair so they don't accidentally get bumped, and be sure their feet are securely on the foot supports. Always be aware of the area you are guiding the wheelchair through. Even the smallest change in the ground levels can cause the chair to tip forward and risk your veteran being jolted or even falling out of the chair. Keep your eyes ahead of where the wheels will travel. If the bump is too great, it may be safer to back the chair over it or raise the front wheels to clear it instead of trying to push your way over it.

Safe On/Off Bus Practices

We sometimes have events here in Wisconsin when you may be helping to move veterans onto and off of busses. There are two important things to remember:

1. **When boarding a bus**, the veteran always boards before you with his/her hands free. As an assistant, you ensure the veteran is holding the guide rails and you go up the stairs behind them. This way, if they falter, you can easily help to steady their ascent.
2. **When disembarking from a bus**, the volunteer or guardian always goes first. This enables you to assist if needed as he/she descends the stairs. Encourage use of the safety rails. We also have other volunteers at the door ready to further assist or help with a wheelchair if needed.

Stars and Stripes Honor Flight Contact Information

- Website: www.starsandstripeshonorflight.org
- Phone: 262-238-7740 (message only-answering machine)
- Mailing address:
Stars and Stripes Honor Flight
P.O. Box 867
Menomonee Falls, WI 53052
- Debbie Kliese/ Volunteer chair: sshfvolunteers@gmail.com
 - Debbie.Kliese@starsandstripeshonorflight.org
 - Debbie Kliese 262-470-6029 (cell) 262-968-5319 (home)
- Karyn Roelke/President/publicity chair: Karyn.Roelke@starsandstripeshonorflight.org or sshfpublicity@gmail.com

Social Media/Public Relations

Please visit our various social media posts for continuous updates on our organization. Karyn Roelke does an outstanding job of posting to Facebook on a very regular basis.

Facebook: Stars and Stripes Honor Flight

Twitter: @sshonorflight

Instagram: starsandstripeshonorflight

From time to time, celebrities and professional athletes serve as guardians or greeters for our veterans. When this happens, we ask that our volunteers refrain from taking photos with them, asking for autographs or any other “fan” activities that would distract them from the veterans and make them reluctant to help us honor our veterans in the future.

Promotional items

We have a variety of promotional items and apparel available for purchase on our website and after guardian training. Please check out the online store by going to the website and clicking on the link!

FREQUENTLY ASKED QUESTIONS

Below is a list of the most common questions you will encounter. Please refer to a board member if you are unsure of an answer.

Who can be a guardian? Each veteran travels with a guardian to ensure their safety throughout their day. Guardians must be between the ages of 18-65 and a minimum of fifteen years younger than the veteran, and in good physical, mental and emotional health. Spouses are not permitted to be guardians. Guardians are asked to make a donation of \$500 to offset costs.. If a veteran does not have a guardian, they will be matched with an appropriate guardian.

What if a veteran has medical needs?

There is at least one physician on every Honor Flight, as well as other healthcare personnel. Most medical needs can be accommodated, including being wheelchair-bound, using prescription oxygen, catheterization, etc.

How are veterans chosen for a flight?

Veterans who apply with SSHF are chosen first by conflict then by application date. WWII, Korean War and terminally ill veterans always go to the top of the list. Veterans assigned to a flight are generally called approximately 6-8 weeks before the flight date.

How can I be a volunteer guardian?

When we have a need to add to our waiting list of volunteer guardians, we will email our volunteers, post on our website and/or post on SSHF social media. The best way to become a guardian for a veteran is to find one who has not flown and encourage them to apply and select you

to fly with them. Volunteer guardians are asked to make a donation of \$500 to offset costs, even if they do not know their veteran before the flight.

How are the flights funded? Do the airlines donate the planes? Does the government subsidize the program? Our flights are funded by donations made by individuals, corporate sponsors, civic groups and other foundations. Government funding is NOT available for Honor Flights.

Can I sponsor a veteran from our community?

We gratefully accept donations but cannot earmark specific funds for a specific veteran.

How much does it cost to fly a veteran? In general, we say about \$500 to send a veteran on an Honor Flight, but it sometimes costs a bit more than that. Our ability to secure cost-effective aircraft affects our per-person cost.

Volunteer Opportunities

There are numerous opportunities for you to participate as a volunteer for SSHF, listed here are a few.

- morning airport before departure
- Homecoming
- Mail Call organization
- Guardian Training
- Veteran Experience Team (formerly Call Center)
- attending local fundraisers
- walking in Parades
- Art Show set up and take down

Volunteer duty descriptions

Here are brief job descriptions for volunteer opportunities. Please let us know what you'd be interested in doing, but keep in mind that you're always asked to be flexible in regards to your assignment, since you may be reassigned based on needs at the time. It is preferred that you say, **"put me wherever you need me"** when choosing an assignment—that makes it so much easier to be sure all areas are adequately covered.

Please understand that many of these jobs have very specific requirements to be successful, such as professional expertise, physical lifting, critical decision-making, etc. Assignments will be made based upon those requirements. The volunteer committee will work together to give our volunteers the best and most rewarding experience possible, while mitigating any risk to the safety of our veterans, our volunteers, our partners and our brand.

Morning Airport Assignments

Pre check-in waiting area –You will be waiting with veterans while the guardian is parking the car until they return or you will be positioned for directions within the area.

Medical Screening: This is the first step in the morning process. Veteran and guardians will be screened and present proof of COVID vaccination

Veteran check-in – Veterans and guardians receive matching color-coded lanyards with their names on them. You'll greet them, distribute their lanyards and boarding passes, and direct them to the next station in the check in process.

Pre TSA check- a volunteer is positioned at the TSA line to make sure every veteran and guardian has a lanyard, a boarding pass, and their photo ID ready, (no veterans go through w/o a guardian) and you'll direct other (non SSHF) travelers to the correct TSA line.

Post TSA directions – Volunteers are placed in various locations along the concourse to direct guardians and veterans to their next destination throughout the morning check-in process.

Photo – every veteran and guardian will have their photo taken by our professional photographers. You'll assist in this area getting the veterans lined up and logging in their names for cross reference.

Breakfast/coffee service: A light breakfast is provided for everyone who is flying. Volunteers will put together breakfast bags or work prepping and serving coffee to the veterans and guardians.

Gate assistants/waiting area: Veterans and guardians wait in designated areas until called to board the plane. Here you'll greet the veterans/guardians, get them checked in, answer questions, and assist the vets and guardians where needed.

Milwaukee Side Guardian (MSG)– every now and then, veterans are NOT paired with a regular guardian, but will have a volunteer assigned to them in Milwaukee and will pick up a DC guardian when they land. If you are a MSG, your job would be to contact the veteran ahead of time to establish a connection and make sure the veteran has his/her own transportation to the airport in the morning. You'll meet the veteran the morning of the flight and escort him/her through the morning process; medical screening, photo, lanyard/boarding pass and TSA. You'll wait with your veteran until he/she is safely on the plane. Your morning duties end once the veteran is safely aboard the plane. In the evening, you'll meet the veteran at the gate and escort him/her through the parade and to the end of parade waiting area that they have been assigned. Your duties end when the veteran is safely with their family or buckled into their car. Good communication skills are a requirement and you must be able to assist the veteran at all times. You must be available for the morning and the evening.

Wheelchairs – Move wheelchairs to various areas around the airport once they are unloaded from the truck (i.e. curbside, photo station, gate area). All chairs will eventually be moved from various areas of the airport terminal into the belly of the plane to be transported to D.C. for the day. You're always on the lookout for "stray" or "needed" chairs all morning.

Curbside – assist veterans out of their vehicles when they're dropped off curbside. You'll be working outside. This job is somewhat specialized as you need to know how to safely "extract" a person from a vehicle. Older folks, and those with physical limitations, cannot just be lifted

out of a vehicle as you could be doing more harm than good. This job is very physical. If you have a bad back/shoulder, or other medical concerns, this job is not for you. You will also transport vets in wheelchairs from the curbside into the building and upstairs to check in.

Evening Assignments

Homecoming parade set up – arrive at designated time in the afternoon to help set up ropes and stanchions along the parade route. This job is somewhat physical, since the stanchions are heavy. If you have back/shoulder issues, or other medical concerns, this job is not for you.

Crowd control: before the flight arrives, you'll be stationed at various locations along the parade route as people begin to assemble. You'll answer questions, carry signs, offer to take photos, and keep certain areas and walkways clear. Because there are other travelers at the airport, you may be asked to help direct them around our parade route. Once the parade starts, you'll continue to direct other travelers around the parade route and continue to maintain safety and keep emergency areas clear. After the parade is over, you'll be expected to help take down the parade ropes/stanchions and pick up trash.

Post homecoming parade: The final stop for the veterans and guardians is the Sailboat Room, former E-Concourse area or the lower level ticketing area. You'll need to keep the room empty until veterans start arriving. Duties include holding signs, assisting family members with finding their veteran, and accompanying veterans and their families to their car to make sure that our wheelchair is returned to the storage area. In addition, you must maintain a safe environment for the veterans as they enter the area, and help with crowd control.

Other non-flight day volunteer opportunities

Parades: Stars and Stripes Honor Flight participates in various parades throughout the year. As volunteers, you will walk along with the parade, carrying signs and posters.

Mail Call: Before a flight, letters are sent to us to be given to the veteran on their return flight from DC. This activity is very detail focused as we sort these letters and put them in envelopes for each veteran. The activity that takes under 2 hours and takes place the week of the flight.

Art Show: We have a large traveling art show that we need volunteers to help load, unload and set up at various locations throughout the year. This job is very physical so if you have a bad back/shoulder, or other medical concerns, this job is not for you.

Events: We have a variety of events throughout the year and the duties for each vary accordingly. Some examples would be community fairs, corporate events, golf outings and other SSHF fundraisers.

Please review this handbook and sign and return this form to any member of the board of directors.

Acknowledgement and Receipt

I have received my copy of the Volunteer Handbook.

The Volunteer Handbook describes important information about Stars and Stripes Honor Flight, and I understand that I should consult a member of the board of directors regarding any questions not answered in the handbook.

I understand that, any and all policies and practices may be changed at any time by Stars and Stripes Honor Flight. All such changes will be communicated through email newsletters, and I understand that revised information may supersede, modify or eliminate existing policies. Only the board of directors of Stars and Stripes Honor Flight has the ability to adopt any revisions to the policies in this handbook.

I understand and agree with the policies and expectations defined in this handbook and agree to work under the direction of the board of directors and their appointees, to ensure veteran safety and confidentiality, to protect the Stars and Stripes Honor Flight brand, and to further the mission of Stars and Stripes Honor Flight.

I have received the handbook. I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

Volunteer's Signature

Volunteer's Name (Print)

Date

Volunteer start date (if known)

Board Member Signature

Board Member (Print)