



Questions:

This handbook is provided as a first resource for your questions. If you still have questions please don't hesitate to call or email WLH. Please do not message employees personally via Facebook messenger or text message. Below is information on how to connect with WLH staff, other families through Wichita's Littlest Heroes, and information about our Private Parent Page on FB and events. Our Hero Veterans, parents and grandparents are an excellent resource for lots of information and resources as well. With over 500 families, often another member will quickly respond with suggestions, referrals or advice.

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Website: <u>wichitaslittlestheroes.com</u>

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Contacts:

Brianna Baskerville | Founder/ Executive Director

Email: brianna@wichitaslittlestheroes.com

Matty Donaldson | Director Of Operations Email: <u>Matty@wichitaslittlestheroes.com</u>

Chad Porteous | Social Work Intern Email: help@wichitaslittlestheroes.com

Gisell Gonzalez | VISTA Volunteer Coordinator Email: volunteer@wichitaslittlestheroes.com

Marian Campos | Media and Office Assistant Email: office@wichitaslittlestheroes.com

Rachel Bennett | Organizational Membership Passes Phone: 484.706.0532 | emergency cell: 316.288.3828

Shawn Hawks | Chairman of the Board

Email: shawnhawks1@gmail.com









MISSION

Wichita's Littlest Heroes exists to provide hope, help, and happiness to families with children ages 0-18 in the Kansas area who are battling different life-threatening medical conditions. WLH strives to accomplish this by being a physical and emotional presence for the whole family. Through partnerships with other nonprofits, individuals, and businesses, we help fill the gaps and provide education, resources, advocacy, celebration, and free, fun family activities.

History:

Brianna Baskerville developed Wichita's Littlest Heroes while watching her 4 year old son, Tristan, battle a pediatric life-threatening medical condition called Juvenile Dermatomyositis, a rare autoimmune disease that affects the muscles, skin and causes an allergy to sunshine. Tristan required many different surgeries, treatments and medications. During a treatment in the pediatric unit Tristan met another patient named Eagan and his mom Megan. Often both boys and moms would be found hanging out in the same room and became essential lifelines for one another over months of treatments. It was the unique and impactful relationship that inspired Brianna to develop a program unlike any other nonprofit, support system, or organization that she had come in contact with. God gave Brianna the dream/vision of a nonprofit that unites and gives free resources/ assistance to families who have a Hero battling a life-threatening medical condition. Realizing the gap of resources for parents like herself she began a Facebook group uniting 8 other local families battling similar conditions, and the group grew in ways she could have never imagined. The need was bigger than they could have ever predicted but they all agreed that they were "stronger together." With the financial support of her family and friends, Wichita's Littlest Heroes became an official 501(c)3 organization in March of 2014. WLH believes that "love gives the courage to transform pain into power" and has been growing into a space for this transforming love to support families across Kansas. Since gaining 501(c)3 status, over 500 families from all corners of the state have joined together in the common thread of our Hero kids. This transitioning grassroots organization has built a foundation where those we serve gather to unite under one program that would provide FREE services to all families.

Leadership:

WLH operates with a volunteer Board of Directors who have ultimate oversight and governance of the organization. More information on Board members can be found on our website at www. wichitaslittlestheroes.com/leadership.

Brianna Baskerville. Founder & Executive Director

Brianna is the creative, energetic and "mama bear" of the group. Full of ideas and surprises, she is a photographer, gift giver, party planner extraordinaire and is the point person for most of the WLH events. She loves visiting our Hero families in and out of the hospital and doing all she can to encourage them. She also loves photography, gardening, vacuuming and organization. She really likes plastic organization tubs!

After the sudden loss of her 1st husband Steven, Brianna remarried a few years later to Austin. Austin is a widow to Alli Jo, a brain cancer warrior who is still leaving her mark on the world. Both families separately and collectively know the highs and lows a medical diagnosis can take you. Between Brianna and Austin they are raising 4 energetic children - Shea, Tristan ("The Hero"), Carson and Tatum that constantly keep them going! You can always reach Bri by emailing her at *brianna*@ *wichitaslittlestheroes.com* or call our office 316.364.3354.

Matty Donaldson, Director of Operations

Matty comes to us with her Business Administration degree, a minor in Accounting and a certificate in Christian Spiritual Formation. She is passionate about the work of nonprofits and knew her future lay within them after several service trips. Matty has previous experience, excels in communication, leadership, is a fast learner and has adapted to everything WLH has thrown at her. When she isn't serving others, she enjoys adventuring the great outdoors, road trips, playing tennis, hanging out with her fiance Michael and their two pups, Rosie and Groob. Matty oversees the daily operations of Wichta's Littlest Heroes, if you have any questions regarding financial assistance (or just want to say hello!) you can email her or swing by the office anytime. Matty looks forward to continually finding ways to best serve WLH families, and is excited to grow alongside the organization as a whole. *matty@wichitaslilttlestheroes.com*

Chad Porteous. Social Work Intern - Fall 2022

Chad is working toward his Master Degree in Social Work at Wichita State University. Chad currently works full-time in merchandising and comes to the Heroes with his personal experience as a Hero dad to Grayson. His medical journey with Grayson has equipped and encouraged him to navigate the resources and programs available to families with a child fighting life-threatening medical conditions. He is here to ensure you understand your insurance rights, local resources, and so much more. When Chad isn't working, hanging out with the Heroes, or studying, he enjoys time with his wife Stacy, Hero Grayson, and watching their daughter, Mia, dance at competitions year round.

Gisell Gonzalez, VISTA Volunteer Coordinator

Gisell has chosen to serve her time as an AmeriCorps VISTA with WLH. She is from a small town in Southwestern Kansas and is working towards her Masters Degree in Social Work at WSU. Gisell brings a bright and energetic presence to the Hero team, and is here to make sure the backbone of this organization, our volunteers, is strong, excited, and overall taken care of. When she is not working or doing homework, she enjoys coffee time with her friends and doing fun activities like spike ball, volleyball and playing cards. *volunteer@wichitaslittlestheroes.com*

Marian Campos, Media & Office Assistant

Marian is currently pursuing her Bachelor's degree in Business Administration. She is very outgoing and loves helping others! Marian helps out in the office and at events, making sure the job gets done. She is excited to be a part of the WLH family!

office@wichitaslittlestheroes.com

Community Involvement

Wichita's Littlest Heroes is a member of the following organizations:

- Wichita Chamber of Commerce
- · Wichita Non-Profit Chamber of Commerce
- Points of Light
- NORD
- Guidestar
- Charity Navigator
- GreatNonprofits
- Beads of Courage

Where we are:

Hero Headquarters Office

203 N. Mathewson Ave. Wichita, KS 67214

(In the heart of downtown Wichita just East of 1st & Washington, across from Collision Works)

Office Hourse

Monday - Friday: 10 a.m. - 4 p.m. Weekends: By Appointment/Event Only

Our office is staffed with friendly, personal, trained employees with personal experience who are ready to serve you and your family. We always invite you to come by, your kiddos will never leave without a toy, and we hope you always leave with everything you need and knowing you are not alone! Our staff is ready with resources, hugs and listening ears for whenever our families need extra support.

Often you will find other parents, Heroes, sponsors or partners in the office on a day to day basis. Weekend hours are based on classes, training or special events. For more information please check our events included on our website at www.wichitaslittlestheroes.com or in the private parent facebook group.



How Heroes become Heroes:

WLH is a pediatric nonprofit 501(c)3 working with ages newborn to age 18. Children who have life-threatening medical conditions can be referred for membership in Wichita's Littlest Heroes through the Refer a Hero button on our website.

WLH is not able to accept children whose diagnosis does not have the potential to be lifethreatening, but we will gladly make referrals to other organizations for those children.

Applications are reviewed each month and children who meet the criteria for membership are sent a Hero packet that includes a t-shirt, bumper sticker, a certificate, a membership card, and other

information. Wichita's Littlest Heroes does not have a membership fee. A paper copy of this handbook is provided and is always accessible on the WLH website.

What you should know:

WLH Website:

Our website is *wichitaslittlestheroes.com*. We always keep it current with events and resources. Please check it often to see what events are coming up, how to get involved, and if you need to find any resources tied to this organization.

Public Facebook page:

WLH has a public Facebook page, *Wichita's Littlest Heroes*. The public page is where posts are made that are intended for the public. Do not post anything you wish to be private on this page as it is public, not private. Use this page to thank sponsors and "like" posts and photographs and "share" with friends to help boost public awareness of WLH.



Private Facebook page:

Once accepted into the WLH, you will also be granted access to the PRIVATE Facebook page, called Wichita's Littlest Heroes Parents. The WLH parents page is where discussions and announcements of events take place, so it is worth watching this page. We suggest checking in at least several times a week to keep up with all that is happening. The WLH parent page includes news on upcoming events, resources for our families, questions you have of other Hero parents, and is the place where you may vent, share and participate in this unique community. To be considered an active member of WLH, we appreciate your participation on this page as much as possible, sharing your knowledge with others and encouraging those who are having a hard time.

Because different families can have different experiences with the same doctor, doctor bashing or criticizing is not allowed on this page. If you have concerns about a doctor someone is seeing, or feel you need to share some negative information, please message them and ask if you can share your concern with them privately. We also ask you to keep it friendly and encouraging to each other on the page. This is meant to be a support to parents, so only helpful comments please. No exceptions! Failure to comply with these rules will result in removal upon the private Facebook group, and possible termination of your WLH membership.

How we are funded:

WLH is funded 100% through private donations, corporate sponsors, grants and fundraisers. No funds are received from federal, state or government agencies. WLH is local. Every penny spent is to the benefit of the Heroes and their families. It is because of donations that WLH memberships are free, and include endless opportunities and resources for families across Kansas. We may ask families to participate in fundraisers (sell tickets, speak, share on social media), please consider the benefits you receive when this time comes.

Names:

When contacting us please specify your Hero's full name. Sometimes the name used on social media is not your legal name or family members do not share the same last names. With several hundred families, it can get very confusing, and we want to be sure we know with whom we are speaking. In order to help us, be sure the proper last names have been provided so our database will recognize you when you sign up for an event or activity.

WLH family benefits:

What you get for FREE!

- A WLH T-shirt
- A WLH Car Decal
- A WLH Membership Card
- Personalized Hero Cape
- Beads of Courage Art Therapy
- Financial Assistance
- Education Classes
- Invitation to all meet & greets
- Local entertainment opportunities
- Online Support
- A Birthday Card on Your Hero's Birthday
- Resources Counseling
- Siblings and Teen Events
- Emotional Support
- Friendships and Memories
- Free admission to Botanica, \$1 per person admission to Tanganyika, The Museum of World Treasures, Exploration Place & the Sedgwick County Zoo
- And much much more!









Free Events:

WLH was originally created for families who have children with serious medical conditions in order to create a community of people who are going through similar struggles. Many events are hosted throughout the year. The largest family events are the Summer Swim Night, a Trunk-or-Treat/Fall Fest event in the fall, and the Christmas Party in December.

- **Small Events:** We love having all of our Hero families together, but we also understand the power of connecting deeper on a smaller scale. Outside of the large events, we have events on a more regular basis specifically for Moms, Dads, Siblings, Teens, etc.
- Parents: Parent events are hosted throughout the year, where moms or dads come together to paint, play games, shoot at the gun range, have a Christmas ornament exchange or just be together. WLH knows that if mom and dad are okay, everything else will be okay. We want to best serve you, your mental, emotional, and physical well being. Parent events are designed to build strong bonds between families while providing space for a support system that only other Hero parents understand.

Events are planned, depending on available resources, ideas, and the needs of the group. New ideas of fun things to do are welcomed, as well as ideas for resources and venues that may be willing to host WLH. Free or reduced rates are often negotiated when planning WLH events. Small groups of families are also encouraged to get together on their own.

Birthday Cards:

Your Hero should receive a birthday card from WLH each year in their birthday month. Let us know if we missed your Hero and we'll fix it. This is a Hero only program.

Zoo/Museum Memberships:

WLH maintains several memberships that families are able to use anytime. The membership calendar is managed by one or more WLH parents. The parents name and contact number are listed on the organizational calendar. Available memberships are

- Sedgwick County Zoo
- Tanganyika Wildlife Animal Park
- The Museum of World Treasures
- Exploration Place
- Botanica no reservation or payment required





To use these memberships please make your reservations by going to the Hero Program section of the website. : Zoo/Museum Reservations

- Find the "membership calendar" and sign up for the day and number of people you wish to take, under the correct venue. Do not ever remove someone else's name to put yours down.

 We can't see this. If all the lines for that day and place are full, you will have to choose another day or venue. WLH is limited to a certain number of people at each place per day.
- Be sure to fill in ALL personal information including your phone number when reserving admission. The night before you are to go, you should receive a text message with a picture of a membership card, your name, date and the number of people to be admitted.
- Show that picture at the admission gate along with your WLH membership card for admittance. \$1 handling fee per person is required. If you are taking six (6) people to the zoo, the charge will be \$6. The handling fee can be paid on the WLH website under the donate tab using a credit or debit card (add \$1 for processing). The \$1 handling fee may also be paid using PayPal office@ wichitaslittlestheroes.com. Please make sure to note what the money's for. If you do not wish to pay online, you can either drop the money off at our office or mail it to the office with a note, so we know what it is for. Please do not cheat and not pay. Membership usage can be revoked if rules are not followed.

If you have any questions about membership usage, please contact Rachel Bennett - 484.706.0532

Local Sports Teams & Experiences:

Every once in a while, local teams or events coming to Wichita will reach out to WLH and generously give tickets to our organization. Sometimes this is very last minute, so we typically do "give-aways" on our Private FB page. Tickets and opportunities are limited to what we are given, we will either create a sign up for you to claim tickets, or have you comment on a post to put your name in a drawing for tickets. Please stay up to date with the private parent page for more information.

Beads of Courage Art Therapy:

Beads of Courage provides innovative, arts-in-medicine programs for children coping with serious illness, their families, and the clinicians who care for them. This program is in hundreds of hospitals nationally and internationally. WLH is one of the only nonprofits nationwide that works directly with Beads of Courage. Your Hero will receive a card to track every appointment, pinch, poke, procedure, etc. and later on will get a bead for each item tracked. We have events throughout the year where







you can come and "fill your prescription card." If you are interested in participating in this program, please contact us and we will get you started!

Resource Closet:

WLH maintains a resource closet at our office. It is full of equipment, G tube covers, different formulas and feedings, syringes, tubing, diapers, and other things that are donated. **Everything** in our resource room is free to our families. Selling anything that has been received from

WLH is prohibited. Either give it to someone who needs it or return it to us. Supplies in our closet are dependent donations, we cannot guarantee specific inventory. If we have it in our closet, we will work to get families what is needed! *Most technology equipment will be checked temporary use, and is to be returned at a set date.*

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Below is a list of examples of typical inventory:

- G-Tube Covers & Mepilex
- Trach supplies
- Diabetic supplies
- Portable Oxygen Concentrator
- Wound Care
- Diapers & Wipes
- Formula's
- Oxygen & Heart Monitors

If you have extra supplies, please post them to the parent page to see if you can make an immediate donation. If no one is needing it at the time, please call the office before bringing your supplies. We have limited space and partner with other nonprofits who might need what you have. We do not accept clothing, stuffed animals, or used toys.

Christmas Assistance:

Every November, families who will truly be struggling to afford Christmas for their family have the opportunity to communicate that need to WLH. We will send out an application for Christmas Assistance in early November. After the Adoption Application Form is submitted, a WLH representative will connect families to generous sponsors. Sponsors are asked to provide gifts, and dinner if absolutely needed, and deliver supplies to the families house prior to Christmas Day. Delivery arrangements are the families responsibility to organize with the sponsor. We also require that the family have a thank you note and/or treats to thank each sponsor with. This program is based on the generosity of the community around us - WLH does their best to find families and businesses to adopt Hero families for Christmas but there are no guarantees. Families will be notified once adopted.

Volunteering Christmas Program:

Each Christmas, Toys for Tots donates an abundance of toys to WLH for our Christmas festivities. By volunteering throughout the year for WLH, you may be eligible to come to our annual wrapping party and pick out presents for your family. To sign up to be a volunteer please visit Please email *volunteer@wichitaslittlestheroes.com* for more information.

Family Assistance:

WLH has a limited amount of financial assistance available each month for our families. Financial

assistance is to help fill gaps that are medically related. This includes medically necessary trips, medication needs, and other direct effects from medical complexities. If your Hero's diagnosis partakes in financial issues in other areas, WLH will determine fund allocation case-by-case. These typically involve utility bills, insurance, car repairs, and other necessary expenses.

Families must be a member of WLH for at least 6 months before being eligible to apply. Applying does not guarantee full or any amounts of assistance will be provided. Currently, a family is limited to \$600 in assistance per year. The number of families that receive assistance and the amount depends solely on our donations and grants.

Application review and decision making is done by a committee at the end of each month. If your need is urgent, please fill out the application and contact the office. Families that will receive assistance will be notified as soon as the decision is made. If we are not able to help you the month you first apply please don't hesitate to apply again. Please find the application and the Financial Assistance Policy on our website under Hero Programs for more information or reach out to *matty@wichitaslittlestheroes.com.* WLH tries to keep Quick Trip Gas Cards on hand at all times for families. If you are going on a medically necessary trip and need gas assistance, please contact the office gas cards do not require filling out the financial assistance form.

How You Can Help Wichita's Littlest Heroes:

Dillons Rewards:

Sign up for Dillons Community Rewards at this link- dillons.com/account/ enrollCommunityRewardsNow/ and click on the I'm a Customer button on the bottom left. Sign up and choose Wichita's Littlest Heroes as your charity of choice. A percentage of everything you spend at Dillon's when you swipe your community rewards card will go to WLH. A check is received each quarter from Dillon's, and it makes a difference. Ask your family and friends to also sign up and choose WLH as well.

Amazon Smiles:

If you shop on Amazon instead of going to Amazon.com log in under smile.amazon.com and choose Wichita's Littlest Heroes as your charity.

Use the link below to choose Wichita's Littlest Heroes as your charity of choice. smile.amazon.com/gp/chpf/change/ref=smi se rspo change cycsc. Every time you shop on Amazon use smile.amazon.com. Your shopping cart looks the same and contains the same products at the same prices. It's just a different link into Amazon and again, WLH will get a small percentage of whatever you spend. Ask your family and friends to do this for the Heroes too. Dillon's and Amazon rewards are easy ways to give back to the organization and costs you nothing.

Company Matching:

Ask your employer and your friends and relatives if their employer (or the company they own) would be willing to support or sponsor Wichita's Littlest Heroes. Ask if they would be willing to meet with one of the Directors to learn more about our organization and its mission and service.



Fundraisers:

Be on the lookout for groups or people who would sponsor a fundraiser for WLH and share your ideas of fundraisers with us. Volunteer or participate in fundraisers, help us sell tickets, share events on media platforms. Our fundraisers help us help you!

Campaign Families:

Campaign families are those who are available to share their stories, participate in a video or participate in our annual fundraisers like Bravery Ball or Hero Honors.

If you want to be one of those families please let us know. We love each of our families. We know we aren't perfect and make mistakes but we are constantly working to improve this organization. Please work with us to make it great!

Donate:

Donations are **never expected**, **always appreciated**. There is no financial responsibility to obtain your membership with WLH. Donate regularly if you can, ask your friends and family to become regular supporters of Wichita's Littlest Heroes. Just \$10 a month can make a big difference for you, your family, and 500 others across the state.

What We Expect From You:

Courtesy:

Common courtesy in each situation and in our media. Treat others as you wish to be treated. Our group exists to promote positive support. No harassment, discrimination, bullying, etc. is tolerated.

Participate:

Come to WLH events, participate in the Amazon Smile and Dillon's Rewards program yourself. Every family participating makes a huge difference. Participate in the Wichita's Littlest Heroes Parent Page on Facebook. Participate when we call for volunteers or help in the office. Because almost everything that is offered is free or nearly free for Hero families, it can get easy to take WLH for granted. We work hard to make this an awesome organization for you, but we can't do it alone. Please do all you can to be supportive of the organization and make it yours. Don't just sit on the sidelines and miss out on the fun and friendship. Family assistance can be partially determined by your level of participation in the organization.

Up-to-Date Contact Information:

It is extremely important that WLH have up to date mailing addresses, phone numbers and email of all Hero families. We mail birthday cards, communicate by email, and call for check ins! **The amount of returned mail that we get back causes us to spend money on postage that otherwise would go into our Hero programs.** We check in with families once a quarter and if we cannot reach you after 2 quarters you will be removed from WLH membership and must re-submit the Refer a Hero application to rejoin.

Attendance:

If you sign up for an event, please be courteous and show up! We understand that emergencies arise or people are tempted to respond to events to "save" themselves a place but then forget about it. If you are going to sign up for an event, please plan to attend. Put it on your calendar so you don't forget. We plan events in advance and many times have to pay based on the numbers of people who make reservations. We also purchase food and supplies based on that number. Our expectation ©2014-2020 Wichita's Littlest Heroes is a Kansas nonprofit corporation exempt from federal income tax under Section 501(c)3 of the Internal Revenue Code. Federal Identification Number (EIN): 47-1833024

is that if you sign up, you show up! Cancellations and corrections on numbers attending will be accepted up to 48 hours in advance, please email *office@wichitaslittlestheroes.com*. <u>After multiple accounts of sign up/no show, you may be ineligible to sign up for future events. Please see our full attendance policy on our parent resource page of the website.</u>

Thank our sponsors:

Nothing says "thank you" like a handwritten note from a four year old! We depend on sponsors for the events we host. Sponsors need to know they are appreciated and that their donations have made a difference. Although thank you notes are sent to everyone who helps WLH, sponsors love to hear from our Heroes and appreciate your gratitude. Please send notes, "like "and comment on their Facebook page and websites about their generosity toward WLH. We'll let you know who they are. Please help us thank them and make them feel special!

Keep Us Informed:

Let us know if you have new contact information, if your Hero is in the hospital, if you would like a visit, if you have a prayer request, or if your Hero or someone else in the family has an upcoming surgery or procedure. Let us know about whatever is happening in your family and whenever. We want to be there for you but if we don't know about it, we can't support you!

Policies & Required Documentation

Grievance Policy:

We try very hard to pay attention to every family, to help everyone, and to show genuine love and concern to all our Heroes and families. If there is ever a problem, please give us the benefit of the doubt and know that we would never intentionally hurt or offend anyone. Mistakes happen; we forget things and get overloaded at times. When concerns arise, **please come directly to us** and tell us the problem. We will do everything in our power to fix it.

Media Release:

Hundreds of pictures are taken at events. We can't be responsible for you or your child being caught on camera when taking candid shots at events. If you don't want your family to be included in a picture, please help by staying out of line of the camera as best you can when photographers are at events. We also make posts on the public Facebook page that may feature your child. No personal information will be released along with the photos. By signing the media release, you allow us to use







photos of your entire family for needed marketing purposes. We use photos from events, Superhero photoshoots, and sometimes from your Facebook updates on the private parent page. If you see a picture of your family or Hero on our FB page that you want removed, please let us know and we work to resolve the issue.

HIPAA Compliance:

Your Hero's safety, health, and privacy is our priority. We work to ensure our programs and policies fall in compliance with HIPAA requirements. We will never release your child's medical information without your consent. Our volunteers, employees, and everyone involved in the office have undergone applications and thorough background checks to ensure the safety of your information and family.

Diagnosis Verification Letter:

WLH believes every child deserves a place where they feel belonging and unity. It is important to us that the social services in Wichita work united as one to take care of each family to the best of their ability. Our program is specifically for life-threatening medical conditions. With this letter on file, we can ensure you are in the right place, and we are able to look into further resources to benefit your medically fragile child. Until WLH receives your child's DVL, signed by their doctor, we cannot invite you to enjoy the benefits of your membership. We have very few requirements other than this, please make it a top priority.

Other policies and procedures can be found on our website under Parent Resources!

Over everything else, ENJOY THIS GROUP!

Wichita's Littlest Heroes was created for YOU. We are here for YOU. Let us help where we can. Take advantage of all the love and support this group offers. A wealth of knowledge is held and shared and the love and support this group offers. A wealth of knowledge is held and shared and the love and support this group offers. A wealth of knowledge is held and shared a support this group offers. A wealth of knowledge is held and shared a support this group offers. A wealth of knowledge is held and shared a support this group offers. A wealth of knowledge is held and shared a support this group offers. A wealth of knowledge is held and shared a support this group offers. A wealth of knowledge is held and shared a support this group offers. A wealth of knowledge is held and shared a support this group offers.

