



**“Healing By Helping...
I’m Ready to
Give Back”**

A handbook of suggestions on how you can volunteer
and contribute your talents, resources, and time

Organizational Structure

Twinless Twins Support Group International (TTSGI) is a nonprofit organization. The working structure of the organization consists of an Executive Director (part-time paid position), a volunteer Board of Directors, and various committees which are chaired along with a team of Regional Coordinators and other volunteers who make this organization possible.

Healing By Helping

Healing By Helping is one of the guiding principles of TTSGI. This principle recognizes that helping other people in similar circumstances helps not only the recipient, but also the giver. Assistance can come in the form of attending gatherings, in which twins with new losses or those with older, delayed, or un-mourned losses, meet other twins who become a support system. Other forms of service may occur in the form of volunteer committee and board assignments, serving as a Regional Coordinator, or members' contributions of time, talents, and resources to help TTSGI realize its mission and vision.

Board of Directors

- Consists of nine voting members
- Members each serve at least one three (3) year term
- Board Emeritus members do not hold office or vote and also serve a three (3) year term

Our Board has Four Officers:

1. President
2. Vice President
3. Secretary
4. Treasurer

The Board manages the following seven working committees:

1. Audit / Finance Committee (Board appointed only)
2. Conference / Programming Committee (Board appointed only)
3. Diversity and Inclusion Committee (Board appointed only)
4. Ethics / Scholarship Committee (Board appointed only)
5. Fundraising Committee (Board appointed only)
6. Marketing / Communications Committee (Board appointed only)
7. Nominating Committee (Board appointed only)

Criteria and Desirable Qualifications to be on the Board of Directors:

- Must be an active member of TTSGI for at least two years and have a pattern of attendance and giving and is willing to donate time, talent, and/or treasure.
- Must have been a twinless twin for at least two years, is in a good place in their grief journey, and is able to cope effectively with their loss.
- Must demonstrate integrity and ethics and abide by the TTSGI Code of Conduct.

- Able to act with tact and diplomacy in interactions with other twins.
- Able to demonstrate empathy and discernment and able to keep sensitive issues confidential.
- Must have access to and be proficient with technology in order to communicate with the Board through emails.
- Must attend the Annual TTSGI Conference as well as attend a winter meeting of the Board (if held in person), at their own expense.
- Must be willing to serve on committees and participate in administrative duties that may be assigned to them.
- Must be willing to commit to the entire Term of Office, which is for three (3) years.

Process to be on the Board of Directors:

- The Nominating Committee will review the recommendations that are received by a specific date determined yearly (before the Annual Conference). Submit list to the Board for evaluation.
- The Nominating Committee will review the proposed candidates using the above criteria and desirable qualifications and also consider who brings diversity to the board whether it is geographical, gender, race, type and age of loss, type of twinship, and other factors to ensure an inclusive and welcoming board.
- The Committee Chair will then present the slate at the General Business meeting held on Saturday during the Annual Conference. There will be no nominations taken from the floor.

Conference Volunteers

Registration:

- Sorting t-shirt sizes and laying them out
- Handing out Name tags
- Directing attendees to the right location
- Set ups
- Tear downs

Breakfast:

- Making sure someone is not alone unless they want to be

Selling raffle tickets:

- 50/50 and silent auction table

Providing wayfinding assistance:

- Directing attendees to breakout rooms and other conference events

Candle Lighting Ceremony:

- Handing out candles

Memory Walk:

- Guiding twins to go in the right direction, handing out paper/pencils, addressing any questions or concerns, etc.

Social person:

- Mingling with conference attendees and moving from table to table at the Saturday night banquet making sure everyone is enjoying themselves

Support the live auction:

- Assisting the auctioneer

TTSGI Facebook Group Committee

Qualities we look for in a Moderator for the TTSGI Facebook Group page:

- Registered member in good standing with TTSGI
- Reasonable timeframe from loss of twin and able to offer support to other twinless twins – 3 to 5 years
- Real Name on their Facebook profile – to create full transparency to the membership
- Empathy – the ability to understand another TT's loss and feelings
- Inclusiveness – able to portray inclusivity and not biased against your own personal opinions. If TTs don't feel included and a sense of belonging to the Group then they will not find the support they need
- Patience and not take things personally – this is especially important when members challenge you when posts/comments have to be deleted from the page
- Team member – strong collaboration with other admins and open to listening to varying suggestions/opinions and views
- Flexibility – able to jump on team chats when an issue is raised
- Respectful – understand that everyone does not share your personal opinions and respect another TT privacy in instances when you have one/one discussions
- Non-Judgmental
- Inspires and gives hope

Qualities we look for in the role of an Administrator for the TTSGI Facebook Group page:

Validate member requests before accept/decline – scrutinize profiles to check and determine if they are legitimately a twin or use good judgment when it is not clear from their profile.

- Create welcome announcements for new members
- Create events on the Facebook page
- Active on the page – looking at posts and comments to determine if any violations of the Facebook Code of Conduct
- Reach out directly to members when necessary
- Remove posts and/or comments which are in violation of the TTSGI Facebook Code of Conduct
- Vote on issues – e.g.: to block/remove members from the group or to remove/not remove posts or comments
- Update group cover photo – once a year with most recent conference photo
- Annual review of the TTSGI Facebook Code of Conduct
- Manage group settings – when required
- Encourage members to follow the group rules

Affinity Group Volunteer Leadership

No organization can survive and thrive without member participation and active volunteer leadership, which can take on the form of many different roles and positions. TTSGI's Affinity Groups are no different.

- The Affinity Groups were created in 2021 with the advent of Covid, which kept us from having our in-person annual Conference for two years. Meeting over Zoom gave us the opportunity to communicate meaningfully and learn from one another via the internet.
- We no longer have just the Regional Meetings to meet fellow twins (in-person and via Zoom). The Affinity Groups provide a platform to meet fellow twins throughout the U.S., Canada, and around the world through specialized meetings determined by how we lost our twin or when that loss occurred.
- Each Affinity Group has a Host and a Facilitator. Each role is clearly defined.
- The Host and the Facilitator work together as a team to discuss and make decisions that impact them both and the participants of the Affinity Group. Otherwise, each role is clearly defined.

The Host's Role Is:

- To gather the twinless twins' names and email addresses of our members who belong to their particular special Affinity Group category
- They send out the initial email invitation, and a reminder email, and collect the RSVP's
- When appropriate they send out the Zoom link
- During the Zoom gathering, the Host and the Facilitator will decide what role the Host will have. If the Host and the Facilitator decide there ought to be a follow-up with the participants after the Zoom

session, such as sending out a list of everyone in attendance with their email address and the Region/State/Province the twin resides in. It is the Host who sends this via email

- In most groups a photo should be taken of the group which is sent to the Twinless Times editor and to the participants on the call, also managed by the Host
- The Host has to be very organized, and very comfortable with technology to be able to communicate with other twins, as well as being very comfortable speaking with our fellow twins
- During the Affinity Group, the Host is not a participant unless it happens to be the specialized group S/He belongs to, and only in certain situations

The Facilitator's Role Is:

- Meets with the Host to discuss their idea of the discussion topic. They discuss and decide if there will be a time for sharing and how long each person has to share
- They discuss the date/time of the meeting and how long the meeting should last. They discuss who will share the guidelines of the Zoom session with the participants
- The Facilitator facilitates the meeting/gathering/call/session
- They oversee the sharing portion of the call as well as introducing the discussion topic
- It is the Facilitator's responsibility to keep the discussion topic on topic and flowing as well as to be aware of the time and reactions of the participants, and to be sure everyone who wishes to speak can speak
- Every Affinity Group Facilitator needs to be comfortable and able to lead and facilitate a group via Zoom. Experience as a facilitator is helpful

- A Facilitator, as is the case with a Regional Coordinator, must have completed a significant part of their own healing journey in order to be able to stay 'grounded' while being empathetic and present for other bereaved twinless twins, and at least two years' involvement with TTSGI as a member in good standing

General Information:

- There are several different Affinity Groups. Some deal with the time of loss and some deal with how our twins passed away.
- The Affinity Groups that deal with how our twins passed are facilitated by a twin who lost their twin in the same way.

TTSGI Committees

The following list represents TTSGI's working committees where members are either appointed or approved by the Board of Directors. The following list is included in the volunteer handbook for transparency and for your own knowledge.

Audit / Finance Committee

The purpose of the Audit and Finance Committee is to develop and monitor the annual budget for TTSGI that is consistent with the mission, vision and guiding principles of TTSGI, to recommend financial policies for board approval, to evaluate risk management controls, to evaluate investments and monitor execution against the investment policy, and to ensure accurate financial reporting. The goal of the audit and financial committee operations is to ensure both the financial health of and the integrity of financial reporting for TTSGI.

The committee members are appointed by the Board and can be comprised of both board members and non-board members with experience and interest in auditing, budgeting, financial reporting, and investment management. The Treasurer must be a member of this committee and the Executive Director is expected to attend committee meetings.

Conference / Programming Committee

The purpose of the Conference and Programming Committee is to develop and implement an annual conference and programming plan for TTSGI which includes organization-wide in-person and/or virtual events that are consistent with the mission, vision and guiding principles of TTSGI. The goal of the conference and programming plan is to increase TTSGI's impact through planned programs which provide opportunities for members to

experience healing, understanding, and the opportunity to help others cope with the loss of their twin.

The committee members are appointed by the Board and can be comprised of both board members and non-board members with experience and interest in event planning and programming.

Diversity and Inclusion Committee

The purpose of the Diversity and Inclusion Committee is to provide advice to the Board and other committees to ensure that our leadership, programming, meetings, content, and operations are equitable and inclusive. The goal of the Diversity and Inclusion Committee activities is to ensure our commitment to provide a safe and welcoming community for all identical and fraternal twinless twins, and triplets regardless of when loss occurred, race, ethnicity, age, disability, sexual orientation, gender, gender identity, socioeconomic status, geography, political affiliation or religion.

The committee members are appointed by the Board and can be comprised of both board members and non-board members who affirm and understand the importance of diversity and inclusion. The committee conducts its work by providing advice and recommendations to the full Board or other committees for decision-making and action-taking.

Ethics / Scholarship Committee

The purpose of the Ethics and Scholarship Committee is to develop and implement processes to ensure that members abide by the TTSGI Code of Ethics and Conduct, including the suspension or revocation of membership if it has been determined that the member has failed in a material and serious degree to observe the code of conduct or has engaged in a conduct materially and seriously prejudicial to the purposes and interests of TTSGI. In addition, the committee also develops and implements processes for

scholarship assistance for membership or conference attendance. The committee also will advise on any code of ethics and conduct issues related to the TTSGI Facebook group. The goal of the Ethics and Scholarship Committee operations is to ensure that TTSGI provides a safe and compassionate community within which twinless twins can experience healing, understanding, and the opportunity to help others cope with the loss of their twin.

The committee members are appointed by the Board and can be comprised of both board members and non-board members with experience and interest in ethics.

The committee should review any proposed changes to the code of ethics and conduct with the full board for review and approval.

Fundraising Committee

The purpose of the Fundraising Committee is to develop and implement fundraising plans for TTSGI with goals, approaches, and initiatives that are consistent with the mission, vision, and guiding principles of TTSGI. The goal of the fundraising plan is to strengthen the financial health of TTSGI by augmenting funds through charitable contributions.

The committee members are appointed by the Board and can be comprised of both board members and non-board members with experience and interest in fundraising and grant writing.

Marketing / Communications Committee

The purpose of the Marketing and Communications Committee is to oversee TTSGI's overall strategic direction and progress in the areas of marketing, branding, public relations, and e-commerce. The committee is responsible for website maintenance, consistent branding, production of

digital and print collateral, promotional materials, public relations, and outreach to other organizations.

The committee members are appointed by the Board and can be comprised of both board members and non-board members with experience and interest in marketing and communications.

Nominating Committee

The purpose of the Nominating Committee is to recruit new board members and to plan for the succession of retiring board members. The committee will work toward composing a diverse board with the necessary skills to serve the organization. This committee is responsible for developing a board member nomination policy and vetting process.

This committee is also responsible for developing a board orientation process and for onboarding new board members.

This committee shall be comprised of the President and Vice President of the Board of Directors and the Vice President shall serve as the Chair of the Nominating Committee. This committee is closed to non-Board members.

Regional Coordinators

The role of a TTSGI Regional Coordinator (RC) is to link twins to other twins supporting each other through their healing journey. RCs organize support group gatherings, link twins to each other via email and phone, and provide opportunities for twins to sustain the TTSGI organization through active membership. The following is a description of the qualifications and responsibilities of an RC.

Qualifications:

- Have completed a significant part of their own healing journey in order to be able to stay “grounded” while being empathetic and present for other bereaved twinless twins.
- Have had a minimum of two years involvement with TTSGI as a member in good standing.
- Have the ability to plan, facilitate, and host support group gatherings for twinless twins.
- Have enough computer literacy to be able to communicate effectively with other twins and the National office.

Responsibilities:

- To adhere to the TTSGI Code of Ethics and to be guided by them in all TTSGI communications and at regional support group gatherings
- To communicate an attitude of gracious concern and empathy to all twinless twins who call or email TTSGI, while understanding that RCs are there to offer peer support and to facilitate therapeutic connections, and do not serve as professional counselors or bereavement counselors.
- In this capacity, to provide, if possible, a connection to one or more twinless twins in their geographical area, and to direct twinless twins

to professional therapeutic services, if necessary, through suggested resources referred to in the RC manual

- To respond to phone and written inquiries from twinless twins with information about the mission and services of TTSGI; to extend an invitation to participate in a regional Twinless Twins support group gatherings; to advise twins, if necessary, about the possibility of scholarship assistance for national conferences, including opportunities to become a member of TTSGI
- To organize and host a minimum of two in-person gatherings within a regional area per year and to facilitate group gatherings in each RC region each year. Virtual gatherings can be held more often
- Review and update membership rosters received monthly from the Executive Director and relay any updates to the Executive Director when received
- To keep accurate records and receipts of approved expenses such as TTSGI communications, mailings, mileage, gatherings, and other related expenses. These must be submitted semi-annually for reimbursement to TTSGI Executive Director
- To recruit other twinless twin volunteers who can assist you with outreach, planning, and hosting in-person support group gatherings and supporting and offering connection to other bereaved twinless twins in your region
- Recruit and mentor another twinless twin volunteer who would be willing to assist you as an RC, act as an RC in your absence, and potentially succeed you when you leave your position as an RC
- One of the many jobs the TTSGI Executive Director (TTSGI-ED) carries out is to support RCs. The TTSGI-ED is a part-time position and communicating through email is the preferred method of contact.

2023 Volunteer Handbook Committee

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Canada Regional Coordinator, (Alberta, British Columbia, Manitoba, New Brunswick, Newfoundland, Nova Scotia, Ontario, Prince Edward Island, Quebec, Saskatchewan)



Once a Twin, Always a Twin



You Are Not Alone



Healing By Helping



Journey To Healing



Uniting Our Diverse Community