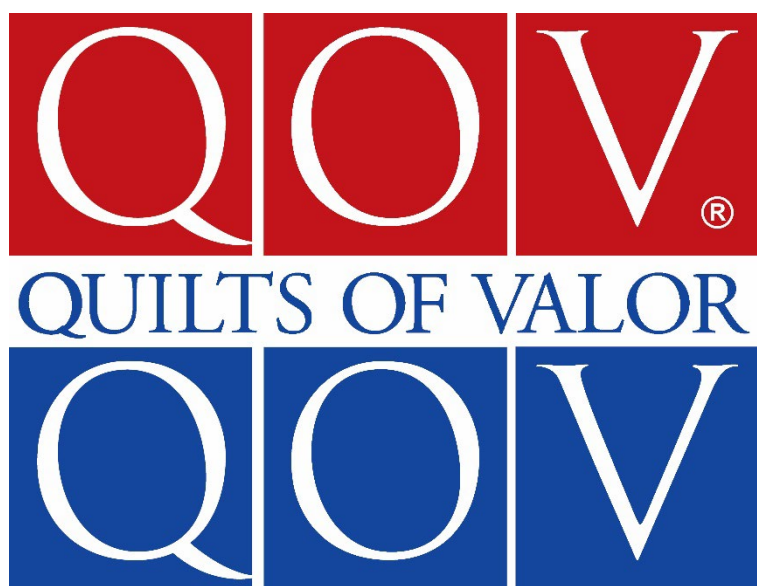




Policies & Procedures

Resource Manual

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Direct any content questions or comments to:

Quilts of Valor® Foundation

PO Box 191

Winterset, IA 50273

executive.director@qovf.org

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Section 1: Resources for QOVF Leaders

The Member Dashboard at www.QOVF.org provides essential information and how-to guides for a State/District Coordinators and Group Leaders. QOVF leaders should be familiar with the various documents as they provide guidance on what is expected, how to answer frequently asked questions, and Foundation forms that will be needed on an ongoing basis.

Section 1.01 New Group Leader Training Guide

The New Group Leader Training Guide contains frequently asked questions and answers, who to contact in the Foundation for additional information and how to manage the membership on your group account.

Section 1.02 QOV Field Kit

The QOV Field Kit contains a series of chapters that cover a wide range of topics about Quilts of Valor and suggestions to help groups succeed including:

- A. Starting or growing a QOV group
- B. Spreading the QOV story – growing awareness
- C. Planning and setting up events, trade shows and group activities
- D. Maximizing interest – posters and the military calendar
- E. Patterns
- F. Organizing group events and QOV retreats
- G. Ways to show you care – the fun stuff
- H. Your to go bag
- I. Flyers and press release templates
- J. Miscellaneous forms
- K. Contacts
- L. Use of the QOVF Google drive (for the state coordinators only)

Section 2: Requesting Destinations

Section 2.01 Destination Coordinator

Continuing destinations are locations that receive a set number of Quilts of Valor each month. Military facilities and programs for Veterans and active Service Members can become continuing destinations. Such destinations must have an established point of contact, an individual vetted by the Destinations Coordinator for that responsibility.

Section 2.02 Point of Contact

The Point of Contact is responsible to stay in regular contact with the Destination Coordinator, keeping the Destination Coordinator apprised of the needs of the facility, and awarding Quilts of Valor at the facility. If the Point of Contact leaves the facility, it is his/her duty to notify the Foundation so a new Point of Contact can be established.

Section 2.03 Requests of Continuing Destination Designation

Requests for continuing destination should be completed through the online form at: <https://www.qovf.org/make-a-qov/request-a-destination/>. The Destination Coordinator will work with the Executive Director or Assistant Executive Director to evaluate need and decide whether the request, if approved, can be fulfilled from within the state where the destination is located or whether it must be supplemented with quilts available from outside the area. If the request is approved, the Destination Coordinator shall notify the requesting agency to make arrangements for filling the request.

Section 2.04 Requesting a Destination

Requests for destinations are completed through the online form at: <https://www.qovf.org/make-a-qov/request-a-destination/> and send to the Destination Coordinator. The Destination Coordinator makes every effort to honor special requests, such as requests for overseas destinations or destinations in a specific state or facility. The Destination Coordinator may consult with other leadership as needed. Final decisions about destinations are at the discretion of the Destination Coordinator

Section 2.05 Making the Request for a Destination

If a quilt does not meet the Foundation's standards of excellence, the Destination Coordinator may be able to find a destination where the quilt is appropriate and acceptable. For example, if a quilt is undersized it might be appropriate for a wheelchair-bound recipient. Be sure to inform the Destination Coordinator up front if your quilt does not conform to the Standards of Excellence. These will not be labeled as a Quilt of Valor.

To request a destination:

- A. Complete the online form found at <https://www.qovf.org/make-a-qov/request-a-destination/>.
- B. Do not use this form to request a quilt for a specific person or yourself. If possible, attach a photo of your quilt to the online form to help the Destination Coordinator assign your quilt appropriately.
- C. Once an assignment is made, ship the quilt within a week.
- D. When shipping to an assigned destination, it is not necessary to use expensive shipping methods; however, tracking, when available, is recommended.
- E. Insurance is not recommended for shipping to an APO (Army Post Office) or FPO (Fleet Post Office) as tracking is not available once a package reaches such United States locations.
- F. Direct any questions regarding destinations to destination@QOVF.org.

Section 3: Nominating a Recipient/Request a Quilt of Valor

To nominate an individual to receive a Quilt of Valor:

- A. Complete the online form to nominate a recipient found at <https://www.qovf.org/nominations-awards/>.
- B. An automated confirmation will be sent to you.

- C. The system will forward the request to the respective State Coordinator in the geographical area where the nominee lives to be assigned to a Group Leader.
- D. The State Coordinator or local Group Leader will contact you to discuss coordination of the award presentation. Additional time may be required to coordinate the award if a completed quilt is not available.

Section 4: Awarding a Quilt of Valor

The Foundation encourages awarding a Quilt of Valor in person, rather than mailing it. We understand that in-person is not always available. Even if the QOV is mailed, a video call or conference call to do a remote presentation should be done in conjunction with the mailing. Have the recipient invite someone to be there to do the wrapping and celebrate the award with them.

Section 4.01 Where to Award Quilts

Quilts of Valor can be awarded privately or at an event or special venue. Every attempt should be made to see that the award of a Quilt of Valor is a personal and memorable experience for the recipient. The Foundation encourages the selection of an appropriate location for an award, whether the location is the recipient's home, church, Veteran's meeting place, or other location.

Section 4.02 Award Dress Code

When presenting a Quilt of Valor, the presenter represents the Quilts of Valor Foundation. Presenters are encouraged to dress in a manner befitting the occasion and location.

Section 4.03 Awards to Large Groups

A large group request is a request for more than twenty (20) Quilts of Valor for an event at one location. Large group awards must be approved by the Executive Director or Assistant Executive Director. Requests for such awards should be made at least six months before the anticipated need for Quilts of Valor.

- A. Awards to large groups are to be made by Foundation representatives if at all possible.
- B. Shipping quilts to other organizations to be awarded without Foundation representatives present requires prior approval of the Executive Director or Assistant Executive Director.
- C. Individual requests, continuing destinations, and local awards take priority over large group requests.

Section 5: Presentation Speech

You may be invited to a meeting to talk about the Quilts of Valor Foundation and then award a Quilt of Valor. Talk about donations **only** during the first part of your presentation **not** during the award ceremony. Informal questions about donations following an award ceremony can be answered, and brochures can be made available.

If you want to give the recipient a copy of your script, be sure to put the Quilts of Valor Foundation logo on the document. Please ensure you have a signed Trademark Use Agreement on file to use the logo.

There is no set presentation speech. Each person who handles an award needs to feel comfortable with the script they create and use. The following sample script come from a variety of presenters.

Caution: It is never acceptable to solicit or appeal for funds at a presentation ceremony.

Section 5.01 Speech Introduction

Always begin by introducing yourself. You can say briefly how long you have been involved with the Quilts of Valor Foundation or what drew you to volunteering. Here are some sample openings:

- ★ Thank you for inviting me here today. I'm Susan Smith, and I represent Quilts of Valor members and volunteers all over the country.
- ★ We stand before you on this day, Veterans' day, to award your Quilt of Valor. We represent quilters from all across America.
- ★ Ladies and gentlemen, I am honored I was asked to speak to you today. I am humbled to stand before **you**, men and women who have served our country, performed your duty, and fought for the freedoms we enjoy today. I am eternally grateful to each of you and thank you for your service and sacrifices.
- ★ As a representative of the Quilts of Valor Foundation, it is my responsibility to inform others about Quilts of Valor, and to encourage groups and individuals throughout my state to join us in making quilts that honor, comfort, and heal our Service Members and Veterans touched by war.

Section 5.02 History of the Quilts of Valor Foundation

- ★ The Quilts of Valor Foundation began in 2003 with a dream, literally a dream. Founder Catherine Roberts' son was deployed in Iraq. According to Catherine:

The dream was as vivid as real life. I saw a young man sitting on the side of his bed in the middle of the night, hunched over. The permeating feeling was one of utter despair. I could see his war demons clustered around, dragging him down into an emotional gutter. Then, as if viewing a movie, I saw him in the next scene wrapped in a quilt. His whole demeanor changed from one of despair to one of hope and wellbeing. The quilt had made this dramatic change. The message of my dream was: Quilts = Healing.

The model appeared simple: have a volunteer team who would donate their time and materials to make a quilt. One person would piece the top and the other would quilt it. I saw the name for this special quilt. It was a Quilt of Valor, a QOV.

- ★ The Quilts of Valor Foundation is a national organization founded in 2003 by Blue Star mom Catherine Roberts. With a son deployed in Iraq, she felt “ten seconds away from panic,” twenty-four hours a day. One night she dreamed of a post-deployment warrior struggling with his war demons at two o’clock in the morning. She saw him sitting on the side of his bed, wrapped in a quilt. The quilt comforted him and fended off the war demons that troubled him. From this vision, Quilts of Valor Foundation began.
- ★ Quilts of Valor Foundation is a grassroots group of quilters from all across the US. In 2003, a quilter named Catherine Roberts had the idea of comforting Veterans with quilts during the time her son was deployed in Iraq. Since then, over 160,000 Quilts of Valor have been awarded here in the United States, and in Germany, Iraq and Afghanistan. Our mission is to honor our Service Members and Veterans who have been touched by war with Quilts of Valor.
- ★ Our foundation represents one human being reaching out and touching another, without judgment, acceptance and with an acknowledgment of service to our nation. We as a foundation will go wherever those who have been touched by war go, or are. We don’t need high profile venues to find them. They are in plain sight.
- ★ Statement by Founder Catherine Roberts. From the beginning, Catherine Roberts had definite ideas about standards of excellence for Quilts of Valor. As she explains:

A Quilt of Valor had to be quilted, not tied, which meant hand or machine quilting. Quilts of Valor would be “awarded,” not just passed out like magazines or videos. A Quilt of Valor would say unequivocally, “Thank you for your service and sacrifice” in serving our nation in combat.

Section 5.03 The First Quilt of Valor

The first QOV was awarded in November 2003 at Walter Reed Army Medical Center (WRAMC) to a young soldier from Minnesota who had lost his leg in Iraq. Catherine recalls:

Chaplain John Kallerson opened the door for us at Walter Reed primarily because his wife Connie Kallerson happened to be a quilter. She impressed upon him how comforting quilts can be. John also saw the value of awarding quilts to his wounded because of the message they carried that someone cares.

Section 5.04 How the Foundation Grew

From Catherine Robert’s home in Seaford, DE, the Quilts of Valor movement spread across the nation and beyond through the power of word-of-mouth and the Internet. According to Catherine:

The team consisted of a quilt-topper, a person who pieces the top from various fabrics, and a quilter who uses a “longarm” quilting machine to create beautiful machine quilting. Our long armers immediately played a crucial role in making our quilt tops go from ho-hum to “wow.” Two people who helped bring needed exposure at the start of our program to the long arming world were Janet-Lee Santeusano and Marcia Stevens. I am deeply grateful to them for the faith they showed in a newly formed group.

Other key players on our team who helped our growing community get things done, in addition to those making quilts from coast to coast, were the “longarm coordinator” and “destination coordinator.” Our “points of contact” throughout the world identified recipients and often facilitated the actual awards ceremonies.

Section 5.05 Our Mission Statement

The organization’s original mission statement said its purpose was “to cover all those Service Members and Veterans wounded physically or psychologically with comforting and healing Quilts of Valor.” Catherine Roberts recalls:

No one really liked the word psychologically. Brilliantly, Chaplain Kallerson suggested using the phrase “touched by war” as a replacement for the words “wounded physically or psychologically.” This simple phrase was perfect. The group’s mission statement was revised to read, “The mission of the Quilts of Valor Foundation is to cover all combat Service Members and Veterans touched by war with comforting and healing Quilts of Valor.” Later, the words “all” and “combat” were removed, further reflecting our understanding of the true meaning of touched by war.

Section 5.06 The Light of Inclusion

In the early days of the organization, the primary focus was on awarding quilts to Service Members wounded in the Iraq and Afghanistan conflicts. Catherine Roberts remembers:

I affectionately referred to these young men as “babies” to distinguish them from Veterans of other conflicts. Among us civilians, there were no complaints, as we were in the throes of an ongoing war. However, there were faint rumblings from those who worked at Veterans Administration Medical Centers. They politely pointed out it wasn’t fair to award a Quilt of Valor to one group of wounded and exclude others. The light of inclusiveness began to glimmer.

In 2006 at an awards ceremony at a VA Medical Center in White River Junction, VT, we saw wounded Veterans from all conflicts being awarded quilts, not our policy at the time. My husband Chris got it right away, but it took several years for me to really understand. That happened in 2009 in Bellingham, Washington.

A group of us got together for a quilting retreat. One of our activities for the weekend was to award quilts at the American Veterans Tribute and Traveling Wall Exhibit in Bellingham. I could not find a group of Veterans who had served in the Iraq or Afghan conflict for the Quilts of Valor we brought that day. A group of Vietnam Veterans were there to perform a Patriot Guard motorcycle ride past the Vietnam traveling memorial wall. This event changed my whole outlook on who should receive a Quilt of Valor. As we were awarding quilts, the Vietnam Vets said over and over again, “Ma’am, this is the first time in forty years anyone has ever thanked me for my service.” All of us were thunderstruck. From then on, any warrior who had been touched by war, no matter when his or her service, could receive a Quilt of Valor. No questions asked.

Section 5.07 Civilian Awardees

The philosophy of inclusion widened when Catherine became aware of the work that goes on at Air Force Mortuary Affairs Operations (AFMAO), located at Dover Air Force Base, Delaware. She recalls:

I read an essay by Marine Lt. Col. Michael Strobl called “Taking Chance Home.” In the essay, Strobl recounts how he escorted the body of Marine Private Chance Phillips to his home in Wyoming for burial. Strobl took the reader through AFMAO, describing who the staff was and what they did to prepare the remains of the fallen for burial. I realized that workers at Dover, though they were stateside, were as touched by war as anyone downrange or in theater.

We established a relationship with the AFMAO and set a date for an awards ceremony. The day of the ceremony I received a call from the chaplain saying we had a big problem—some of the staff at Dover were civilians. As they all worked as a team, a family, awarding Quilts of Valor only to military Service Members would not work. The decision was made to award quilts to all working at the Port Mortuary, and this policy has continued ever since.

Section 5.08 Evolution of the Foundation’s Name

The first name of the organization was “Quilts for Soldiers.” As Catherine Roberts explains:

Because my son was in the Army, I thought all military Service Members were Soldiers. I didn’t understand that different branches have different names for their members. Fortunately, a Marine straightened me out, and “Quilts for Soldiers” became “Quilts of Valor.”

Section 5.09 The Foundation’s Early Days

Catherine Roberts reminisces:

In the beginning, it was like the “wild, wild west.” A few of us handled everything. After we became a national nonprofit in 2005, we created a volunteer Board of Directors to govern, determining policies and direction. Over the years, a structure of volunteer leadership has evolved.

Without the selflessness of the individuals who have volunteered over the years and who work tirelessly for the Foundation now, we would not be the viable group we are today. It is difficult for me to convey to those who may be reading this history the debt I owe these individuals. They have devoted their time, their hearts, and their financial resources to the Foundation to keep it afloat, growing and thriving. I know that, many times, many volunteers have felt it was a thankless job, but they have given their service, their sacrifice, and sometimes their valor in service to our mission.

I thank you from the bottom of my heart. Without you, we would not be here today.

Section 5.10 What Does a Quilt of Valor Mean?

- ★ This quilt is an expression of gratitude meant to thank and comfort you. We honor you for leaving all you hold dear to serve, whether in time of crisis or in time of peace. This Quilt of Valor unequivocally says thank you for [your service, sacrifice, and valor in serving our nation.

- ★ This quilt brings you a three-part message from our hearts.
 1. First, we **thank** you for your service in [branch of the service]. We thank you for leaving all you hold dear to serve, whether in time of crisis or in time of peace.
 2. Next, our quilters know that **freedom is not free**. The cost of our freedom is the dedication of lives of men and women like you, and this quilt is meant to say **Thank You** for your sacrifice.
 3. And finally, this quilt is meant to offer **comfort** to you, and to remind you that although your family and friends cannot be with you at all times, you are forever in all of our thoughts and our hearts.
- ★ Our quilts are **awarded**, not just handed out like a magazine or a video. This Quilt of Valor unequivocally says thank you for your service and sacrifice in serving our nation.
- ★ A Quilt of Valor is **not** a charity quilt. A Quilt of Valor is **not** a blanket.
- ★ If you are a quilter, you know a quilt consists of three layers held together by its quilting stitches. We like to think of the layers in this way:
 1. The top of the quilt with its many colors, shapes, and fabrics, represents the communities and the many individuals we are.
 2. The batting, the filler, is the center of the quilt, its warmth. It represents our hope that this quilt will bring warmth, comfort, peace, and healing to the individual who receives it.
 3. The backing is the strength that supports the other layers. It represents the strength of the recipient, the support of his or her family, our communities, and our nation. Each stitch that holds the layers together represents love, gratitude, and sometimes the tears of the maker.
- ★ Each Quilt of Valor is formed by loving hands that join bits of fabric together, one piece at a time. A Quilt of Valor may be fashioned by only one or two individuals, or it may come about through the combined efforts of many women and men of all skill levels. Quilters often work together in sewing groups to create these quilts. As we quilt, we talk about our families and friends and how grateful we are to those who will be receiving what we call our “quilty” hug when we wrap them in a Quilt of Valor. Now, through this quilt, you become part of our quilting family.
- ★ We believe that as we sew, love, caring, and gratitude flow from our hearts, through our hands, into the quilts we make. All of us, as quilters, want you to know that through our quilts, you are forever in our hearts.

Section 5.11 Meaning of Valor

Valor is an old-fashioned word, not one that we hear used a lot today. If you look it up in the dictionary, you will see that it is defined as “courage” or “courage in the face of danger” but that is not a very complete definition. Did you ever hear of someone who punches a bully – a bigger guy – right in the nose? That’s not necessarily courage – that comes from anger or adrenaline. Or someone might even take up a big stick and beat off a bear – but that’s not courage – it’s nature’s instinct for self-preservation. Valor comes from the very best in the human heart. It comes from generosity of the soul, from nobility of spirit, from the love of community and country.

A young man or woman who hears a nation’s call has been promised a wonderful future. They were promised that if they do their homework, obeys their parents, eat their vegetables and do their chores, when they finish school then the world is their oyster – they can marry their sweetheart, go to college, have the career they want, and follow their dreams. But the call to enlist asks them to take a big risk – to step into the unknown, to go wherever they’re told, follow

new rules, take a chance that they may never have that future or any future at all. To sign a blank check pledging to their country to give whatever is asked, up to and including, their life. To take that risk for love of country and community is valor. That is what we celebrate and honor with a Quilt of Valor.

Section 5.12 Focus on Awardees

Ask the awardee to stand or come forward. If possible, include a paragraph about his/her service, years served, branch, location of service, etc. For example:

- ★ Fred entered the US Army January 23, 1943, and was trained at gunnery school in Laredo, Texas. During his service, he flew fifty B17 bombing missions. Fred was awarded the Air Medal with six oak leaf clusters. He was discharged August 29, 1945. Once home, his career was in radio and TV.
- ★ Tonight, it is my pleasure to award 14 Quilts of Valor to members of your group. Each Quilt of Valor is presented with a hug. The hug comes not only from me, but also from every member of the Quilts of Valor family.
- ★ Ladies and Gentlemen, it is my honor to award the following individuals with their Quilt of Valor on behalf of the Quilts of Valor Foundation and (local group, if applicable). Tonight, we hope to bring them honor and comfort. Though we may never know the depth of their sacrifice to protect and defend the United States of America, as a gesture of gratitude from a grateful nation, we ask each of you to please come forward as I call your name to accept your Quilt of Valor.

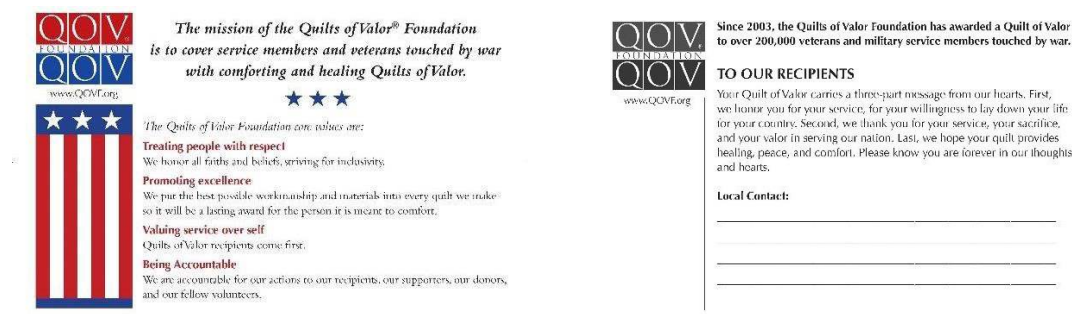
For those of us who have never seen combat or been in a war zone, such experiences are beyond our capacity to comprehend; but we believe the quilts we bring to you today (tonight) have the ability to offer both comfort and warmth. We hope when you experience dark times or need the warmth of a grateful hug, you will wrap your quilt around you so it can provide the comfort we have sewn into every seam.

Section 5.13 Sample Closings

- ★ On behalf of the Quilts of Valor Foundation, Fred, Welcome Home, and thank you for allowing us to recognize you. Thank you everyone, for being here today.
- ★ And so, on behalf of the Quilts of Valor Foundation and a grateful nation, with our deepest appreciation, we thank you for your service to our country with this Quilt of Valor Award. Thank you, and, most importantly, Welcome Home.
- ★ On each quilt is a label and in each presentation case is a note that will tell you a little bit about this quilt. As of today, the story of this quilt becomes **your** story. We hope you will keep this quilt with you as a tangible reminder that there are thousands of women and men across this land who are forever in your debt, and that it is our pleasure to honor you with a Quilt of Valor.
- ★ Each quilter gives her or his quilt a name to signify its individuality. There is no other quilt like yours, and today we will inscribe your name on your Quilt of Valor so that it can let future generations in your family know what you have done for our country.

Section 5.14 Postcards for Distribution at a Presentation

Postcards are available that have a place for your contact information. Use the Group Wholesale Order form and submit to qovfstore@qovf.org. These postcards are designed to be distributed at award ceremonies.



Section 5.15 Award Forms

The following forms are available on the Member Dashboard:

- A. Editable Award Certificates in PDF format. These can have the awardee's name, branch and date of award added.
- B. Appreciation Certificate
- C. Photographs/Video Release Form, which is required when photos will be posted of award ceremonies on social media, news media, etc.

Section 6: Fundraising and Financial Processes

All fundraising and financial processes are detailed in the *Financial Policy Manual*. This includes the solicitation and handling of donations and requests for reimbursement of expenses. All members should be familiar with these policies and procedures prior to conducting any fundraising efforts or handling any monies associated with the Foundation. Financial forms are available on the Member Dashboard section of the website at www.QOVF.org.

Section 7: Submissions to the Newsletter

The Foundation newsletter, *Threads*, is an official publication of the Foundation, published regularly online. Use the following guidelines for submitting stories or other content to the Foundation's newsletter:

- A. Write stories in your own words; 300-500 words preferred.
- B. Include one or two sentences about yourself (e.g. "Linda is a Member who lives in XX state. She enjoys quilting and gardening.")
- C. Send submissions in the body of an email (preferred) or as an attached editable Word type document.
- D. Send newsletter submissions to newslettersubmission@QOVF.org.
- E. Prior to submitting photos, obtain permission from the photographer and persons pictured. If appropriate, supply photographer's name for credit.
- F. Submit one to three photos with information for captions. Send photos as .jpeg or .tif files.

- G. Submissions will be acknowledged by the Managing Editor within two weeks.
- H. Acknowledgement of submissions does not guarantee inclusion in the Newsletter.
- I. Newsletter staff will assist with editing content and helping with wording.
- J. Newsletter staff will return edited story to author for confirmation of correctness.

Section 8: Email

Policies regarding use of QOVF.org email addresses are in the Membership Policies & Procedures.

Section 9: Information Technology

The Foundation's Information Technology staff are responsible for the management of the Foundation's technologies and website. For training on how to utilize any of the technologies, contact your state or district coordinator or look for training materials online on the Member Dashboard. All work performed by Information Technology staff must be requested using a traceable request method. Procedures for submitting work requests are:

- A. Send requests to ITSupport@QOVF.org.
- B. Include requestor's name, date of request, specific information about what is being requested, and rationale for request.
- C. Information Technology staff will prioritize the request and when complete will document the resolution, date of resolution, and date resolution was communicated to the requesting party.
- D. The requestor must confirm that resolution is acceptable.
- E. Changes in website listings of Executive Staff members, State Coordinators and Board Members will be published when new staff provides required personal information, a short biography and a head shot photograph for the website.

Section 10: Quilt Shows and Events - combined section 12 here

Any member in good standing may represent the Foundation at public quilt shows, trade shows, Veteran events, and other events by hosting an informational or sewing booth. These are opportunities for the Foundation's membership to inform and educate the public about the mission of the Foundation. Invitations to participate in a national event should be referred to the Executive Director. Policies regarding such events are contained in the Membership Policies & Procedures.

Booths for Quilt Shows can range from a local, informal booth to booths at regional and national events. A Quilts of Valor Foundation booth is often welcome at quilt shows; non-quilting events are also often happy to have a Quilts of Valor Foundation presence. Any public event is a good place to educate the public about the Quilts of Valor Foundation. The following suggestions are from Catherine Roberts, founder of the Quilts of Valor Foundation.

Section 10.01 Pre-Planning

- A. Obtain the show schedule from show organizers.
- B. Schedule enough volunteers so the booth is covered at all times. Experience has taught us that most booths need more than one person at a time to manage a booth.
- C. Provide show schedule to volunteers.
- D. Inform your volunteers, ahead of time, in writing, of your expectations, including dress code and responsibilities. Make sure they are familiar with the Quilts of Valor Foundation.
- E. Provide volunteers with their schedule and your cell number so they can phone or text if they can't make it.
- F. If necessary, seek help from others to help design an attractive booth.
- G. Let volunteers know what food and drink is allowed in booth area.
- H. Ensure the booth has a large sign that identifies this as a Quilts of Valor Foundation booth.

Section 10.02 Suggested Items to Bring

- A. Laptop computer for playing a Foundation video (may want to mute sound) or accessing Foundation website if Internet is available
- B. Digital photo frame with slide show photographs of Quilts of Valor, or framed photographs for table top
- C. Printed display sheet showing the mission and core values of the Quilts of Valor Foundation
- D. Quilts of Valor Foundation brochures or business cards
- E. Written cards or instructions about how to nominate someone for a Quilt of Valor
- F. Printed piece, such as Quilts of Valor Foundation Quick Reference Guide (available on the Member Dashboard)
- G. Sign-up sheet and pens for persons interested in volunteering for the Quilts of Valor Foundation
- H. Approved Quilts of Valor Foundation items (such as patches, block kits, and clings) to offer for donations
- I. Donation jar
- J. Table skirting, banners
- K. Camera or smart phone for photos
- L. Duct tape, regular tape, straight pins (long), needle and thread
- M. Skirt hangers or other items appropriate for hanging Quilts of Valor and signage
- N. Box of tissues
- O. Signature blocks, permanent pen (such as Pigma) for signing labels
- P. Sewing station, fabric, supplies
- Q. "Make a card" supplies for cards for Service Members and Veterans

Section 10.03 Displaying Quilts of Valor

- A. Display Quilts of Valor of proper size (60" x 80" recommended).
- B. Display quilts that have proper labeling, presentation case (optional).
- C. Display various styles, both "show stoppers" and easy-to-make.
- D. Be prepared to point attendees to pattern sources. Bring examples of patterns. Consider bringing a kit for one of the quilts on display to offer for a donation.

Section 10.04 Attire

- A. Always wear a smile!
- B. Dress to represent the Quilts of Valor Foundation appropriately; “business casual” is appropriate dress.
- C. Wear a name badge with name and position. It might be “volunteer,”
- D. “member,” or “volunteer member.”
- E. Wear your Quilts of Valor Foundation lapel pin.
- F. Wear comfortable shoes.
- G. If you will make a presentation on stage or elsewhere, consider upgrading your attire.

Section 10.05 People Skills and Communicating

- A. Introduce yourself and shake hands if appropriate.
- B. If appropriate, stand outside the booth and greet people, rather than sitting behind the table.
- C. Listen, listen, listen. Remember our core value about service above self.
- D. Instead of asking, “Do you want to know about the Quilts of Valor Foundation?” say “Let me tell you about Quilts of Valor Foundation and how we cover those touched by war.”
- E. Ask people who stop if they are quilters or non-quilters.
- F. Let them know they probably know someone who needs a Quilt of Valor.
- G. Don’t be afraid to give people an opportunity to donate. Be prepared with stories of awardees.
- H. Learn good booth best practices from volunteers who have staffed booths many times.
- I. If you are unhappy about anything concerning the Quilts of Valor Foundation, do not discuss it in the booth as attendees may hear and misinterpret.
- J. Do not volunteer to take down nominating information; ask people who wish to nominate to go to www.QOVF.org and complete the form unless it is difficult for them to do so.
- K. Do not speak negatively about QOVF or other organizations.

Section 10.06 After the Event

- A. Chat with other vendors during the last few hours of the event. Some may be willing to donate items they do not wish to pack up (magazines, fabric, batting).
- B. Help take down the booth if you are working the last shift.
- C. Follow up as soon as possible with any promises you made to visitors to the booth.
- D. Send photos and information to the Foundation’s social media sites to share with others around the country.
- E. Make notes for your next booth experience. What went well? What needs improvement?