



# Cholangiocarcinoma Foundation®

## CARE Team Overview: Scope, Goals & Process

CARE team stands for:

Caring for **C**holangiocarcinoma patients and caregivers through **A**dvocacy, **R**esearch and **E**ducation

Thank you for your dedication to spreading awareness about cholangiocarcinoma and bettering the lives of patients with the disease.

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### Objective

CARE Teams work to positively influence the lives of cholangiocarcinoma patients through advocacy, research, and education. They spread awareness and share CCF's resources with hospitals, doctor's offices, clinicians, patients, and families. CARE Teams also advocate locally to offer support and education in their communities.

### Establishing a CARE Team

To officially become a CARE Team, potential members must meet with the Volunteer Manager and review this document. They will be provided with an overview of foundation resources and provided information about cholangiocarcinoma. The CARE Team is official and may begin its work if all persons agree.

### Key Responsibilities

- ◆ Spread community awareness by researching information-disseminating opportunities, such as local events, hospitals, clinics, and resource hubs.
- ◆ Educate about the cancer, research, and clinical trials.
- ◆ Stay current on the resources provided by CCF and articulate these to others.
- ◆ Use the provided guidelines to plan at least one in-person gathering per year.
- ◆ Support and attend CCF Regional Symposiums if held in the area.
- ◆ Attend, support, or host local fundraising/donation opportunities.

Program Lead/ Volunteer Manager: Claire Condrey,  
[claire.condrey@curecca.org](mailto:claire.condrey@curecca.org)

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### Membership

- ◆ CARE Team Members must be fully onboarded CCF volunteers, and each name must be submitted to CCF so that it may be recorded as a member.
  - ◇ Typically, CARE Team Members live within a two-hour drive of each other; however, this is flexible depending on the volunteer's situation.
- ◆ For ease of communication, each CARE Team must have a "Team Leader."
  - ◇ The Team Leader will be CCF's primary point of contact and lead team meetings.
  - ◇ CARE Teams may select their team leader during a meeting through:
    - conversation and agreement or;
    - vote, if needed.
    - If meeting virtually, the poll feature on Zoom is a good option for this.
- ◆ CARE Teams must meet each January to evaluate their membership. A sample agenda for this meeting can be [found here](#). The evaluation process should include:
  - ◇ Before the meeting, the Team Leader will meet with the Volunteer Manager to discuss inactive members (if any) and their future status.
  - ◇ Team discussion:
    - Determine if new members should be added
    - Determine if the Team Leader will continue to serve for the starting year
    - Learn if all members want to continue in the coming year
  - ◇ All decisions need to be communicated to the Volunteer Manager.
  - ◇ Teams may decide to make changes outside of this yearly evaluation.

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## Support from CCF

- ◆ The Volunteer Manager is available to attend meetings if requested.
- ◆ The Volunteer Manager can help the CARE Team recruit new members if requested.
- ◆ For events, CCF will:
  - ◇ Email caregivers and patients in the CCF database within a 200-mile radius of the event location.
    - Requests to increase the radius will be considered.
  - ◇ Create registration forms if requested by the CARE Team.
  - ◇ Create and share social media posts on the appropriate platforms in accordance with the CCF social media calendar and the Communication Team's approval.
  - ◇ Create pre-event and post-event surveys, as requested by the CARE Team.
  - ◇ Budget requests will be considered on a case-by-case basis. Purpose and prior funding will be part of the determination.

## CARE Team Member Meeting

- ◆ The Volunteer Manager will attend the first meeting to share the guidelines and expectations.
- ◆ Teams should meet (virtually or in person) at least once a quarter.
- ◆ A general team meeting agenda can be [found here](#).
- ◆ After the meeting, a previously assigned Team Member should share meeting notes with the entire team and Volunteer Manager.
  - ◇ CARE Teams can appoint a secretary for a calendar year if preferred.
- ◆ If the team wants the Volunteer Manager to be present, please request in advance.
  - ◇ The Volunteer Manager can also be "on call" if needed for questions.

## CARE Team Event Expectations

Use the "[Steps to Creating a CARE Team Event](#)" outline to plan your event.

- ◆ Details need to be provided to CCF at least two months in advance, allowing proper time to create potential promotional materials and emails. (Exceptions to this deadline may be considered, depending on the situation.) Use these online forms to submit details:
  - ◇ [Virtual Event](#)
  - ◇ [In-Person Event](#)

- ◆ At least one in-person event should be offered each year.
- ◆ Virtual events should focus on the local connection of the CARE Team. If your team opts to have a virtual event, the following should be incorporated:
  - ◇ Opportunity for attendees to share their name, connection, and general location
  - ◇ Information on local resources, especially related to the event's topic(s).
  - ◇ If the event includes a speaker, it must be someone local

## Connecting with Local Resources

- ◆ Connecting with local resources is a great way to support patients and caregivers. These connections are one of the many benefits of local CARE Team initiatives. However, it's important to understand that while we can incorporate these resources and collaborate with organizations, we are not forming official partnerships. Forming a partnership implies a deeper level of commitment and mutual agreement between two parties, often involving shared responsibilities, decision-making, and long-term goals.
- ◆ CARE Team members are responsible for the direction and execution of CARE Team events.
- ◆ CARE Team should be familiar with organizations and/or presenters before including them in an Event. This includes, but is not limited to:
  - ◇ Presenters: professional background and certifications
  - ◇ Organizations: 501c3 status, mission statement, and leadership
  - ◇ CCF will help vet potential presenters and organizations if the CARE Team requests.

## CCF Oversight

- ◆ In coordination with the CARE Team, CCF retains control over the direction of all CARE Teams.
- ◆ CARE Teams are expected to share information directly and promptly with the CCF Volunteer Manager.
  - ◇ For example, CARE Team meeting minutes, membership decisions, event updates, and feedback from the community.