



DreamCatchers

[Hospice DreamCatcher
Foundation, Inc.]

Policy & Procedure Manual

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OUR MISSION

To fulfill end-of-life Dreams of hospice & palliative care patients through youth chapters;

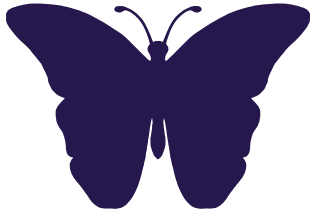
to increase intergenerational connection and opportunities presented to youth as a way of increasing understanding of aging, terminal illnesses, and death/dying.

OUR VISION

A world where age segregation is a thing of the past, barriers in connection across age groups are eliminated, and stigmas around aging and dying are wiped out.

A culture in which youth gain a new perspective on life and death, and are regularly interacting with those in the final stages of life





The butterfly is often seen as
a symbol for hospice care

WHAT IS HOSPICE & PALLIATIVE CARE?

Hospice care

is designed to provide supportive care to people in the final phase of a terminal illness, and it places the focus on comfort and quality of life, rather than cure. The goal is to enable patients to be comfortable and free of pain, so that they live each day as fully as possible. People on hospice care are typically diagnosed with less than 6 months to live.

Palliative care

is another type of specialized medical care for people living with a terminal or serious illness. It focuses on providing relief from the symptoms and stress of the illness to improve quality of life for both the patient and the family, but does not necessarily mean stopping treatment of the disease.

Both types of care focus on maintaining dignity and comfort for individuals with serious illnesses. DreamCatchers provides patients on hospice or palliative care something to look forward to and get excited about in a time when many are left alone.



MORE THAN A NAME

What is a dreamcatcher?

Native Americans have long known that the night air is filled with both good and bad dreams. In order to respect and honor Spider Woman, the people of the Ojibwe Nation weaved Dreamcatchers to hang above the beds of their sleeping children. The dreamcatcher filters out the bad dreams and allows only good thoughts to enter into our minds when we are asleep. A small hole in the center of the dreamcatcher is where the good dreams come through. With the first rays of sunlight, the bad dreams will perish.

Our hope

Founder Caitlin Crommett is part Native American with her ancestry tracing back to the Penobscot tribe in Maine. She hopes to honor the elders of our communities with the gift of the dreamcatchers and by granting their dreams just as the people of the Ojibwe Nation have honored Spider Woman by weaving the dreamcatchers. DreamCatchers hopes to educate the communities involved by teaching about the origin of the Dreamcatcher, how we can honor our elders, and how you can get involved.

WHY START A CHAPTER AT YOUR HIGH SCHOOL OR COLLEGE?



Many people faced with the end of their lives are alone and ignored. Our society still views aging as a negative, and elderly/ill people as “unproductive” members of society. By connecting with those in hospice or palliative care, **you are giving people at the end of their lives a newfound hope and joy where it was previously darkness.**

You’re changing the way our world thinks and runs, and you’re giving back to the people who have often done so much for us and our communities. And... you’re having a lot of fun doing it- by making someone’s end-of-life “bucket list” Dream come true!

By connecting with these hospice “Dreamers” in your communities, you’re breaking barriers that exist between generations, between old and young. You’re building bridges and bringing communities closer together, while learning more about a segment of our population we tend to ignore. **You’re truly making a change.** And that’s a powerful thing.



WHAT DO CHAPTERS DO?

Dream Fulfillment

This is the core of DreamCatchers. Once your chapter is partnered with a local hospice/palliative care agency, you'll get to start making Dreams come true! For example, you might receive a Request for a 105-year-old woman who Dreams of going up in a hot air balloon. You'll have to make all necessary arrangements to make this Dream happen! The best part is being there on Dream day, getting to know your Dreamer, and experiencing this amazing Dream with them!



Intergenerational Activities

When you're not working on Dreams, it's a great time to get to know other older members of your communities. Ask your hospice/palliative care partner for a referral to a local senior center, assisted living, or nursing home. Get in touch with their activities director and plan a time for your club to go in and spend time with residents! You can do crafts, put on a dancing event, or even play games/Bingo with the seniors.

Fundraising & Community Awareness:

To grant Dreams and put on activities, you'll need to raise money in your communities. A great way to do this is to spread the word amongst local businesses and community members, advocating for the DreamCatchers mission and greater intergenerational connection. Your chapter is responsible for raising enough money to fulfill all Dreams you receive. Do this knowing how much of a difference you're making with every dollar.





DREAMING OF STARTING A CHAPTER?

1 Decide you're ready for this!

Make sure you've read through this guide to better understand what is involved in running a DreamCatchers chapter and the process associated with it. This will also help you in recruiting your first members for your Interest Group.

4 Schedule a Call

Set up a call with a DreamCatchers team member to show you're ready to move forward and take the steps necessary to get your club up and running! This will allow us to "meet" you and discuss next steps to starting your Interest Group.



[Set Up Call](#)



2 Review the Steps

This document outlines the 3 stages of becoming an official DreamCatchers chapter. Be sure you understand these stages before embarking on your DreamCatchers journey.

5 Take the Survey

We require each new student leader to take our new chapter pre-survey. It should only take you 3-4 minutes to complete.

[Take Survey](#)



3 Fill out the Interest Form

Head to the link below and fill out the form to let us know about your interest in starting a chapter. That way, we can learn a bit more about you and your goals before moving forward!

[Interest Form](#)



6 Follow Us on Social Media

We post news for our chapters on our social media platforms. Be sure you're following all of them so you don't miss something important. Send us photos of your chapter meetings & Dreams throughout the year for a repost!



@dreamcatchersf



@dreamcatchersfoundation

7 Get Ready to Start!

At this stage, you'll begin recruiting for your chapter and work on making it an official club at your school (if applicable)- which usually involves some paperwork and a teacher advisor. Choose a strong advisor so they can provide the local backup and support that you need! Review the checklist for Interest Groups. Once you've completed all necessary steps, you're eligible to move on to the next stage: Provisional Chapter!





STEPS TO BECOMING AN OFFICIAL CHAPTER

Step 1: Interest Group

The first step in founding a Chapter is to assemble a group of students interested in DreamCatchers- an initial recruitment drive. Essentially, this is a crucial step for you and the club identifying the "Why" you are all doing this before you start planning out the "How". It's important that everyone understands the mission and vision of DreamCatchers, and what's involved in being a member of the chapter. During this time, we suggest holding a few meetings to lay the groundwork for how your chapter will operate, elect officers, and determine your goals for the year. Once your club has been established and the outlined goals have been met, you can check back in with DreamCatchers National to schedule a call to move forward,

1

Step 2: Provisional Chapter

At this stage, your DreamCatchers chapter is provisional, a chapter-in-training. You will begin fundraising for future Dreams, hold regular meetings, and have an initial meeting with your designated hospice contact (who will soon become your partner). This is the stage where your chapter will have the experience of planning and successfully fulfilling your first Dream, which will be the primary means by which we will determine if you are ready to become an official chapter. Once you have completed this first Dream, your leadership will have a meeting with DreamCatchers National to talk through successes, challenges, and determine if you're ready to become an official chapter.

2

Step 3: Official Chapter

Congratulations! To reach this stage, your leadership team and DreamCatchers National will determine that you show leadership promise and sustainability as a lasting chapter of DreamCatchers. An Official Chapter designation letter will be sent to you and signed by your chapter leadership. You must follow the expectations, guidelines and training outlined by National each year to maintain official chapter status and will have an opportunity each June to have an end of year feedback session and celebration with National.

You are now an official part of DreamCatchers... we can't wait to see the amazing things you do!

3

CHECKLISTS FOR EACH STAGE



Interest Group

1

- ☐ Recruit at least 2 new members to be a part of your chapter (other than yourself)
- ☐ Determine leadership roles: president, vice president, treasurer are the 3 most important
- ☐ Hold at least 2 chapter meetings to discuss your chapter, goals for the year, and watch the required hospice training video
- ☐ Complete call with DreamCatchers National to move on to next stage

Provisional Chapter

2

- ☐ Hold at least 1 fundraiser for your chapter
- ☐ Meet with designated hospice contact
- ☐ Submit names of chapter members to National
- ☐ Fulfill first Dream
- ☐ Complete call with DreamCatchers National to move on to next stage

Official Chapter

3

- ☐ Submit name of next chapter leaders to National
- ☐ Sign and return Chapter Designation Letter to National
- ☐ Regularly review chapter goals & expectations with your leadership team
- ☐ Order Club in a Box Kit from DreamCatchers National
- ☐ You're ready to continue fulfilling Dreams as an Official chapter!



DREAMCATCHERS CLUB CHECKLIST

Before the Dream, Did You...

- ☐ Print Liability Release Form, if not already filled out
- ☐ Bring a **Camera (with enough)** storage space for pictures/videos)
- ☐ Wear your DreamCatchers shirt! If you don't have one, wear a school shirt
- ☐ Confirm the Dream details & invite the Hospice & Nursing staff
- ☐ Be sure you have all supplies (i.e. plates/utensils for food, decorations)
- ☐ Get or make a dreamcatcher to give to the patient at the Dream
- ☐ Save all receipts from the Dream to submit with expense report
- ☐ Post about the upcoming Dream on your Chapters' social media!

At the Dream, Did You...

- ☐ Get patient/patient rep to **SIGN** the Liability Release form **before ANY** photos are taken or activities are completed, if not already filled out
- ☐ Take a photo of the **SIGNED** form to email later (in case the form is misplaced!)
- ☐ Take **TONS of photos** and videos during the Dream- Candid and posed shots are great!
- ☐ Talk to the patient! The best part might be hearing their stories & chatting with them!
- ☐ Be sure the patient is having a great time- ask family & staff if there's anything more you can do to help them have a better time
- ☐ Put all your focus on the patient and create lasting memories!
- ☐ Give the dreamcatcher you brought to the patient
- ☐ **HAVE FUN!!** Be full of energy and talkative!

After the Dream, Did You...

- ☐ Offer to stay until the end to help clean up
- ☐ Write down a few **key takeaways** from the Dream- a few sentences about your experience & what you learned (or stories you heard!)
- ☐ Share photos/stories from the Dream on Chapter's social media & tag @dreamcatchersfoundation
- ☐ Send the following to info@dreamcatchers1.org OR upload into your chapter's Google Drive folder:
 - ☐ SIGNED Liability Release form
 - ☐ ALL receipts & completed expense report
 - ☐ All photos & videos taken



dreamcatchers CHAPTER

GOALS & EXPECTATIONS



A GUIDE FOR CHAPTER LEADERSHIP

CHAPTER LEADERSHIP

- ☐ Assign strong leadership positions: President, Vice President, Treasurer, Secretary, Fundraising, Public Relations, for example
- ☐ Keep your chapter engaged & informed of all events & upcoming Dreams and give notice in a timely manner
- ☐ Set up a social media page with chapter info & Dream photos and post regularly
- ☐ Update your chapter's Google Drive folder with updates, photos regularly
- ☐ Designate a successor if president is a senior



HOSPICE PARTNER RELATIONSHIP

- ☐ Provide a reliable form of communication to your hospice partner contact
- ☐ Respond in a timely manner to all communication from your partner, within 2-3 business days
- ☐ Inquire about coming in to an all-hospice staff meeting at least twice per year to keep them updated on your chapter
- ☐ Let your hospice partner know if you're interested in activities with nursing homes/senior living centers when not working on Dreams

COMMUNICATION

- ☐ Check email & text regularly & respond to all DreamCatcher communications **within 3 days**
- ☐ Designate your preferred method of communication- email/text/phone call- and let DreamCatcher National, your club members, and your hospice partner know of this method
- ☐ Be in touch with the contact on each Dream Request form you receive **within 3 days** of receiving the request to introduce yourself and ask questions

DREAMS

- ☐ Fulfill all Dreams **within two weeks** of receiving the request form
- ☐ Maintain communication with the Dreamers' contact listed on the request form from start to finish in the Dream fulfillment process
- ☐ Take at least 10 photos and 2 videos during Dream fulfillment day
- ☐ Send at least 2 club members to each Dream fulfillment day

FUNDRAISING

- ☐ Work to fundraise enough money for all Dreams before you receive them
- ☐ Hold at least 3 fundraisers throughout the school year
- ☐ Send all money to National as soon as it is raised to be deposited into your account



dreamcatchers CHAPTER

GOALS & EXPECTATIONS

NATIONAL UNIVERSAL CHAPTER GOALS

1. Fundraise at least \$800 per program year to fulfill Dreams
2. Fulfill 6-7 Dreams per program year
3. Arrange 1-2 visits/activities with a local nursing home or senior living to spend time with residents to bring them more joy
4. Post weekly on social media pages
5. Ensure chapter has strong officer positions: President, VP, Treasurer, etc.

Each chapter is eligible to apply for a tier designation at the end of each program year. These designations are intended to reward the "best of the best" DreamCatchers chapters. Chapters that reach this status will be recognized nationally & be viewed as a model for other chapters.

CHAPTER TIERS

SUPERIOR

- Fulfilled 10+ Dreams in a program year
- Arranged 1-2 events/activities with a local nursing home/senior living
- Raised \$1,500+ in a program year
- Posted weekly on social media pages
- Kept Google Drive updated with all club news, events, photos, Request forms

**leader(s) of Superior chapters will be invited to national event/board retreat*

EXCELLENT

- Fulfilled 6+ Dreams in a program year
- Raised \$1,000+ in a program year
- Posted bi-weekly on social media pages
- Kept Google Drive updated with all club news, events, photos, Request forms

GREAT

- Grant 3+ Dreams in a program year
- Raise \$500+ in a program year
- Posted monthly on social media pages
- Kept Google Drive updated with all club news, events, photos, Request forms



DreamCatchers Training

Volunteer Status and Interface - Relationship with Hospices

DreamCatchers is an independent, non-profit, tax exempt organization dedicated to fulfilling the end-of-life dreams of hospice & palliative care patients. While DreamCatchers works closely with local hospices, DreamCatchers Volunteers are not volunteers of the hospice, but only volunteers of the DreamCatchers Foundation.

This means the DreamCatchers Foundation will ensure that all volunteers are trained in the following areas before the completion of Dreams:

- Their duties and responsibilities as a club member and how to appropriately interact with hospice patients, family members, and care givers
- The persons within the local hospice with whom they will interface and work
- The person to contact if they need assistance and instructions regarding the performance of their duties and responsibilities
- Hospice goals, services, and philosophy
- Confidentiality and protection of the patient's and family's rights
- Family dynamics, coping mechanism, and psychological issues surrounding terminal illness, death, and bereavement
- Procedures to be followed in an emergency, or following the death of the patient
- Guidance related specifically to completion of necessary forms and waivers in completing a patient dream



All DreamCatchers Volunteers will complete an online training session and will receive a certificate of completion at the end of the training to each volunteer. The certificate will also be made available to the local hospice upon request.

If the DreamCatchers Volunteer Training Program (as detailed above) is sufficient to meet the requirements of the Code of Federal Regulations, specifically Title 52, section 418.78* and the local hospice wishes to use DreamCatchers Volunteers as volunteers within that local hospice, such will be allowed and approved by DreamCatchers. If the local hospice has additional requirements (such as medical testing, etc.) and the local hospice provides for same, DreamCatchers Volunteers may also qualify as hospice volunteers. However, if additional requirements of the hospice are rejected by any particular DreamCatchers Volunteer, such will not affect the relationship between DreamCatchers and the local hospice.

DreamCatchers understands that the local hospices must provide a certain number of volunteer hours in order to maintain their certification. While DreamCatchers Volunteers may also qualify as local hospice volunteers, it is not the intent of DreamCatchers to be specifically viewed as volunteers as defined in the Code of Federal Regulations. Instead, DreamCatchers seeks a relationship more of an independent contractor or referral partner with the hospice, providing a service (completion of the patient's dream) to the patient base of the hospice.

DreamCatchers benefits by having the social workers/nurses refer family members to the services of the DreamCatchers, while the hospice benefits by having a unique partner program to assist in marketing the services of the organization.

What is Title 52, section 418.78?

The hospice must maintain, document, and provide volunteer orientation and training that is consistent with hospice industry standards.

"Volunteers must provide day-to-day administrative and/or direct patient care services in an amount that, at a minimum, equals 5 percent of the total patient care hours of all paid hospice employees and contract staff."

As always, DreamCatchers personnel remain ready to work collaboratively with the hospice in meeting goals regarding volunteer hours for the hospice. While DreamCatchers Volunteers are happy to also be designated volunteers for purposes of local hospice reporting requirements on volunteer hours, in order to be so designated, the local hospice must find the DreamCatchers Volunteer Training Program sufficient for its compliance with the Code of Federal Regulation. A local hospice may also specifically ask DreamCatchers to include a training segment for the local volunteers if such would enhance the local working relationship and serve to help the local hospice fulfill any Code of Regulation requirements.

Dreamcatchers is an IRS 501(c)(3) public nonprofit charity corporation. Therefore, donations given by individuals and corporations are tax deductible! Be sure to document all donations that come to your club, as well as each time you spend money on a Dream. Make sure to send a thank you note to each donor with the Tax ID Number.

BASICS OF YOUR DREAMCATCHERS ACCOUNT

Get your Club Credit Card

- Have someone (president, treasurer, etc.) be in charge of using the club credit card for all expenses
- contact allan@dreamcatchers1.org to provide necessary information for credit card

Donations

- Send all donations to the National Foundation (address on top) for deposit into credit card account and specify your club name
- Keep track of all donations and send thank you notes along the way

Dream Expenses

- Use the credit card for all Dream expenses
- Keep an expense report and send to National after each dream
- If you must purchase something with cash, send receipts for reimbursement to National with your expense report
 - If any equipment or assets are purchased by local club, they will remain club property

Remember, each local club is responsible for their money stream and is expected to generate its own money for dreams. Fundraising is an important function of the club and should be staffed by volunteers.

APPENDIX A

PATIENT ELIGIBILITY & DREAM GUIDELINES

Patient Eligibility

The only requirement that DreamCatchers has in order to grant a Dream is that the patient is on hospice or palliative care. Dreams are considered from any person at this stage in life, regardless of age or income level.



WHAT IS NOT A DREAM

Dreams should be geared toward an 'experience' of some sort for the patient themselves. They may not be handed off to a family member or relative of the patient. The following will NOT be considered for DreamCatchers fulfillment:

- requests for cash/bill payments or reimbursement
- requests for automobiles or repairs
- medical-related requests
- funeral or after-death arrangements
- legal assistance
- dangerous, legal, or politically charged requests

APPENDIX B

LIABILITY AGREEMENT (SAMPLE)



Release and Waiver of Liability Agreement

I, _____ ("Participant/Dreamer" acknowledge that I am voluntarily participating in the following activity: _____

I AM AWARE THAT THIS ACTIVITY MAY BE HAZARDOUS, PARTICULARLY IN LIGHT OF MY MEDICAL CONDITION. I MAY BE SERIOUSLY INJURED OR EVEN KILLED AND MAY BE EXPOSED TO KNOWN OR UNKNOWN CONTAGIONS DURING THE ACTIVITY. I AM VOLUNTARILY PARTICIPATING IN THIS ACTIVITY WITH KNOWLEDGE OF THE DANGER INVOLVED AND AGREE TO ASSUME ANY AND ALL RISKS OF BODILY INJURY, DEATH OR PROPERTY DAMAGE, WHETHER THOSE RISKS ARE KNOWN OR UNKNOWN.

I verify this statement by placing my initials here: _____

I forever release DreamCatchers and its respective directors, officers, employees, volunteers, agents, and representatives from any all actions, claims, or demands that I, my next of kin, spouse or legal representative now have, or may have in the future for any injury, death, or property damage related to my participation in this activity. This includes any negligent acts of others in connection with this activity. I also agree that I will not make a claim, sue or attach the property of anyone connected with DreamCatchers and those connected by the fulfillment of this activity.

_____ (Initial here) I further agree that DreamCatchers may take pictures and/or videos of the activity and I hereby allow the posting of same on the DreamCatchers website and distribution in any other public media outlet, as determined at the sole discretion of DreamCatchers.

I HAVE CAREFULLY READ THIS AGREEMENT AND FULLY UNDERSTAND ITS CONTENTS. I AM AWARE THAT THIS IS A RELEASE OF LIABILITY AND A CONTRACT BETWEEN MYSELF AND DREAMCATCHERS, AND SIGN IT OF MY OWN FREE WILL.

Signed by*:

*This Release must be signed by the Dreamer participating or the appropriate legal representative if Dreamer is unable

Printed Name

Signature.

Date

APPENDIX C

DREAM REQUEST FORM (SAMPLE)



Dream Request Form

Before filling out this form, please be sure you have reviewed **Patient Eligibility & Dream Guidelines** to ensure DreamCatchers can move forward with this Dream experience request.

Patient "Dreamer" Name: _____

Dreamer Age: _____

Former First Responder or Veteran?: ☐ Yes ☐ No

If yes, please specify type/branch: _____

Name of Hospice/ Palliative Agency: _____

Contact at Agency: _____

Location of Dream (city & state): _____

Dreamer Representative Name: _____

Relationship to Dreamer (Nurse, Spouse, Relative): _____

Email Address (**required**): _____

Phone Number (**required**): _____

Preferred Contact method (**required**):

☐ Phone (Call) ☐ Phone (Text) ☐ Email ☐ Other (please specify): _____

Dreamer Consents to Photos/ Video (more information on **Liability Release Form** attached): ☐ Yes ☐ No

Dreamer Consents to Media/Press: ☐ Yes ☐ No

Local Student Chapter (if known): _____

My Dream is to...

APPENDIX D

SUCCESSFUL PARTNERSHIP



Part I: For STUDENTS

Sustaining a successful partnership with your local hospice

Student groups are ultimately responsible for the fulfillment of Dreams requested by patients. However, there are further duties that must be maintained to ensure proper cooperation between hospice and student group, and sustainability of the partnership established. DreamCatchers Foundation will aid the student group in various capacities as requested to ensure implementation of responsibilities below:

1. Student club must designate a liaison to the hospice and Foundation who is responsible for being the primary communication between club and hospice, club and Foundation.
2. Student club must hold monthly meetings with all members of the club and report any concerns or questions to the Foundation.
3. Student group members must be well-versed in the DreamCatchers mission, criteria, and guidelines and must represent them with integrity.
4. Student club representative must meet with hospice liaison at least once every 3 months to discuss progress and Dreams fulfilled as well as next steps.
5. Student group must link to DreamCatchers Foundation website (www.dreamcatchers1.org) if it has an independent website.



Part II: For HOSPICE

Sustaining a Successful Partnership with your Local Club

While the student groups are ultimately responsible for the fulfillment of Dreams, it is also up to each hospice to ensure that this partnership is fruitful. Dreamcatchers Foundation will aid the hospice in various capacities as requested to ensure implementation of responsibilities below:

1. Hospice should make Dreamcatchers materials readily available to staff and clients.
2. Hospice should discuss DreamCatchers each month at staff meetings.
3. Options to include student group representatives occasionally at these meetings to better promote the program, or simply report back to group leaders afterward.
4. Hospice staff members (specifically patient-contact staff) should be well-versed in DreamCatchers mission, guidelines, and criteria for fulfillment
5. Hospice liaison should meet at least once every 3 months with student group representative to discuss progress, Dreams fulfilled, and next steps.
6. Hospice may agree to link to the DreamCatchers Foundation website ([www. dreamcatchers1.org](http://www.dreamcatchers1.org)) on their own website, if applicable, for ease of information as clients browse webpage.

APPENDIX E

SOCIAL MEDIA

Each chapter is required to set up a social media page in accordance with the guidelines set forth below.

Social Media Guidelines

Any social media pages set up by the student chapter must:

- Be either a Facebook page, Instagram account, or Twitter account
- Display the official Dreamcatchers logo prominently on the page (see: "Logos" folder on Google Drive folder)
- Be updated regularly with any new Dreams, club meeting photos, or events related to the chapter
- Preserve any confidential information if specified by the patient/patient's representative (Be sure "Liability/Photo Release form" is signed BEFORE posting any photos of a patient)
- Use respectful & appropriate language at all times
- Avoid engaging in controversial posts
- Tag @dreamcatchersfoundation and hashtag #DreamsByDreamCatchers in every post
- Have fun, be nice, and use it to help your chapter grow & succeed!

Be sure to follow our
National
DreamCatchers
accounts for a chance
to be featured!



@DreamCatchersFoundation



@DreamCatchersFoundation



@DreamCatchersF



@DreamCatchersF

CONTACT INFO

IMPORTANT CONTACTS AS YOU RUN
YOUR CHAPTER

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WE'RE HERE TO HELP!

REACH OUT ANYTIME WITH QUESTIONS

