



VOLUNTEER HANDBOOK

Volunteer Handbook

[Your Company Name]

I. Introduction

Welcome! We are thrilled to have you as part of our volunteer team. This handbook serves as a guide to help you understand the roles, responsibilities, and expectations during your volunteer service. We value your time and dedication, and we want to ensure you have a positive and meaningful experience.

II. Mission Statement

Our mission is to provide support and services to underserved communities through health, education, and social programs. We believe that volunteers play a crucial role in helping us achieve our goals and create a positive impact in the community.

III. Volunteer Roles and Responsibilities

As a volunteer, you are a vital part of our organization. Your primary responsibilities include:

- Assisting with food distribution programs.
- Supporting staff in community outreach events.
- Helping with administrative tasks such as data entry and filing.

Volunteers are expected to:

- Arrive on time for scheduled shifts.
- Complete tasks as assigned by supervisors.
- Communicate openly and report any concerns to the Volunteer Coordinator.

IV. Volunteer Code of Conduct

All volunteers are expected to follow our Code of Conduct, which includes:

1. **Professionalism:** Treat staff, fellow volunteers, and clients with respect and courtesy.
2. **Confidentiality:** Protect any sensitive information about or the people we serve.
3. **Safety:** Follow all safety procedures to ensure a safe environment for everyone.
4. **No Harassment:** Harassment of any kind will not be tolerated.
5. **Punctuality:** Be on time for your shifts and notify the Volunteer Coordinator if you cannot attend.

V. Volunteer Hours and Scheduling

Volunteers are asked to commit to 4 hours per week. Shifts can be scheduled by contacting the Volunteer Coordinator . Please notify us at least 24 hours in advance if you need to miss a shift.

VI. Training and Orientation

All volunteers must complete a mandatory training session before beginning their service. This session will cover:

- An overview of **our** mission and operations.
- Volunteer roles and expectations.
- Safety protocols and emergency procedures.

VII. Safety and Emergency Procedures

Your safety is our priority. Please familiarize yourself with our emergency procedures:

1. **In Case of Emergency:** Report emergencies to staff immediately.
2. **First Aid:** A first aid kit is available on-site.
3. **Evacuation Plan:** Follow the posted evacuation plan in case of fire or other emergencies.

VIII. Dress Code

Volunteers are expected to dress in a manner that is appropriate and professional for the environment. For most shifts, casual business attire is acceptable. Please avoid wearing:

- Clothing with offensive language or graphics.
- Excessively revealing clothing.
- Open-toed shoes (for safety reasons).

IX. Volunteer Benefits

As a volunteer, you will:

- Gain valuable experience in community outreach and program support.
- Make a positive impact on the lives of underserved families.
- Receive a reference letter after completing 50 volunteer hours.

X. Volunteer Rights

As a volunteer, you have the right to:

- Receive training and support.
- Be treated with respect and fairness.
- Work in a safe environment.
- Ask questions and voice concerns.