



## VOLUNTEER GUIDE

*Volunteers are the heart of ACTION! ACTION donates over 20,000 hours of volunteer labor in the community every year. This donation of time and talents is possible solely through the generosity and dedication of nearly 5,000 volunteers. Every time an ACTION volunteer visits with a lonely senior, completes a small home repair, or does some basic yard work, they display acts of service and embody a community that cares for their own. In over 12 years of serving together throughout Ventura County, ACTION has established a legacy of giving back through volunteers' time and talents.*

### **Volunteer Code of Conduct:**

*All persons volunteering with ACTION are expected to abide by the following statements of personal conduct:*

- I will take my commitment to serve seriously and will perform to the best of my abilities.
- I will respect the mission and vision of ACTION while serving the community.
- I will follow through on commitments I have made and will promptly inform ACTION if I am unable to serve as scheduled.
- I will honor the confidentiality of others.
- I will respect the property of the individual.
- I will not accept valuable gifts/money from those served. *(Please send donations to ACTION)*
- I will be courteous, friendly and cooperative with ALL volunteers.
- I will deal with conflict or difficulties in an appropriate manner. *(See "Volunteer Tips")*
- I will offer constructive feedback about (ACTION, my group, my organization, my church, the persons served) in an appropriate manner. *(See "Volunteer Tips")*
- I will demonstrate respect for the direction and decisions of ACTION, my group, my organization, my church, the persons served.
- I will treat ACTION staff, my fellow volunteers, people served and members of the public fairly and without discrimination.

*Note: This list is not exhaustive and may not cover every situation or provide you with a set of absolute standards. Please read the **Volunteer Training Manual** or seek clarification from ACTION staff as needed.*

### **Volunteer Guidelines:**

**DO:** Obtain consent for collecting, using and disclosing personal information, except when appropriate (for example, in an emergency). The ACTION Liability Release Form can be signed to obtain written consent from each person serving and/or receiving volunteer services.

**DO:** Use and disclose personal information **only** for the purposes for which it was collected (i.e. Name, address, primary contact phone number to arrange the service project.) ACTION retains this information **only** to connect volunteers with the people they serve.

**DO:** Ensure that all information obtained remains SECURE, and is kept only until the completion of the service project.

**DO NOT:** Ask overly personal questions (i.e. the person's age, income, work status, family structure or personal history.) These questions may be viewed as INTRUSIVE and are not required to complete the volunteering experience.

*Please be considerate of other's emotions and privacy!*

## ***Volunteering Tips:***

### ***Take a Break!***

If you're a hard-working, self-giving, champion for service, then you need a break once in a while. Please be sure to break for snacks and water while you are out serving in the community. There is no timer and you are not being graded, so stay hydrated and remain functioning at your best.

### ***Be prepared!***

There are many times when a good pair of gloves will come in handy. Be sure to ask questions before you head out to your service locations. It may be a shovel, or a bucket, or even a radio that you will need to make your service project more enjoyable. Please come prepared and be sure to ask for assistance when needed.

### ***It's okay to say "no"!***

While volunteering, you may be asked to do additional projects for the person you are serving. This may be an easy add on to your visit, OR it may be outside of what work you are capable to do/have time to do. You are not required to perform any service that could harm you, another volunteer, or the person being served. **DO NOT do any work that you are not comfortable with.** Politely say "I am not able to do that" and/or recommend that the person call the ACTION office to request additional service projects.

### ***Obey the law!***

As you go out into the community, be aware of your surroundings and follow all local and federal laws. (i.e. smoking in brush fire areas may result in personal fine)

### ***Use sound judgment!***

Alcohol consumption is strictly prohibited while volunteering with ACTION. Please refrain from consuming alcoholic beverages before or during service projects. This is for your own safety and the safety of those around you.

### ***Grievance Policy: Tell us, so we can help!***

If you encounter an issue with the person you are serving or have concerns about the service project you selected, please call the ACTION office to discuss. ACTION makes every effort to organize and equip volunteers with the information they need to serve the community well, and safety for our volunteers is our number one priority. If there is an issue with your experience while serving with ACTION, please let us know so we can help!

***I, \_\_\_\_\_, promise to represent ACTION, my group, my organization, my group, my organization and/or my church positively, respectfully, and in adherence with the Volunteer Code of Conduct.***



## ***Volunteer Liability and Photograph Permission Release***

I choose to willingly participate in **ACTION's** community service projects and events, and assume all risks stemming from my volunteer service to people in the community. I agree to indemnify and to hold harmless my Employer, Business affiliate, Church, **ACTION**, and other Community Partners, from and against any and all liability, claims, or demands for personal injury, sickness, or death, as well as property damage and expenses, which may be incurred by me or which may arise from my activities as a volunteer. Further, as the parent/ legal guardian of the minor named below, I acknowledge the same release of liabilities and permissions for them as well. By providing my email I agree to receive follow-up emails from **ACTION**. By signing this form I am acknowledging photograph permission release to **ACTION**.

**Name\*** \_\_\_\_\_

**Address** \_\_\_\_\_

**City** \_\_\_\_\_ **Zip** \_\_\_\_\_

**Email** \_\_\_\_\_

**Primary Phone** \_\_\_\_\_

**Business/Church Affiliation** \_\_\_\_\_

**Names of minors covered under your liability (Parent/Legal Guardian only)** \_\_\_\_\_

*\*If minor under the age of 18, please include guardian name and signature*

\_\_\_\_\_  
Volunteer Name (please print)

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Guardian Name (please print)

\_\_\_\_\_  
Guardian Signature

**Agreed on this date:** \_\_\_\_/\_\_\_\_/\_\_\_\_