



EPISODIC/COMMUNITY VOLUNTEER POLICY

Assistance League benefits from the use of interested community volunteers who offer assistance to a chapter. These individuals, though not chapter members, can provide talent and community support. Community volunteers are to be considered an enhancement to the programs that are provided to the community, but not a replacement for a successful membership recruitment program and a viable membership base.

Non-members who volunteer services that require a time commitment by a member of the community shall be considered EPISODIC volunteers and service hours to Assistance League will be tracked and recorded by the chapter.

Episodic volunteers shall:

1. Be recruited for a specific task with pre-designated hours of service.
2. Trained and supervised by a Chapter or Auxiliary member at all times.
3. Not be allowed to handle chapter funds of any kind.
4. Shall sign a volunteer form.
5. Shall sign a sexual abuse policy form.
6. Shall acknowledge as to the use of his/her photo and name for Publicity purposes.

Forms shall be maintained by the chapter and hours shall be reported to the membership.

Types of Episodic Volunteers

- Professional and Direct services are offered by members of the community. Services, at no charge to the chapter, are wide in scope and could include such things as computer input, professional design services, printing, a truck and crew for occasional pickup and delivery to a thrift store, property inspections, legal advice, or Event Management.
- Teams that serve a chapter once a year for an annual event. Such services could include a corporation staffing a walking event to benefit a philanthropic program or a high school service club assisting with a program.
- Services by an individual with a special skill. These types of services could include a translator who comes to a philanthropic program to assist members in communicating with recipients, a retiree who helps with inventory and fitting for Operation School Bell® children, a volunteer who maintains a flower garden in front of a chapter property, or a seamstress who shortens pants for Operation School Bell® children.
- A volunteer who assists in an ongoing capacity, but has no interest in membership. Such as a volunteer that assists in clothing OSB children, a volunteer that assists in a fundraising campaign, or a retiree who assist adults at a chapter senior day care facility. These volunteers should be interviewed and their responses reviewed for membership recruitment and retention.

A committee shall be designated as responsible for community volunteers. Any individual who volunteers and interacts with the public or recipients is a face that represents Assistance League and, as such, requires a training period and an understanding of the philanthropic work of the chapter.

Contact with the chapter's insurance carrier shall be made prior to the start of the use of community volunteers to ensure that proper coverage is in place.

An information sheet for all community volunteers shall be on file with the chapter. The sheet shall include personal contact information, emergency contact information, and is to be signed by the volunteer and the member-supervisor for the volunteer shift or activity. The supervisor, not the recruiter, shall be responsible for the volunteer understanding of the Chapter's needs, use of logo, and the good reputation of the name Assistance League of Anaheim.

It is the responsibility of the chapter to provide a safe environment for all who are served by the chapter. The decision to use a community volunteer to work directly with recipients shall be made with caution and only with ongoing side-by-side member supervision.

As Community volunteers are an asset to a chapter, it is suggested that some form of recognition occur.