



Sample Volunteer Handbook Table of Contents

Use the following as a guide to develop a volunteer handbook that describes your program's policies and procedures.

- ❑ Organizational Overview
 - Organization Mission, Vision, & Description
 - Org Chart
 - Program Staff Roles & Responsibilities

- ❑ Professionalism and Ethics
 - Representing the Organization
 - Public Appearance
 - Conflict of Interest Policy
 - Accepting Compensation, Gifts, Gratuities, and Honoraria
 - Impartiality
 - Using Organization Resources

- ❑ Why Are Volunteers Here?
 - Philosophy of Volunteer Involvement
 - We Welcome Volunteers From All Walks of Life
 - Value & Impact of Volunteers

- ❑ What Do Volunteers Do?
 - Paid Staff vs. Volunteer Tasks
 - Volunteer Roles & Scope of Work

- ❑ Workplace Safety
 - Working Conditions for Volunteers
 - Safety Checklist
 - Safety Rules
 - How to Handle Emergency Situations
 - Reporting of Accidents & Injuries
 - Contagious Diseases
 - Whether or Not Client Home Visits are Allowed
 - Reporting Suspected Abuse or Illegal Activity
 - Self Care – Emotional and Physical
 - Special Accommodations
 - Discrimination
 - Sexual Harassment & Domestic Violence
 - Alcohol & Drugs

- ❑ Professional Boundaries & Risk Management
 - Liability Protections
 - Federal Volunteer Protection Act
 - State Good Samaritan Law(s)
 - Organization's Insurance Coverage
 - Volunteer-Client Relationships
 - Volunteer-Paid Staff Relationships

- ❑ Confidentiality
 - Volunteer & Staff Personal Information
 - Client & Program Records

- ❑ Supervision & Support
 - Volunteer Coordinator
 - Other Staff
 - Timesheets
 - Leave of Absence
 - Travel Reimbursement
 - Other Perks
 - Grievance and Complaint Procedure
 - Program Evaluation

- ❑ Volunteer Separation and Dismissal
 - Resignation
 - Exit Interview
 - The Right to Progressive Discipline
 - Reasons for Immediate Dismissal

- ❑ Volunteer Training
 - Orientation and Training Modules
 - Peer Mentoring (if applicable)
 - Certification Testing (if applicable)

- ❑ Direct Service (if applicable)
 - Customer Service Standards
 - Client Referrals
 - Serving Limited-English Speaking People & Diverse Communities
 - Assisting Low-Literacy Clients
 - Helping People with Mental Challenges, Disabilities, or Cognitive Impairment
 - Assisting People in Crisis

- ❑ Required Reporting & Paperwork
 - Why is Program Activity Reporting Important?
 - Required Forms
 - Data Integrity
 - Data Entry Deadlines
 - Use of Agency-Approved Materials

- ❑ Volunteer Recognition
 - Volunteer Appreciation & Celebration
 - Service Awards

- ❑ Resources
 - Helpful Web Sites
 - Volunteer & Program Marketing Materials
 - What's Available
 - How to Order
 - Office Supplies & Equipment

- ❑ Volunteer Agreement Form

- ❑ Appendices
 - Staff Contact List
 - Branding Guide
 - Social Media Policy