



# VOLUNTEER TRAINING MANUAL



[WWW.ACTIONVC.ORG](http://WWW.ACTIONVC.ORG) | [ACTION@ACTIONVC.ORG](mailto:ACTION@ACTIONVC.ORG) | 805.987.0300

# WELCOME!

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*Dear Volunteer,*

*Thank you for taking the time to serve with ACTION. Whether you volunteer individually or in a group, your time and talents have a dramatic impact on the lives of those you serve. Our goal at ACTION is to keep putting people into the community to serve and to meet tangible needs. Because of you, investing your time for the benefit of others, under-resourced families, foster children, veterans, seniors and the disabled will receive the assistance they so desperately need.*

*Volunteering with ACTION can take on many forms; from tutoring, gardening, or visiting with a senior, to doing home repairs and building handicap ramps. All of these forms of service are vital to the fulfillment of our mission to serve to the communities in which we live. I hope that you find your particular service project rewarding and that your volunteer experience with ACTION is memorable.*

*The following informational booklet includes details about our organization and the roles and responsibilities of our volunteers. If you have any additional questions, please feel free to contact the ACTION office at 805.987.0300. Once again, welcome and thank you!*

*Sincerely,*

**Dan Miller**  
*Executive Director*  
**ACTION**

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## ➤ **Liability Release Form: Sign and Detach**



# INTRODUCTION

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***Our Mission:*** To share the love of Christ through acts of service that change lives and strengthen our communities.



***Our Vision:*** Volunteers, churches, businesses, and agencies mobilized to serve and impact lives together.



## FAQ: FREQUENTLY ASKED QUESTIONS

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### ***Who is ACTION?***

ACTION (Area Christians Taking Initiative On Needs) is a volunteer coordinating organization, serving people with immediate tangible needs since 2006. ACTION service programs include: Serve Day, Serve Every Day and Community Christmas Shoppe.

### ***What does ACTION do?***

ACTION connects local volunteers with meaningful projects to serve seniors, foster children, veterans, disabled individuals and under-resourced families. Sample projects include: small home repairs, fixing leaky faucets, paint touch ups and yard work. \*Typical project length: 1-4 hours.

### ***Where does ACTION work?***

ACTION volunteers serve across Ventura County as needs arise. Service projects take place at individual homes, local agencies, churches and schools.

### ***When will the work be done?***

ACTION volunteers create their own schedule of service. Some volunteers are retired, some are students, and others work full-time. Volunteers serve when they can, with respect for the personal schedules of those being served. Many volunteers prefer to serve with their family and friends on Saturdays. Additionally, ACTION puts on annual county-wide service events called Serve Day and Christmas Shoppe.

### ***How do we do it?***

100% volunteer labor. With nearly 5,000 volunteers, ACTION serves over 20,000 people every year. Projects are funded through grants and the generosity of individual donors.

### ***Why does ACTION serve?***

ACTION exists to bring hope to people in need through tangible acts of service.

# ACTION PROGRAMS

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*ACTION is committed to providing under-resourced families, seniors, veterans, foster children, and disabled adults with free volunteer labor to meet over a thousand immediate, tangible needs every year. We do this through our core four programs.*

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**Community Christmas Shoppe:** This event serves under-resourced families in Ventura County by providing toys for Christmas. We partner with local social service agencies to invite families to “shop” for toys while their children are watched childcare. Also offered are gift wrapping, entertainment, refreshments, prayer, and more.

**Over 4,000 children receive gifts!**



**Serve Day:** A day designated for churches, businesses and agencies to serve together across Ventura County. We find needs within our communities and match volunteers to local projects. Volunteers spend the morning completing projects at mobile home parks, schools, homeless shelters, foster group homes for their neighbors.

**1,850 volunteers serve on one day!**



**Serve Every Day:** After we saw the impact of Serve Day, we designed a program to meet the needs of underserved individuals on a daily basis. Now, we take gardening, cleaning and minor repair requests and match our volunteers to the projects in their community that fit their skill sets, resources and schedules.

**Over 20,000 hours of service yearly!**



**ACTIONLink:** A searchable directory of church ministries and local agencies that serve the community. People looking for help can find the resources they need with a click of a button. This database also allows churches and agencies to find and share resources and ideas. This is part of our effort to promote collaboration with churches and agencies to effectively serve our neighbors in need.

**Visit ACTIONLink at [www.actionvc.org/actionlink](http://www.actionvc.org/actionlink)**

## OUR PURPOSE

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### *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.





## WHO WE SERVE

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With approximately 150,000 seniors, 44,000 veterans, and over 1,000 foster children currently residing in Ventura County, the goal of ACTION programs is to strategically connect volunteers with the individuals and families who need the most help. Numerous county agencies, hospital social workers, in-home caregivers, and other non-profits, request volunteers from ACTION every day. ACTION responds by donating valuable time and talents to serve people in need. The generosity of ACTION volunteers impacts the lives of over 20,000 Ventura County residents every year.

## WHY VOLUNTEER WITH ACTION?

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*“Dear ACTION, thanks to your organization, because of the ramp that was built... This kind act has made my husband and my life so much more easy and accessible.”*

– Sarah, Wheelchair-bound Resident, Fillmore, CA

*“Anytime the students can learn the importance of serving those in our community who are unable to do the work themselves, I love it!”*

-Ali, Youth Group Leader, Simi Valley, CA

*“I love you all for the help you are sacrificially making for my Mom. ‘God is faithful and will not forget your labor of love.’”*

– Gregory, Son of Senior Resident, Thousand Oaks, CA





# CONFIDENTIALITY

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***We ask all volunteers to please adhere to the following 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.***



# VOLUNTEER CODE OF CONDUCT

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***All persons volunteering with ACTION are expected to abide by the following statements regarding 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 seek clarification from ACTION staff as needed.**

*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.*

## EMERGENCY INFO

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**If you encounter a serious emergency or bodily injury, CALL 911**

Locations of local hospitals and urgent care facilities near your service location can be obtained through personal online search prior to visiting your service site. Please be aware of your surroundings and take necessary steps to ensure the safety of your person, fellow volunteers and any other individuals nearby.

## MINORS AS VOLUNTEERS

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Volunteers under the age of 18 who wish to participate in volunteer service ***must have a signed written consent letter or form*** of a parent or legal guardian before they may begin service. The volunteer tasks assigned to a minor shall be limited to age appropriate activities and will be performed solely at the discretion and responsibility of the parent or legal guardian. Additionally, the ***parent or legal guardian is required to be present with the minor throughout the duration of the service project.***

## VEHICLE REGULATIONS/PARKING

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ACTION does not require the use of personal vehicles for the transport of passengers or goods. Use of personal vehicles in the performance of volunteer service is entirely at the liability and risk of the vehicle owner and operator. All California Department of Motor Vehicle laws and regulations apply.

# VOLUNTEERING TIPS

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## ***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. If there is an issue with your experience while serving with ACTION, please call the ACTION office to discuss. 805-987-0300



# THANK YOU FROM THE ACTION STAFF!

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***Thank you for your selfless acts of service to the people of Ventura County.***

*Because of your physical and financial support, ACTION serves thousands of people in the community every year. There is much work to be done, but when you share your time and talents, you give hope to people who are struggling with loneliness, health concerns, housing issues, and other financial strains.*

***You, the volunteer, are the one who keeps ACTION serving.  
Thank you for making a difference in the lives of so many.***

To view a list of other opportunities to serve, please visit [actionvc.org/serve-every-day](https://actionvc.org/serve-every-day)



*Your donations keep ACTION serving. Your financial support means volunteers can purchase grab bars, construction materials for wheelchair ramps, non-skid paint, cleaning supplies and other essential materials to make a difference in the lives of people in need.*

To donate today, please visit [actionvc.org/donate](https://actionvc.org/donate)

If you own a local business and want to support ACTION through donations and/or advertising, please contact the ACTION office at [action@actionvc.org](mailto:action@actionvc.org)



## ***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:** \_\_\_\_/\_\_\_\_/\_\_\_\_