



**vol•un•teer**

*/ˌvælən'tir/*

*agent of change*

**ACTION VC**

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2020

## Welcome to the ACTION VC Community Changers!

We are so excited you have decided to join our team of thousands of volunteers across Ventura County seeking to create change right in our own backyards! Your participation ensures that we will complete multiple projects throughout the year to help those who are under-resourced and most vulnerable in our local neighborhoods. You are an integral part of our team- we would not exist without people like YOU!

ACTION VC is a local nonprofit organization that is making an impact in our communities- one neighbor at a time. We exist to serve the most vulnerable in our county by partnering agencies, empowering volunteers, mobilizing churches and businesses, and raising awareness of the social and economic issues in our communities. We want to see neighbors connected, relationships restored, and communities inspired. We are already beginning to see this change happening, and hope that you will join us in our mission to love our neighbors well in Ventura County!

You may be wondering; *what types of projects does ACTION VC take on?* We have 6 different programs geared toward meeting the tangible needs of our neighbors in Ventura County. They are: Community Christmas Shoppe, Love VC, Local Love Days, NOW Projects, Accessibility Projects, and Emergency Services. For more information on these programs please visit our website: [www.actionvc.org](http://www.actionvc.org).

We would love to get you connected where your talents and skills will shine best! Please reach out if you ever have any questions or concerns. We are glad that you are with us on this journey and look forward to serving our communities TOGETHER.

Sincerely,

Kayla Sawoski  
Project Coordinator  
(805) 987.0300  
[kayla.sawoski@actionvc.org](mailto:kayla.sawoski@actionvc.org)  
[www.actionvc.org](http://www.actionvc.org)

Looking for another way to contribute to ACTION VC? Give online! Visit [www.ACTIONvc.org/donate](http://www.ACTIONvc.org/donate)



# INTRODUCTION

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## **OUR PURPOSE:**

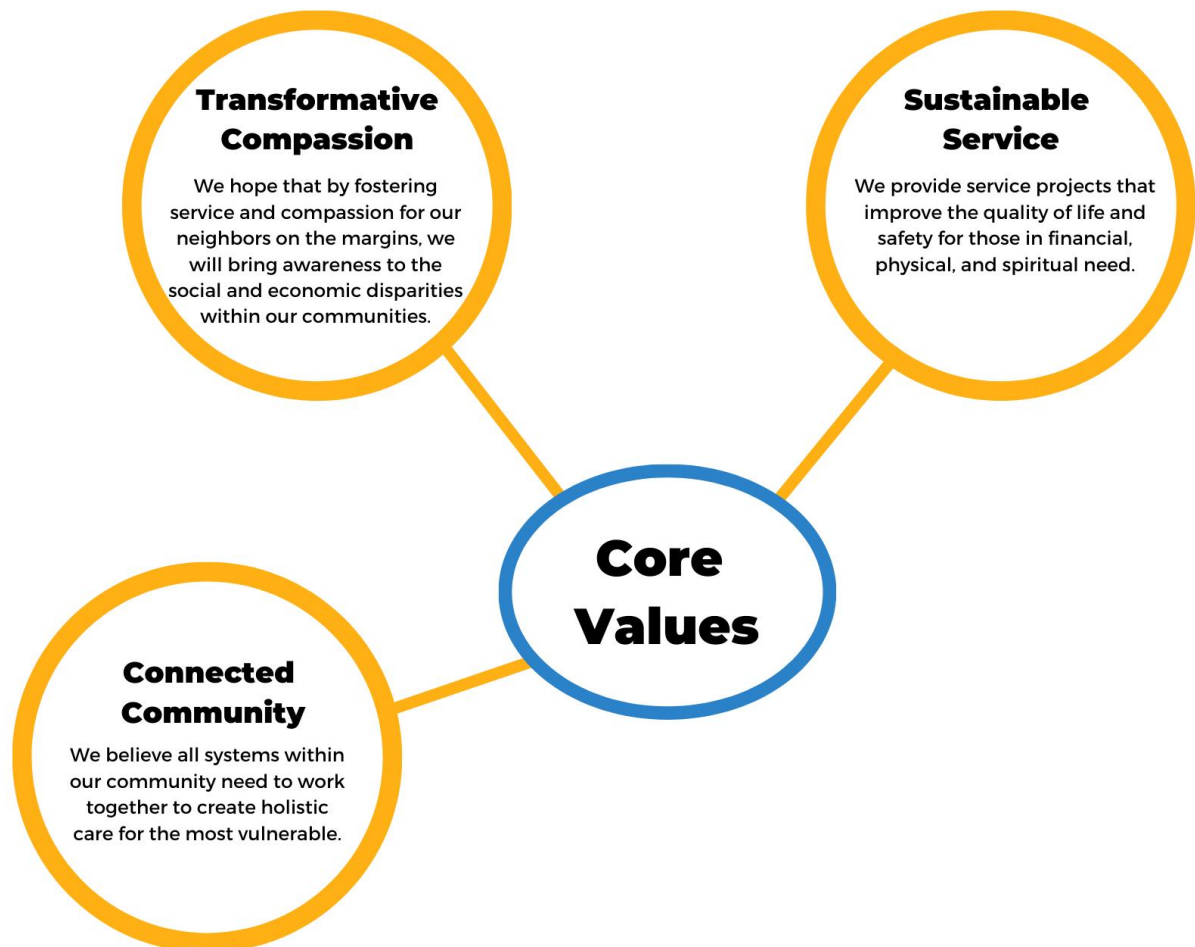
ACTION VC is making a difference in our communities, one need, one neighbor at a time. We believe that it takes a connected community to ensure that no vulnerable person falls through the cracks in our system. That is why we work to unite all of us within the community- individuals, agencies, churches and businesses to serve our neighbors in need.

## **OUR MISSION:**

ACTION VC exists to serve the most vulnerable in Ventura County by partnering agencies, empowering volunteers, mobilizing churches and businesses, and raising awareness of the social and economic issues in our communities.

## **OUR VISION:**

Neighbors connected. Relationships restored. Communities inspired.



# ABOUT ACTION VC

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## **WHO IS ACTION VC?**

ACTION VC is a volunteer coordinating agency serving under-resourced seniors and vulnerable families with critical needs since 2006.

## **WHAT DOES ACTION VC DO?**

ACTION VC connects local volunteers to our neighbors by meeting critical needs that restore the safety and improve their quality of life. ACTION VC offers a variety of programs including Community Christmas Shoppe, Love VC, Local Love Days, NOW Projects, Accessibility Projects, and Emergency Services.

## **WHERE DOES ACTION VC WORK?**

ACTION VC volunteers serve residents in Ventura County. Service projects take place at individual homes, local agencies, churches and schools.

## **WHEN WILL THE WORK BE DONE?**

ACTION VC volunteers work with the client to create their own schedule of service. Volunteers serve when they can, with respect for the personal schedule of those being served. Many volunteers prefer to serve with their friends and family on the weekends.

## **HOW DO WE DO IT?**

100% volunteer labor. With nearly 4,000 volunteers, ACTION VC serves over 14,000 people every year. Projects are funded through grants and the generosity of individual donors.

## **WHY DOES ACTION VC SERVE?**

We hope to see neighbors connected, relationships restored, and communities inspired in Ventura County and beyond!



# ACTION VC PROGRAMS

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**COMMUNITY CHRISTMAS SHOPPE** → Community Christmas Shoppe is a fun and festive event that serves under-resourced families by providing toys for Christmas. We partner with local schools and social service agencies to find families otherwise unable to afford Christmas presents for their children, and invite them to “shop” for toys at no cost.



**LOVE VC** → Love VC is an annual event that brings acts of service to under-served communities across Ventura County. On one day in June, thousands of volunteers complete hundreds of large-scale projects to meet critical needs for low income neighborhoods and community organizations.



**LOCAL LOVE DAYS** → Local Love Days are mini "Love VC" days that help businesses, small groups, and schools give back to their cities through smaller, but specifically tailored, projects. Local Love Day projects focus on improving neighborhoods and connecting neighbors within their communities!



**NOW PROJECTS (NEEDS OF THE WEEK)** → Needs of the Week serves under-resourced seniors, families, and those with disabilities by meeting critical minor home repair needs that restore their safety and improve their quality of life.



**ACCESSIBILITY PROJECTS** → Accessibility Projects serve low income and handicapped individuals by meeting critical mobility needs to restore independence in the home. By using skilled contractors and handymen, we complete wheelchair ramp, grab bar, stair modification, handrails and door widening projects.



**EMERGENCY SERVICES** → Currently, our COVID-19 services provide essential help to those who can't leave their homes due to health concerns, and don't have family or neighbors around to help them. We focus on bringing phone companionship to those living in isolation, picking up and delivering of groceries for the immunocompromised, and providing care packages for those who are unable to make ends meet.



# PHILOSOPHY OF VOLUNTEERISM

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## **VOLUNTEERS ARE THE HEART OF ACTION VC!**

ACTION VC 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 4,000 volunteers. Every time an ACTION VC volunteer visits with a lonely senior or completes a small home repair, they display acts of service and embody a community that cares for their own. They are actively participating in the movement of serving our community- one neighbor at a time. In over 15 years of serving together throughout the Ventura County area, ACTION VC has established a legacy of giving back through volunteers' time and talents. WE APPRECIATE YOU!



# WHO WE SERVE

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1. **UNDER-RESOURCED SENIORS** - *Low income, often isolated / disabled*
2. **VULNERABLE FAMILIES** - *Low-income, disabled/special needs, and single parents*
3. **NEIGHBORHOODS** - *Under-served and under-resourced*

With approximately 150,000 seniors, and over 1,000 foster children currently residing in Ventura County, the goal of ACTION VC programs is to strategically connect volunteers with the individuals and families of those who need the most help.

Numerous county agencies, hospital social workers, in-home caregivers, and other non-profits request volunteers from ACTION VC every day. ACTION VC responds by donating valuable time and talents to serve people in need. The generosity of ACTION VC volunteers impacts the lives of over 14,000 Ventura County residents every year.

# WHY VOLUNTEER WITH ACTION?

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"I have enjoyed serving with ACTION VC for years now, and appreciate this unique opportunity ACTION VC has given me to shop for clients' personal grocery lists & deliver groceries to their homes while they are isolating. You never know what type of impact you will make as an ACTION VC volunteer!"

-Heather, Veteran Volunteer, Newbury Park, CA

"Friends at ACTION VC, thank you for sending one of your volunteers to my house to do repairs to my stucco. He did a great job and was a very nice person. I am glad that there is an organization like this to help people."

-Pat, a Disabled Senior, Camarillo, 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 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 VC 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 (for example, Name, address, primary contact phone number to arrange the service project.) ACTION VC 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 (for example, 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 others emotions and privacy.**



# EMERGENCY INFORMATION

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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 liability 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 VC 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.

# VOLUNTEER CODE OF CONDUCT

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## ALL PERSONS VOLUNTEERING WITH ACTION VC ARE EXPECTED TO ABIDE BY THE FOLLOWING STATEMENTS REGARDING PERSONAL CONDUCT:

- I will take my commitment to serve seriously and perform to the best of my abilities.  
*Be prepared and bring any necessary materials for your service project. Don't forget to take a break and stay hydrated!*
- I will respect the mission and vision of ACTION VC while serving the community.
- I will follow through on commitments I have made and will promptly inform ACTION VC if I am unable to serve as scheduled.
- I will obey and follow all local and federal laws.  
*Alcohol consumption is strictly prohibited while volunteering with ACTION VC.*
- I will respect the property of the individual.
- I will be courteous, friendly and cooperative with ALL volunteers.
- I will deal with conflict or difficulties in an appropriate manner.  
*It is okay to say "no" while volunteering. You may be asked to do additional projects for the person you are serving- DO NOT do work you are not comfortable with. Politely say, "I am not able to do that" and/or recommend that the person call ACTION VC to request additional projects.*
- I will offer constructive feedback about ACTION VC, my group, my organization, my church, and the persons served in an appropriate manner.  
*Please let ACTION VC know if you encounter an issue with the person you are serving or have concerns about the service project that you selected.*
- I will demonstrate respect for the direction and decisions of ACTION VC, my group, my organization, my church, the persons served.
- I will treat ACTION VC staff, my fellow volunteers, people served and members of the public fairly and without discrimination.
- I will not accept valuable gifts/money from those served. (Please send donations to the ACTION VC office)

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 VC staff as needed.

# LOCAL LOVE DAYS

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**Local Love Days** Local Love Days are mini "Love VC" days that help businesses, small groups, and schools give back to their cities through smaller, but specifically tailored, projects. Local Love Day projects focus on improving neighborhoods and connecting neighbors within their communities!

Do you have a group of 10 or more people who would love to make a difference in your local community? Sign up for a Local Love Day!

## **HERE'S HOW IT WORKS:**

1. Contact ACTION VC's Project Coordinator about your interest in a Local Love Day.
2. Depending on what city your group is in, the location of the project may vary (i.e. Mobile Home Parks, Local Schools, Churches, etc.)
3. Decide on a date and time that works best for your group (Weekends work best for most).
4. ACTION VC's Project Coordinator will help you decide what kinds of projects would work best for your group (i.e. Yard Work, Painting, Window Washing).
5. Choose someone in your group who will be the Project Leader and person of contact.
6. ACTION VC will coordinate projects with the clients at the project site and send the group's project leader all the project details.
7. Gather the materials needed for the project.
8. The day of the project, your group will show up at the assigned time and complete the list of projects provided by ACTION VC. Your group leader will connect with the liaison for the Mobile Home Park, School, etc. and let them know that you are there and ready to work!
9. After your group's Local Love Day, the project leader of your group will connect with ACTION VC's Project Coordinator and provide feedback as to how the Local Love Day went!
10. Tell others about the Local Love Day you participated in, and plan to participate in another one!

**WE'RE MAKING A DIFFERENCE IN OUR COMMUNITIES,  
ONE NEED, ONE NEIGHBOR AT A TIME.**

# THANK YOU FROM THE ACTION VC STAFF!

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## THANK YOU FOR YOUR ACTS OF SERVICE TO THE PEOPLE OF VENTURA COUNTY.

Because of your support, ACTION VC 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. Thank you for making a difference in the lives of so many!



Your donations keep ACTION VC 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 [www.actionvc.org/donate](http://www.actionvc.org/donate).

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

# RESOURCES FOR VOLUNTEERS

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## VOLUNTEER ONBOARDING PROCESS

- 1) **Join the Movement!** Sign up to become an ACTION VC Volunteer on our website: <https://www.actionvc.org/join-the-movement/>
  - Tell us what special skills you may have!
  - Let us know what program you would like to be involved with.
  - Don't forget to sign our electronic or physical liability waiver!
- 2) **Review** our volunteer handbook!
- 3) **Attend a training!** Every month, ACTION VC hosts a 30-minute virtual training to go over best serving practices. Before you volunteer with us, please complete a training.
- 4) **Choose your project!** Our Volunteer Coordinator will contact you about local opportunities. Keep an eye out in your email for updates from the ACTION VC Team.
- 5) **Close out your project!** After a project is complete, we kindly ask that you would fill out a Feedback Form to let us know how the project went and to update the project details. The form can be found at our website at: [www.actionvc.org/covid19-feedback/](http://www.actionvc.org/covid19-feedback/)
- 6) **Become a Community Changer!** If you want exclusive access to our monthly trainings, and frequently asked questions by our volunteers and community, join our Facebook Group Community Changers. If you are a veteran volunteer, or looking to serve for the first time, this group is the perfect resource to encourage you! Find out more at: [www.facebook.com/groups/actionvcvolunteers](http://www.facebook.com/groups/actionvcvolunteers)

## ACTION VC STAFF



Kayla Sawoski, Project/Volunteer Coordinator

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## VOLUNTEER LIABILITY AND PHOTOGRAPH PERMISSION RELEASE

I choose to willingly participate in ACTION VC'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 VC, 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 VC. By signing this form, I am acknowledging photograph permission release to ACTION VC.

Name \_\_\_\_\_

Email \_\_\_\_\_

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

Address \_\_\_\_\_

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

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

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

\_\_\_\_\_  
\*If minor is 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: \_\_\_\_/\_\_\_\_/\_\_\_\_

Rev: 09/2020





## RESPONSABILIDAD DEL VOLUNTARIO Y AUTORIZACIÓN DE FOTOGRAFÍA

Elijo participar voluntariamente en los proyectos y eventos de servicio comunitario de ACTION VC, y asumo todos los riesgos derivados de mi servicio voluntario a las personas de la comunidad. Acepto indemnizar y eximir de responsabilidad a mi empleador, afiliado comercial, iglesia, ACTION VC y otros socios comunitarios, de y contra toda responsabilidad, reclamo o demanda por lesiones personales, enfermedad o muerte, así como daños a la propiedad y gastos, en los que pueda incurrir yo o que puedan surgir de mis actividades como voluntario. Además, como padre / tutor legal del menor mencionado a continuación, también reconozco la misma liberación de responsabilidades y permisos para ellos. Al proporcionar mi correo electrónico, acepto recibir correos electrónicos de seguimiento de ACTION VC. Al firmar este formulario, reconozco la liberación del permiso de foto a ACTION VC.

Nombre \_\_\_\_\_

Email \_\_\_\_\_

Teléfono Principal \_\_\_\_\_

Dirección \_\_\_\_\_

Ciudad \_\_\_\_\_ Código postal \_\_\_\_\_

Afiliación a empresas / iglesias \_\_\_\_\_

Nombres de menores cubiertos por su responsabilidad (solo padre / tutor legal)

\_\_\_\_\_  
*\* Si el menor es menor de 18 años, incluya el nombre y la firma del tutor.*

\_\_\_\_\_  
Nombre del voluntario (en letra de imprenta)

\_\_\_\_\_  
Firma del voluntario

\_\_\_\_\_  
Nombre del tutor (en letra de imprenta)

\_\_\_\_\_  
Firma del tutor

Acordado en esta fecha: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Rev: 09/2020

## NOW PROJECT HOURS LOG

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If you are a part of a NOW (Needs of the Week) Project that is ongoing or that will be recurring, we kindly ask that you would keep track of your hours for that specific project here. Please update ACTION VC's project coordinator on the status of your project hours and services once a month.

**Project #:** \_\_\_\_\_

**Client Name:** \_\_\_\_\_

**Client Address:** \_\_\_\_\_

Date	# Hours Served	Duties Involved/Activity