



Volunteer Guidelines & Expectations

Thank you for volunteering at Let's Help. Your efforts are invaluable to the function of our organization. We hope that you find satisfaction in helping the people we serve.

The following guidelines are meant to give you information as to what is needed from you:

- Confidentiality: We respect those who come to us for help so that they and their situation must not be discussed outside the organization. The dignity of our clients must be preserved.
- Attitude: Be helpful, warm, and friendly. The best way to help is to think of individuals in terms of their strengths and capabilities.
- Work: Assist staff and other volunteers in the work that is needed to be done. We want to match volunteers with their abilities, and preferences, if possible. Please feel free to ask questions.
- Attendance: If you are unable to report to your department as scheduled, please call and let your Department Supervisor know as soon as possible. If they are unavailable, leave a message with the Front Desk Representative.
- Client Attitude: Sometimes, due to their dire consequences, clients can become upset and very impolite. Here, patience is a virtue; however, abuse need not be tolerated. Refer such situations to your lead worker.
- Safety: Report all injuries to the lead worker.
- Good Stewards: Let's Help receives many donations from the public. We must all be cognizant of being good stewards of agency assets. These assets could include: donations, money, facility, skill sets of a volunteer, and time.
- Dress: BE SURE TO DRESS CASUALLY AND WEAR COMFORTABLE SHOES!!! We hope you will find Let's Help to be a friendly, caring place to work. We hope you will find rewards in helping others.
- Handbook: Each volunteer will be given a copy of the Volunteer Handbook. This manual describes general policies and procedures for the Agency that every Volunteer should know and have access to.

Volunteer's Signature

Date

Volunteer's Printed Name

"Life is a place of service. Joy can be real only if people look upon their life as a service and have a definite object in life outside themselves and their personal happiness." ~ Leo Tolstoy