



COMMUNITY VOLUNTEER HANDBOOK



► Welcome to Assistance League of Long Beach



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WELCOME!



► WELCOME MESSAGE

We are so happy to welcome you to our community of volunteers. Your time, talent, and commitment are vital to the success of our mission. The Assistance League of Long Beach was founded in 1940 and is one of the oldest chapters of the National Assistance League, a nonprofit organization that began in Los Angeles in 1890 and was formally incorporated in 1935. What began as a small group of compassionate women determined to make a difference has evolved into a powerful, volunteer-driven nonprofit serving thousands of individuals each year.

Throughout the decades, the Assistance League of Long Beach has remained steadfast in its mission and responsive to the evolving needs of our community. Today, we continue to grow through the strength of our volunteers and community partnerships.

By joining us as Community Volunteers, you become a part of a legacy of kindness, dedication, and impact in our community. Thank you so much for helping us make a difference

Mission

Assistance League of Long Beach volunteers empower and transform lives of children and adults through impactful programs.

Vision

Improving lives to ensure our communities thrive



► VOLUNTEER ROLE AND EXPECTATIONS

Community volunteers play a vital role in the success of the Assistance League of Long Beach. They are individuals who donate their time, skills and resources without expecting financial compensation to support our organization's mission and programs.

Assistance League community volunteers contribute by participating in the Thrift and Vintage Shop, where they assist members in providing customer service to store patrons and at the Donation Center. Volunteers also contribute to Operation School Bell by stocking shelves and packing backpacks for school children.

Community Volunteer assignments offer flexibility and the opportunity to engage with Assistance League without the full commitment of becoming a member. This allows Community Volunteers to contribute their time and effort as their schedules allow.

Volunteers are expected to abide by the policies of Assistance League of Long Beach. You may interact with the public in your role as a volunteer and will represent the organization. There are policies in place to ensure that the standards of the organization are upheld. Punctuality and regular attendance are very important. You are expected to arrive on time for your assignment. If you are unable to work on a scheduled day or time, please notify your team leader or volunteer coordinator.

► TRAINING

You will work alongside Assistance League members and help in a number of ways. You will be given instructions and guidance in your role from the Community Volunteer Chair or team leader at the site where you work. Don't be afraid to ask questions if you need additional information to complete the task to which you are assigned. We want you to have a fulfilling and positive experience.

► STANDARD OF CONDUCT

Assistance League of Long Beach expects the highest standard of ethical conduct and fair dealing from everyone associated with the organization. Our reputation is a valuable asset and we must continually earn the trust, confidence and respect of our clients and the community.

The organization is committed to providing a work environment for all volunteers that is free from discrimination and intimidation. Volunteers are expected to conduct themselves in a professional manner and to show respect for their coworkers.

Sexual harassment and other types of discriminatory harassment are illegal. The Assistance League's policy against harassment covers volunteers and other individuals who have a relationship with the organization. The organization's policy against sexual harassment prohibits sexual advances or requests for sexual favors or other physical or verbal conduct of a sexual nature. While it is not possible to list all of the circumstances that constitute sexual harassment, the following are some examples, (1) unwelcome sexual advances (2) sexual innuendoes (3) inappropriate language.

It is also against the organization's policy to engage in verbal or physical conduct that has the effect of creating an intimidating, hostile, humiliating or offensive workplace.

If you believe you have experienced or witnessed sexual harassment or other discriminatory or intimidating behavior by any other person in the organization, notify your team leader. The organization will promptly and thoroughly investigate the report.





► **SMOKING, DRUGS AND ALCOHOL**

Smoking is not permitted in the Assistance League offices and work sites. The organization does not tolerate the presence of illegal drugs or the illegal use of legal drugs in the workplace. Community Volunteers who serve while under the influence of drugs or alcohol will be terminated.

► **DRESS CODE**

Volunteers are expected to present a professional image to our clients and customers. All volunteers are required to wear clean, comfortable, appropriate clothing in good repair suitable for the job requirements. Volunteers are encouraged to wear comfortable, practical clothing suitable for activities that may include standing, bending, or lifting. Attire should be modest and appropriate for a community service environment.

Volunteers are asked to ensure that visible body art is appropriate for a family-friendly, inclusive environment. Tattoos that display offensive language, nudity, violence, hate symbols, or content that could be considered discriminatory or inappropriate for children or vulnerable populations must be covered while volunteering. We value individuality and self-expression, and this guideline is intended to maintain a welcoming and respectful atmosphere for all those we serve.

► COMPUTER AND TECHNOLOGY USE

The Assistance League of Long Beach maintains and fosters a presence on social media as a means of promoting its programs and communicating with the public and donors. Volunteers are encouraged to follow the organization on Facebook, YouTube and Instagram. Social media posts and comments can be used to increase the visibility of Assistance League of Long Beach and share information about its hard work and commitment to the community; however, media posts should be in compliance with the Assistance League of Long Beach Code of Ethics and Social Media policies.

► PRIVACY AND CONFIDENTIALITY

The privacy and dignity of the persons who receive the services of the Assistance League of Long Beach is critical and it is essential that volunteers maintain and respect the confidentiality and dignity of clients and community members that they serve. Any information that volunteers learn about the organization, its employees, volunteers or clients that is not otherwise publicly available is confidential information. Volunteers may not disclose confidential information to anyone who is not employed by the organization or other persons who do not need to know the information to assist in rendering services.

► WORKPLACE SAFETY

The organization is committed to maintaining a safe and healthy workplace, in part by promoting open, friendly and supportive working relationships among all volunteers. The Assistance League of Long Beach promotes a working environment that values respect, fairness and integrity. Neither staff nor volunteers shall mistreat or abuse individuals in any way including physical verbal, sexual, or mental abuse. Threats and intimidation are not tolerated. If you experience or witness any hostile or threatening behavior, contact your volunteer supervisor immediately.



► COMMUNICATION

Assistance League of Long Beach expects the full attention of volunteers while working. Although situations may arise that demand immediate attention, volunteers are expected to exercise discretion in using cell phones, taking personal phone calls, or sending/receiving emails. Volunteers should try to conduct personal business either before or after completing their assignment.

► DISCIPLINARY PRACTICES

At Assistance League of Long Beach, we strive to maintain a respectful, cooperative, and mission-driven environment for all volunteers. Our disciplinary practices are designed to ensure fairness, uphold our values, and preserve the integrity of our programs and relationships.

Disciplinary actions are taken when a volunteer violates the volunteer's code of conduct or the volunteer's behavior or performance does not meet the expectations of Assistance League of Long Beach. Disciplinary action may include a verbal warning in a confidential conversation between the community volunteer and the community volunteer supervisor, a written warning, or complete dismissal from participation as a Community Volunteer.

► QUESTIONS OR PROBLEMS

If you have any questions, or concerns don't hesitate to contact your volunteer supervisor. We thank you for your commitment in helping the Assistance League of Long Beach to achieve its mission of serving the needs of the community.





ACKNOWLEDGEMENT

I hereby acknowledge receipt of the Assistance League of Long Beach Community Volunteer Handbook. I have read and understand the Assistance League of Long Beach Community Volunteer policies. I also understand and agree that these policies are not a contract for any specific period of time.

I have read, understand, and agree to all of the above.

Signature: _____

Date: _____

Print Name: _____



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