



Anderson Valley Village

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VOLUNTEER HANDBOOK

December 2018

WELCOME TO ANDERSON VALLEY VILLAGE'S VOLUNTEER COMMUNITY

Thank you for deciding to become an AVV volunteer. Your compassion and commitment will improve the quality of life in our neighborhood for our older residents who – with your help – will be better able to stay safely in their own homes.

Our handbook is divided into two parts; Part A you are receiving today and Part B is given at the Volunteer Orientation and Training. This handbook is yours to keep, read, think about and refer to as you go about your volunteer activities. It has a wealth of information about our values, principles and expectations. This manual includes important information about what will be expected of you and what, in turn, you can expect from AVV to support, augment and guide your efforts.

If you have additional questions or encounter unexpected challenges, please contact the AVV Coordinator for additional help. Never feel that you are all alone. Support and guidance are always available to you.

Again, welcome to the AVV Volunteer Community. Your willingness to share your time, strength and compassion are deeply appreciated.

Sincerely,

Anderson Valley Village Board of Directors

Mary Moore Gaines
Ron Gester
Stephanie Gold
Heidi Knott-Guntling
Lauren Keating
Gwyn Leeman Smith
Donna Pierson-Pugh
Elizabeth Summers
Philip Thomas

IMPORTANT CONTACTS

AV Village Coordinator: Anica Williams 707-684-9829

VOLUNTEER'S ROLE

Volunteers are the heartbeat of AVV. There are many rewards to being an AVV volunteer, such as enhancing the safety and stability of your neighborhood, strengthening community bonds between residents of various ages, enjoying the

satisfaction of helping others, and finally, helping to create a resource that you too can benefit from someday.

Volunteers Have Responsibilities and Volunteers Have Rights.

You Have the Responsibility to:

- Volunteer at least one time in your first month in order to become “official”.
- Beyond the first month, volunteer at least once a month, if possible.
- When you volunteer, follow through with your commitments or provide advance notice so alternative arrangements can be made.
- Maintain confidentiality in accordance with the AVV Confidentiality Acknowledgement & Agreement.
- Notify AVV if you choose to terminate your volunteer work.
- Accept guidance from and give guidance to the AVV Coordinator or Volunteer Support Group.
- Complete a volunteer service report after each visit with a Member.

You Have the Right to:

- Be informed about relevant information (regarding a Member’s status or AVV policies) that may impact your work.
- Find opportunities for meaningful volunteer work that is a good match for your skills and interests.
- Receive orientation, training and supervision to do the work.

AVV VOLUNTEER CATEGORIES

We believe that volunteers are most likely to remain involved if they are fully engaged and doing things that are interesting and/or fun. Therefore, we want you to have a choice of tasks. Please review all of these categories to become familiar with the range of opportunities. A couple of them require additional training, so inform the AVV Coordinator if you need additional training to perform your selected categories.

- **Agency Connections:** Help members connect with agencies and/or social services. This may require extra training or expertise.
- **Article Writing, Photography:** You could help out by writing occasional articles or taking pictures at events. This is an “ad hoc” type of assignment that can be done spontaneously and then reported to the Village Coordinator.
- **Committee Participation:** Help with the management of the Village through participation on committees. This can involve meeting, researching and planning on the following committees: Fund Raising, PR/Marketing & Communications (graphic designers, social media, maintaining the Village calendar), Software and Website, Village Community Programs (planning and organizing activities and

events,) Volunteer & Membership Committee (trainings, recruitment, volunteer support /appreciation events.)

- **Driving Members:** Many of our requests are for drivers! A lot of our volunteers find this a very rewarding way to support AVV's growth.
- **Errands:** Help with prescription pick up, grocery shopping, and other errands.
- **Events:** This one runs the gamut from developing programs to preparing food to setting up and taking down tables and chairs.
- **Home/Yard:** This can be as simple as climbing a ladder to change a light bulb or preparing a meal. When someone needs complex construction help or on-going housekeeping services, we can provide contact information for paid service providers.
- **Interest Group Coordination:** We don't have interest groups established yet, and hope you can help. Possible groups could be: Games, fitness, book clubs, mindfulness, coffee and conversation etc..
- **Legal:** Always handy, if you have the expertise.
- **Medical Visit or Assistant:** This assignment does not require medical expertise. It is simply accompanying a member to a doctor's appointment to serve as an extra person who can listen, take notes or record the appointment. It can also be preparation for hospitalization.
- **Office Staffing:** This can be as simple as organizing supplies or as complicated as assisting the coordinator. Office volunteers may be asked to come in for extra training.
- **Organizing:** Sometimes a member (or the office) needs help with organizing. This can involve organizing homes or organizing paper work.
- **Pet Care:** Help with walking, feeding, or a vet visit.
- **PR:** Help promote the Village in media outlets. If you have this kind of experience, we need you.
- **Reading:** Help by organizing mail, interpreting documents or reading aloud for pleasure.
- **Tech Help:** Help us create a Tech Team. Members often ask for help with computer issues. This can range from very simple problems to more complex, and may require a home visit. If a volunteer cannot fix the problem, we can provide contact information for service providers.
- **Translation:** This would be for bilingual volunteers willing to help with medical, legal, banking or other situations in which translation is needed.
- **Village Connections:** Commit to call or connect with members on a regular basis.

As you can see, many of our volunteer tasks require specific skills. Some require interaction with members and some do not.