



LYONS EMERGENCY & ASSISTANCE FUND VOLUNTEER HANDBOOK

Welcome to the LEAF! We're so glad you have chosen to partner with us. As a volunteer for LEAF, you have the opportunity to join us in changing our corner of the world! No matter where you choose to serve, you will be an important part of LEAF's mission. We depend on our volunteers and we take your time and your talents seriously.

Now that you are ready to start volunteering with LEAF, please review this handbook to prepare yourself for your important role as a member of LEAF's team.

MISSION OF THE LYONS EMERGENCY & ASSISTANCE FUND

"LEAF offers a human services safety net for people in need in the Greater Lyons Area."

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ABOUT LEAF & HISTORY

LEAF's mission is to offer a human services safety net to people in need in the Greater Lyons area. We provide a community resource center that offers a safe, accessible place for people to connect with comprehensive and coordinated services that help them grow more independent, resilient and self-reliant. In Lyons, many barriers exist that block people from getting the human services help they need. Distance, weather, or transportation challenges, along with a lack of awareness about what services are available, create gaps in service delivery. For example, there is no bus service from Lyons, which creates a barrier to access services in Longmont or Boulder. LEAF's work, and your service as a volunteer, help us meet needs directly in our community.

At LEAF, we care for our friends and neighbors in their time of need

In 2008, the pastor of the Lyons Community Church, Claire McNulty Drewes, started a food pantry and basic needs emergency fund. In her role as pastor, she had noticed there were too many community members who didn't have enough to eat, and sometimes local people ran into emergencies and needed help paying for basic needs like utilities, rent, or transportation. The Food Pantry started with 5 or 6 families receiving pre-packed boxes of non-perishable foods as a ministry of the church. The emergency fund work was very limited. But as time progressed, the church realized there was more need than its members were able to meet.

It was clear that the community needed more comprehensive support. In July, 2014 LEAF was created as a free-standing nonprofit offering the services of Lyons Community Food Pantry and Basic Needs Assistance. LEAF originally launched as a project of the Colorado Nonprofit Development Center and became an independent 501(c)(3) in September, 2016. We are led by a staff Executive Director, a volunteer Board of Directors, a growing number of volunteers, and a dedicated community of donors. We partner and collaborate with other human services organizations serving the Greater Lyons Area and Boulder County.



LEAF'S WORK

LEAF fills a critical need for direct human service provision in the Greater Lyons Area. We are the only local comprehensive community resource center, and the only human services agency serving exclusively in Lyons. LEAF offers 5 programs for the Greater Lyons Area:

1. Lyons Community Food Pantry
2. Lyons Meals on Wheels
3. Basic Needs & Resource Matching
4. Mental Wellness & Addiction Recovery
5. Lyons Volunteers

More

- **Lyons Community Food Pantry** is open every Wednesday from 3pm to 5pm at LEAF. It currently serves 40 households per week and distributes more than 1,000 pounds of food weekly. The Pantry is led and staffed entirely by volunteers.
- **Lyons Meals on Wheels'** caring volunteers deliver hot meals and warm "hellos," along with a wellness check, each weekday. Meals on Wheels is led and staffed entirely by volunteers.
- **Basic Needs & Resource Matching** offers direct financial assistance for basic needs like utilities, rent, or medical bills. In addition to financial assistance, LEAF provides referrals to partnering agencies and case management. This program is administered by LEAF's executive director.
- **Mental Wellness & Addiction Recovery** offers community-based mental health care for community members who are unable to afford or access services elsewhere. The program is led by LEAF's mental health therapist.
- **Lyons Volunteers** provides volunteer services that benefit our community and individuals members of the community. Lyons Volunteers is led and staffed entirely by volunteers.

We occasionally have short-term volunteer needs, too. They include:

- *serve on a committee (events, finance, Rave To The Grave, etc.)*
- *serve a one-time need (working at an event, running a food drive, leading the Holiday Giving Tree program, etc.)*
- *maintain LEAF's space*
- *graphic design, marketing, social media support, event photography, videography*
- *serve on the Board of Directors...and more!*



VOLUNTEER POLICIES AND PROCEDURES

GENERAL REQUIREMENTS FOR LEAF VOLUNTEERS

Volunteers must sign a written application declaring their intent to volunteer and donate their services and follow all policies and procedures when participating in LEAF activities. Volunteers will be trained to participate in any activity. Background checks may be performed for some positions. All non-profit volunteers under the age of 18 must submit a parental signature to permit their participation.

To work well with the LEAF Board and staff and to present LEAF in the best possible light, we ask that you adhere to the following policies and procedures while on duty as a volunteer. Failure to comply may result in disciplinary action or termination. LEAF reserves the right to terminate volunteers for any reason.

LEAF encourages volunteers to make suggestions, voice concerns, and give ideas about how the agency fulfills its mission to the community. We are always looking for new ideas and are pleased to consider and respond to ideas, suggestions, and comments from our volunteers.

VOLUNTEER QUALIFICATIONS

- LEAF follows a recruitment policy that does not discriminate, but respects, encourages, and represents the diversity of our community.
- Volunteers must be at least 18 years of age to work without parental supervision or permission.
- LEAF volunteers enjoy working with all types of people. They must show a genuine concern for people and an understanding of LEAF's mission, along with a willingness to work hard, get dirty, and pitch in wherever needed.
- The ideal LEAF volunteer is self-motivated, mature, sensitive, dependable, a team player, and reliable.
- LEAF provides opportunities for program participants to volunteer.

VOLUNTEER REQUIREMENTS

- Complete a basic orientation session for the program where you are serving. Additional training may also be required.
- Understand and respect the necessity of confidentiality of clients.
- Be committed, punctual, and display responsible behavior.
- Carry out specified volunteer job duties and let your team lead know if the assignment doesn't meet your expectations or abilities.
- Be willing to give feedback, accept feedback, and participate in evaluations when required.

- Keep track of volunteer hours.
- Notify your LEAF team lead directly if you can no longer volunteer or complete assigned duties due to illness or vacation. Please provide as much advance notice as possible. Failure to appear for assigned shifts may result in dismissal.

DRESS PROTOCOL

- You are an important representative of LEAF. We ask each volunteer to wear clothing appropriate to the activity for which s/he is assigned and to wear a LEAF name tag when required.

CLIENT AND DONOR RELATIONS

- LEAF's success depends upon the quality of the relationships between volunteers, clients, staff board members, supporters, and the community. Our clients' and donors' impression of LEAF and their willingness to use our services or support our programs is greatly formed by the people who serve them. As you promote good will, you will build respect and confidence in LEAF's work among our clients and supporters. If you have questions or concerns, please contact your team leader.

SMOKING POLICY

- As per State Law, smoking is not allowed inside buildings. We prohibit smoking when volunteering at LEAF in any capacity, including events and fundraisers.

WORKPLACE SAFETY

- Volunteers will be provided a safe environment, both physically and emotionally.
- Volunteers should conduct themselves in a way that promotes their own safety, as well as co-worker and client safety.
- Any personal injury that occurs while volunteering for LEAF should immediately be reported to a team lead, staff, or board member.
- Understand that discrimination, harassment, or other illegal actions directed toward clients, other volunteers, or staff will not be tolerated.
- LEAF has the right to dismiss any volunteer at any time.

VOLUNTEER RECOGNITION

- LEAF hosts an annual volunteer appreciation event where a volunteer(s) nominated by team leaders, staff, board, and past winners are honored as volunteer(s) of the year.

PHOTOS & VIDEO

- Your work at LEAF is wonderful! From time to time, LEAF team members may take photos or video for use in LEAF promotion or marketing materials. Unless you tell us not to include you in photos or videos, images used in LEAF promotional materials, the website, or social media may contain your name and likeness.

*Are you ready to volunteer with LEAF?
Visit our website at leafyons.org for information
about our volunteer opportunities and to apply!*