

# 2025 Volunteer Squad Handbook

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# Welcome to the Orange County United Way Volunteer Squad!

Thank you for your interest in volunteering with us! As a Volunteer Squad member, you play a vital role in supporting our mission and making a positive impact in our community.

This handbook provides everything you need to know to get started, stay informed, and make the most of your volunteer experience. It includes important information about expectations, opportunities, communication, and how we recognize your contributions.

**Please take a moment to read through the handbook carefully. Once completed, sign and return the final page to the Volunteer Engagement Team.** This helps ensure all members understand the guidelines and are set up for a successful volunteer journey.

We're so excited to have you on the squad—welcome aboard!

## About the Volunteer Squad

The Volunteer Squad is a flexible, engaging volunteer program that allows individuals to contribute behind the scenes and during events. Whether you help with preparation, event support, or community outreach, your time and talents are invaluable.

## Volunteer Opportunities

Volunteer Squad activities include but are not limited to:

- **Event preparation shifts**, including prepping and organizing kit supplies, assembling materials, and setting up signage
- **Event set-up, execution, and teardown**, such as venue preparation, logistics support, hospitality assistance, and post-event clean-up
- **Support for special events and group initiatives**, including tasks such as assembling materials, managing event check-in, organizing supplies, and providing on-site assistance
- **Post-event support**, such as writing thank-you letters to partners, donors, or volunteers
- **Participating in engagement events**, such as mural painting, school beautification, reading programs, fitness days, career days, and other hands-on activities
- **Supporting outreach and recruitment**, by inviting friends, family, or coworkers to join Volunteer Squad events and expand our volunteer network



Opportunities vary throughout the year, and volunteers can choose activities that best fit their interests and schedules. We share upcoming opportunities through three main channels:

**1. Volunteer Squad Community Page:** <https://ocuwvolunteersquad.my.canva.site/>

This is your go-to site for all things Volunteer Squad! You'll find current opportunity postings, photos from past events, and details about the programs and causes we support.

**2. Monthly Email Updates**

We send monthly emails to keep Volunteer Squad members in the loop about upcoming opportunities and important updates. Be sure to check your inbox so you don't miss a chance to get involved!

**3. Official Texting Line**

You'll also receive text messages 2–3 times a week with timely volunteer opportunities. These texts are sent individually—not in group chats—so your phone number remains private. Our messages come from (626) 298-8725. You'll receive a welcome text when you join, and you can opt out at any time by replying "STOP." You can also text us at that number if you have questions—our entire Volunteer Engagement Team monitors it and is happy to help!

## Volunteer Expectations

To create a positive and productive environment for all, we ask that volunteers:













- Commit to scheduled shifts or inform us promptly if unable to attend
- Follow instructions and safety guidelines during events
- Treat all participants, staff, and fellow volunteers with respect and kindness
- Maintain confidentiality regarding sensitive information
- Represent the Volunteer Squad and organization with professionalism



## Volunteer Squad Recognition and Appreciation Program

We deeply value the time, energy, and heart our volunteers bring to every event and project. To show our gratitude, we've created the **Volunteer Squad Recognition & Appreciation Program**—a way to celebrate your dedication and highlight your impact. As you reach new milestones in service hours, you'll unlock rewards that range from personalized items to exclusive experiences with our leadership team.

### Recognition Tiers & Rewards

Tier	Hours Completed	Rewards
 <b>Bronze – "Squad Starter"</b>	20 hours	 Custom Engraved Volunteer Name Tag
 <b>Silver – "Active Member"</b>	40 hours	 Featured on Our Volunteer Community Page  Recognition on Official social media
 <b>Gold – "Leader in Action"</b>	75 hours	 Invitation to a Quarterly Corporate Mixer as a Guest  Special Recognition at the Event
 <b>Platinum – "Impact Champion"</b>	100 hours	 Name Displayed on the Volunteer Honor Board  Framed Certificate of Recognition  Coffee with OCUW CEO, Sue Parks

## Hour Tracking, Accumulation & Announcements

### How You Earn Hours

Volunteering with us is not only meaningful—it also counts toward your recognition in the Volunteer Squad Appreciation Program! You earn hours by signing up for and completing volunteer activities. Each action helps us move our mission forward and brings you closer to exciting rewards. Here's how hours are typically awarded:

Action	Hours
Attend an Event Prep Shift	1 hour
Help with Event Set-Up, Execution, and Teardown	3 hours
Volunteer at an Event (e.g., reader, mural painter, fitness day guide)	1.5 to 3 hours
Bring a Friend or Family Member to Volunteer	1 hour per guest

### How Hours Are Tracked

- Every time you participate in a volunteer activity, your hours will be recorded on our database.
- Our team updates the hour records regularly to ensure accuracy and timely recognition.

## How Hours Accumulate

- Your hours **accumulate continuously** over time — they do **not** reset after receiving a reward.
- This means every hour you volunteer and every contribution you make adds to your total points, bringing you closer to higher reward tiers.
- We encourage ongoing participation to unlock increasingly valuable rewards and recognition.

## How Rewards Are Announced

- When you reach a new reward tier, you will receive a personal notification via email or text message detailing your achievement and how to claim your rewards

## Policies & Procedures

- **Attendance:** Please arrive on time for your scheduled shifts and notify us in advance of any cancellations.
- **Dress Code:** Wear comfortable clothes suitable for the activity and closed-toe shoes for safety.
- **Health & Safety:** Follow all safety guidelines; notify staff immediately of any incidents or concerns.
- **Confidentiality:** Protect the privacy of individuals served and organizational information.
- **Code of Conduct:** Maintain respect, professionalism, and a positive attitude.

## Getting Started

- Review this handbook thoroughly.
- Register for activities using the Community Page or the link provided in communications.
- Attend an orientation session (if offered) to learn more about our mission and procedures.
- Reach out with any questions or discuss opportunities.

## Contact Information

For questions, scheduling, or support, please contact:

**Volunteer Specialist:** Quinn Pham

**Email:** [quinnp@unitedwayoc.org](mailto:quinnp@unitedwayoc.org)

**Phone:** (949) 263-6173

**Office Hours:** 9AM to 5PM Mon-Fri

**Volunteer Coordinator:** Miranda Tula

**Email:** [MirandaT@unitedwayoc.org](mailto:MirandaT@unitedwayoc.org)

**Phone:** (949) 263-6124

**Office Hours:** 9AM to 5PM Mon-Fri

## Volunteer Squad Handbook Acknowledgement Form

Please sign and return this page to the Volunteer Engagement Team once you have read and understood the contents of the Volunteer Handbook.

I acknowledge that I have received and read the Orange County United Way Volunteer Squad Handbook. I understand the policies, procedures, and expectations outlined in the handbook, including how to stay informed, earn volunteer hours, and participate in the recognition program. I agree to uphold the values and guidelines as a member of the Volunteer Squad.

**Printed Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

Thank you for being a part of the Volunteer Squad!

We're grateful for your time, energy, and commitment to our community.