



## **Sample Volunteer Handbook Outline**

- I. Background on Your Organization**
  - A. History**
  - B. Mission, goals and objectives**
  - C. Culture and language of the organization**
  - D. Programs and clients served**
  - E. Major events and activities**
  
- II. Organizational Structure**
  - A. Organization chart**
  - B. Board of directors**
  - C. Key staff**
  - D. Position descriptions**
  - E. Types of tasks or other ways volunteers contribute**
  
- III. Facilities**
  - A. Location of restrooms, supplies and equipment**
  - B. Storage of personal belongings**
  - C. Parking**
  
- IV. Procedures**
  - A. Service requirements**
  - B. Check-in procedures**
  - C. Arrangements for breaks, meals and refreshments**
  - D. Recordkeeping**
  - E. Training opportunities**
  - F. Continuation/termination policies**
  - G. Evaluation procedures**