

Volunteer Management Standard Operating Procedure (SOP)

Montezuma Valley Volunteer Community Service Organization (MVVCSO)

Effective Date: June 28, 2025

1. Purpose

The purpose of this Volunteer Management SOP is to ensure that MVVCSO's volunteer programs are well-coordinated, inclusive, and aligned with the organization's mission to serve the Ranchita community. This SOP provides clear guidelines for recruiting, training, supervising, and supporting volunteers while ensuring compliance with legal and ethical standards. It supports MVVCSO's Northstars of community focus, transparency, inclusivity, and serving all members by fostering a welcoming and accountable volunteer environment.

2. Authority

This SOP is authorized by **Article XIII** of the MVVCSO 2025 Bylaws, which mandates the coordination of volunteer programs and training by the Volunteer Committee. It is further supported by:

- **California Corporations Code:** Ensures responsible governance and volunteer management in nonprofit public benefit corporations.
- **Nonprofit Integrity Act (NIA, Government Code § 12586):** Promotes transparency and accountability in nonprofit operations.
- **IRS 501(c)(3):** Requires that volunteer activities align with the organization's exempt purpose and avoid private benefit.

- **Unruh Civil Rights Act (California Civil Code § 51):** Prohibits discrimination and ensures equal access to volunteer opportunities.
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3. Scope

This SOP applies to all volunteers and the Volunteer Committee responsible for overseeing volunteer programs. It covers the recruitment, training, supervision, and support of volunteers, ensuring alignment with MVVCSO's mission, bylaws, and legal requirements.

4. Definitions

- **Volunteer:** An individual who provides unpaid services to MVVCSO in support of its programs and mission.
 - **Volunteer Committee:** A standing committee appointed by the Board to coordinate volunteer recruitment, training, and recognition (Article XIII).
 - **Covered Persons:** Includes Directors, officers, committee members, and volunteers.
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5. Roles and Responsibilities

5.1 Volunteer Committee

- Oversee the recruitment, training, and support of volunteers.
- Ensure volunteer programs align with MVVCSO's mission and community needs.
- Collaborate with other committees (e.g., Community Engagement, Grant) to integrate volunteer efforts into broader initiatives.
- Provide regular reports to the Board on volunteer activities and program outcomes.

5.2 Volunteer Coordinator

- A designated member of the Volunteer Committee responsible for day-to-day volunteer management, including scheduling, communication, and issue resolution.

5.3 Board of Directors

- Appoint the Volunteer Committee and provide oversight to ensure volunteer programs comply with bylaws and legal standards.
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6. Volunteer Recruitment

6.1 Advertising and Outreach

- Recruitment efforts will be advertised through multiple channels, including public forums, community bulletin boards, online platforms (if available), and partnerships with local organizations.
- Outreach will prioritize inclusivity, targeting diverse groups (e.g., seniors, youth, disabled individuals, non-English speakers).

6.2 Screening and Selection

- All volunteers must complete a Volunteer Application Form, including emergency contact information and any accessibility needs.
- Background checks may be required for volunteers working with vulnerable populations (e.g., children, seniors), in compliance with California law.
- Selection is based on alignment with MVVCSO's mission, skills, and availability, with no discrimination per the Unruh Civil Rights Act.

6.3 Diversity and Inclusion

- MVVCSO will actively recruit volunteers from underrepresented groups to reflect the diversity of the Ranchita community.
 - The Volunteer Committee will track recruitment metrics to ensure inclusivity and report findings to the Board annually.
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7. Volunteer Training

7.1 Orientation

- All new volunteers must complete an orientation covering:
 - MVVCSO's mission, values, and Northstars.
 - Volunteer roles and responsibilities.
 - Safety protocols and emergency procedures.
 - Inclusivity and anti-discrimination policies.
- Orientation is available in multiple formats (e.g., in-person, virtual, written materials) to accommodate diverse needs.

7.2 Ongoing Training

- Volunteers will receive role-specific training (e.g., food handling, event coordination) and opportunities for professional development (e.g., leadership workshops).
- Annual training on ethics, inclusivity, and legal compliance (e.g., CCPA, ADA) is mandatory for all volunteers.

7.3 Training Accessibility

- Training materials are provided in accessible formats (e.g., large print, Spanish translations, screen-reader compatible) upon request.
 - Virtual training options are available for non-digital or remote volunteers.
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8. Volunteer Supervision and Support

8.1 Supervision

- Each volunteer is assigned a supervisor (e.g., Volunteer Coordinator, program lead) responsible for providing guidance, feedback, and support.
- Supervisors ensure volunteers adhere to MVVCSO policies and safety protocols.

8.2 Feedback and Recognition

- Volunteers receive regular feedback on their performance and contributions.
- The Volunteer Committee organizes annual recognition events or awards to celebrate volunteer achievements, fostering a culture of appreciation.

8.3 Support Services

- Volunteers have access to support resources, including mental health referrals, conflict resolution, and accommodations for disabilities.
 - A confidential feedback mechanism allows volunteers to report concerns or suggestions to the Volunteer Committee.
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9. Legal Compliance

9.1 Volunteer Status

- Volunteers are not considered employees and do not receive compensation, ensuring compliance with California labor laws.
- Volunteers sign a Volunteer Agreement acknowledging their status and responsibilities.

9.2 Non-Discrimination

- Volunteer recruitment, training, and support are conducted without discrimination, in compliance with the Unruh Civil Rights Act.
- MVVCSO ensures equal access to volunteer opportunities for all community members.

9.3 Data Privacy

- Volunteer personal information is collected only for operational purposes and stored securely, per the California Consumer Privacy Act (CCPA).
 - Volunteers may request access to their data or opt out of non-essential communications.
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10. Risk Management

10.1 Insurance

- Volunteers are covered under MVVCSO's general liability insurance while performing authorized duties.
- The Volunteer Committee ensures volunteers are informed of coverage limits and any exclusions.

10.2 Safety Protocols

- Volunteers are trained on safety procedures relevant to their roles (e.g., food handling, emergency evacuation).
- Personal protective equipment (PPE) is provided as needed, ensuring equitable access.

10.3 Incident Reporting

- Volunteers must report accidents, injuries, or safety concerns to their supervisor immediately.
 - The Volunteer Committee maintains incident logs and reviews them quarterly to improve safety measures.
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11. Alignment with MVVCSO Northstars

- **Community Focus:** Volunteer programs are designed to meet local needs, with input from public forums and surveys.
 - **Transparency:** Volunteer policies and program outcomes are publicly posted and accessible.
 - **Inclusivity:** Recruitment and training prioritize diversity and accessibility.
 - **Serving All Members:** Programs support underserved groups (e.g., homebound seniors, non-English speakers).
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12. Public Availability and Transparency

- This SOP is posted at the food bank lot, community bulletin boards, and online (if available), with accessible formats provided upon request.
 - Volunteer program metrics (e.g., hours served, diversity statistics) are included in the annual report, promoting accountability.
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13. Review and Amendment of the SOP

- The Volunteer Committee will review this SOP annually to ensure it remains effective and compliant with laws and community needs.
 - Amendments require a majority vote of the Board and 30 days' notice to Voting Members, per **Article VIII** of the bylaws.
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14. Compliance with Legal Standards

- **2025 Bylaws:** Complies with **Article XIII**, ensuring volunteer programs are coordinated by the Volunteer Committee.
 - **California Corporations Code:** Supports responsible governance and volunteer management.
 - **Nonprofit Integrity Act (NIA):** Promotes transparency in volunteer operations.
 - **IRS 501(c)(3):** Ensures volunteer activities align with the exempt purpose and avoid private benefit.
 - **Unruh Civil Rights Act:** Guarantees non-discriminatory access to volunteer opportunities.
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15. Volunteer Agreement

- All volunteers must sign a Volunteer Agreement acknowledging their understanding of this SOP and their commitment to MVVCSO's policies and values.
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This SOP ensures that MVVCSO's volunteer programs are inclusive, transparent, and legally compliant, supporting the organization's mission to serve the Ranchita community effectively while fostering a welcoming environment for all volunteers.