

Volunteer Guide

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Company Overview

Relief Alliance is a non-profit organization committed to helping American families facing hardship. We provide essential resources such as food, shelter, clothing, and emergency assistance, empowering families to regain stability and rebuild their lives with dignity and hope.



Volunteers helping with food distribution

Mission and Vision

At Relief Alliance, we believe that real change happens when a community comes together. Whether you bring professional skills, a passion for giving back, or a desire to help in meaningful ways, there's a place for you in our mission to support families in the U.S. facing hardship. Your time, expertise, and dedication can create lasting change in the lives of those who need it most.

Our Vision

At **Relief Alliance**, we envision a world where no one is forgotten — where every person, regardless of circumstance, has access to basic human needs, dignity, and hope.

We believe in building stronger communities by restoring compassion, one meal, one conversation, and one life at a time. Our vision is to create a connected network of people, partners, and purpose-driven programs that not only relieve immediate suffering, but also empower long-term change.

We see a future where the cycle of homelessness is broken through consistent care, collaborative outreach, and a relentless commitment to humanity.

Core Values

Relief Alliance: We stand alongside families facing crisis - from eviction to hunger and everything in-between. Through urgent support, substance abuse prevention, and community empowerment, we help restore hope and rebuild lives, one family at a time.



♥ Integrity

At Relief Alliance, integrity is not just a value — it's the heart of who we are. Every action we take, every meal we serve, and every donation we receive is handled with honesty, transparency, and a deep respect for the trust our community places in us. We believe that integrity builds the foundation for real change. When we stand in truth, we empower others to stand with us — knowing that their contributions are being used with care, purpose, and compassion. Integrity means doing the right thing, especially when no one is watching — because the lives we touch deserve nothing less.



👉 Collaboration

Relief Alliance is a living example of what's possible when people come together for something greater than themselves. We believe that no one organization, leader, or idea alone can solve the challenges of homelessness — but *together*, we can move mountains. Our strength lies in partnerships — with volunteers, donors, businesses, schools, churches, and city leaders — each adding their unique piece to a greater mission. True collaboration means listening, learning, and lifting one another up, because every hand extended brings us one step closer to a world where everyone is fed, clothed, and seen.



✅ Accountability

We hold ourselves accountable not just to our board or bylaws — but to every human being we serve. Every decision, dollar, and action must reflect the mission: to meet urgent needs with love, dignity, and respect. Accountability keeps us grounded in the “why.” It pushes us to do better, reach further, and never settle for “good enough” when someone's life depends on it. At Relief Alliance, we believe trust is earned — and we're committed to earning it every day through transparency, consistency, and a relentless pursuit of impact.

Volunteer Policies

Why Volunteer with Relief Alliance? Volunteering with Relief Alliance means joining a compassionate community dedicated to making a difference. We work tirelessly to provide essential resources, family services, and community support to families facing overwhelming

hardships. Your involvement will help ensure that we can continue to provide critical aid and a pathway to a brighter future for these families & members of our community in need.

Volunteer Interest/Assignments	At Relief Alliance, we strive to match each volunteer with opportunities that align with their unique skills and passions. While we do our best to place you in your preferred role, there may be times when we ask for flexibility to meet the most urgent needs of the moment. Tasks may shift, but the need for compassionate hands and willing hearts never changes — and every role you play makes a meaningful difference.
Skills & Experience	Every gift you bring matters — from logistics to legal, from marketing to meal prep. Whether you're trained in food handling, first aid, driving, administration, or simply have a willing heart and helping hands, your experience has value here. Let us know how you'd like to contribute — because when we serve with our strengths, we make the greatest impact together.
Certifications	To keep everyone safe and aligned with best practices, we kindly ask that you share copies of any current certifications you hold — whether it's in food safety, CPR, or any other relevant training. A clear photo upload or a printed black-and-white copy works just fine. Your credentials help us place you where you're most needed — and where you can shine.
Attendance & Punctuality	Your presence matters more than you know. Every task, every event, and every outreach effort relies on a team that shows up — not just physically, but with heart. We understand life happens, so if you're ever unable to attend or meet a deadline, a quick call or message helps us adjust and support the mission without missing a beat. Thank you for honoring your time and ours.
No-Violence Policy	We are a mission-driven organization built on love, trust, and service. Thank you for helping us uphold these values by treating every person with the dignity they deserve. Together, we are creating a space where hope can thrive — free of harm and full of heart. Please read and sign in acknowledgement of your understanding and compliance of our policy

Volunteer Interest/Assignments

Professional Services Volunteers

Do you have professional skills that can help families in need? We welcome volunteers from all industries to offer their expertise. Whether you're a lawyer, counselor, financial advisor, therapist, or have experience in other fields, your skills can be the key to helping families navigate the challenges they face.

Legal Services: Provide free legal advice and assistance to families seeking asylum or dealing with immigration-related issues.

Financial Planning: Help families manage their finances, offering advice on budgeting, saving, and securing their financial future.

Mental Health Services: Offer counseling and emotional support for parents and children coping with the stress of their circumstances.

Healthcare Providers: Assist with medical screenings or offer pro-bono healthcare to those who need it.

Outreach Volunteers

Help us spread the word! Outreach volunteers are the heart of our community efforts, working to raise awareness about our programs and encourage others to get involved. Your efforts can expand our network, bringing in new supporters, donors, and volunteers.

Community Outreach: Attend events, organize informational sessions, or help distribute materials in your local community.

Social Media Advocacy: Use your social media platforms to raise awareness and engage your network in supporting our mission.

Fundraising Volunteers

Raise funds that directly support families in need. Our fundraising volunteers help organize campaigns, events, and initiatives to gather donations that sustain our programs.

Fundraising Campaigns: Help coordinate donation drives, online campaigns, and crowdfunding efforts to support our work.

Grant Research & Writing: Assist with researching and writing grant proposals to secure funding for our programs.

Event Planning Volunteers

We host events throughout the year to raise awareness, raise funds, and bring people together to support American families. Event planning volunteers play a critical role in the success of these gatherings.

Event Coordination: Help plan and execute fundraising events, community outreach efforts, and awareness campaigns.

Logistics: Assist with event setup, registration, coordinating volunteers, and ensuring everything runs smoothly

Event Marketing: Promote events through social media, local networks, and media outlets to attract attendees and donors.

Business Owners & Corporate Partners

Businesses have the power to make a profound difference in their communities. As a business owner, you can support Relief Alliance in a variety of ways, from offering products and services to helping sponsor events and campaigns.

Product Donations: Donate goods or services that can help families in need, such as clothing, food, or hygiene products.

Sponsorship: Partner with us to sponsor events, provide financial backing for campaigns, or match employee donations

Employee Volunteer Programs: Encourage your employees to volunteer their time and talents to help us achieve our mission.

Partner Organizations & Charities

If your organization shares our commitment to supporting American families in crisis, we invite you to partner with us. Together, we can amplify our collective impact and expand our reach to those who need it most.

Resource Sharing: Collaborate with us to provide additional resources, services, or programs to families.

Joint Campaigns: Partner on fundraising campaigns, community events, or awareness efforts to engage a larger audience.

Why Your Volunteer Time Matters When you volunteer with Relief Alliance

You're not just giving time — you're giving hope. Your efforts create a lifeline for mothers, children, and families who are struggling to make it through each day. Whether you're offering your expertise, organizing an event, or helping spread the word, you become part of something larger than yourself — a community of compassion, strength, and resilience. Together, we can change lives.

Getting Started!

We're so grateful for the time and dedication of our volunteers. Getting involved is simple:

Fill out the forms on our website and **upload** any First Aid certificates or Food Handlers Card etc. you have to help keep us all safe and compliant.

Complete our Volunteer Form

Sign our Volunteer Waiver & Release of Liability

Sign the No-Violence Policy Acknowledgment Form

Choose Your Role: Based on your skills, interests, and availability, we'll match you with the best volunteer opportunity.

Join the Team: Attend our volunteer orientations or watch our orientation video to get started right away with your assigned role.

Make an Impact: Every hour you give, every skill you share, and every effort you put forth helps transform the lives of families in need.

No-Violence Policy

Relief Alliance | www.reliefalliance.org

We are committed to creating a safe, inclusive, and respectful environment for everyone — volunteers, staff, partners, and the people we serve. We believe that dignity, compassion, and kindness are at the core of every act of service.

Zero Tolerance Statement

Relief Alliance has **zero tolerance** for any form of **violence, threats, intimidation, discrimination, harassment, or sexual harassment**. These behaviors are strictly prohibited in all volunteer activities, events, communications, and interactions — whether on-site, off-site, or virtual.

Definition of Violence

Violence can take many forms. At Relief Alliance, we define violence to include (but not be limited to):

- **Physical acts** of harm or threat toward another person
- **Verbal abuse**, shouting, or aggressive language
- **Intimidation or bullying**, including non-verbal threats
- **Sexual harassment**, unwanted touching, suggestive language, or advances
- **Discrimination** based on race, gender, sexual orientation, religion, disability, or any other protected status
- **Emotional abuse**, manipulation, or repeated disrespectful behavior

Everyone deserves to feel safe and valued in this space.

Reporting Concerns or Incidents

We encourage all volunteers to speak up if they witness or experience any form of violence, harassment, or discrimination.

To report an incident, please contact:

- **Relief Alliance Leadership at:** [Insert confidential email or phone number]
- Or report directly to your on-site coordinator or supervisor

All reports will be taken seriously and handled with **confidentiality, empathy, and swift action**.

Consequences of Policy Violations

Any individual found to be in violation of this policy may face disciplinary action, which may include:

- Verbal or written warning

- Temporary or permanent suspension from volunteer duties
- Immediate dismissal from Relief Alliance activities
- Legal reporting if applicable (in cases of physical or sexual misconduct)

Our goal is not punishment — it is **protection** and the preservation of a safe and welcoming space for all.

Appendix

Use this section to provide additional information. Consider adding the following:

- Glossary of terms used throughout the handbook
- Frequently asked questions that serve as quick reference points for employees
- A list of resources available to all employees