

LEWISVILLE UNITED VOLUNTEERS

LUV WITH HEART, SERVE WITH PURPOSE



WE'RE GLAD YOU'RE HERE!

VOLUNTEER HANDBOOK

TABLE OF CONTENTS

We're Glad You're Here!	3
Welcome to Lewisville United Volunteers (LUV)	4
Welcome and Mission	4
Our Team	4
Program Structure and Service Opportunities	5
Volunteer Expectations and Responsibilities	5
Volunteer Expectations	5
Volunteer Responsibilities	6
Our Commitment	6
Volunteer Policies and Expectations	7
Confidentiality	7
Background Checks	7
Harassment-Free Environment	7
Identification and Attire	7
Safety	8
Social Media and Public Representation	8
Media Inquiries / Photo Release	8
Gifts and Favors	9
Use of City Vehicles	9
Electronic Communication / Public Records	9
Program Administration and Support	10
Volunteer Portal	10
Volunteer Hours	10
Recruitment and Placement	10
Training and Development	11
Recognition	11
Volunteer Conduct and Continued Service	11
Thank You For Serving Lewisville!	12

WE'RE GLAD YOU'RE HERE!

Dear LUV Team Member,

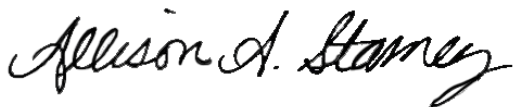
On behalf of the City of Lewisville, thank you for choosing to invest your time, talents, and energy with us. Whether you are helping a shelter animal find its forever home, preserving the pristine trails at LLELA, or greeting guests at The Grand, you are now a vital part of what makes our city thrive.

In Lewisville, we believe that community is something we actively build together every day. As members of Lewisville United Volunteers, you play a powerful role in our city, connecting hearts, hands, and hope through meaningful engagement. Every hour you give strengthens the mission and creates lasting ripples of change throughout the community.

This handbook is designed to be your roadmap. It contains the "need-to-know" items like safety protocols and hourly tracking to ensure your experience is as smooth as it is rewarding. But more importantly, it serves as a reminder that your safety, your growth, and your satisfaction as a volunteer are our top priorities.

We are thrilled to have you join our team. Thank you for your commitment to "The Lewisville Way" and for helping us keep this city a place we are all proud to call home.

With Gratitude,



Allison Stamey
Lewisville United Volunteers Coordinator
City of Lewisville, Texas

WELCOME TO LEWISVILLE UNITED VOLUNTEERS (LUV)

Welcome to the team! There is something truly special about the way people in Lewisville show up for one another. Whether you're here to help maintain our beautiful spaces or support a local initiative, your hands and heart are what make our progress possible. This handbook is your guide to making a lasting impact, and we hope your experience with LUV brings you as much joy and connection as your service brings to our community. Thank you for being the reason Lewisville continues to flourish.

Mission Statement

As the heartbeat of our city, LUV strengthens our community by uniting volunteers in purposeful opportunities to protect, uplift, and care for our community, fostering deep connections that strengthen our city one act of service at a time.

Our Team

If you have questions at any time, the LUV team is happy to help!



Allison Stamey
Volunteer Coordinator
astamey@cityoflewisville.com
972.219.3524



Jaleccia Ates
HR Administrative Assistant
jates@cityoflewisville.com
469.635.5257

Program Structure and Service Opportunities

Thank you for your interest in serving with LUV and for sharing your time and talents with our community.

All volunteers are asked to register through the City's online volunteer portal at volunteer.cityoflewisville.com to explore opportunities, sign up, and track service hours. A step-by-step registration guide is available at <https://bit.ly/col-volunteer-guide> if assistance is needed.

Volunteer opportunities are based on the needs of the City of Lewisville and its departments and may require role-specific documentation or qualifications. Departments determine volunteer requirements and placement to ensure safe and successful experiences.

For detailed requirements, please refer to individual opportunity listings on the volunteer portal. If you have questions or need assistance, contact Volunteer Coordinator Allison Stamey at astamey@cityoflewisville.com. We appreciate your interest in volunteering with LUV.

VOLUNTEER EXPECTATIONS AND RESPONSIBILITIES

Volunteer Expectations

As a volunteer with LUV, you can expect to:

- Learn, grow and connect with staff, residents and fellow volunteers
- Be treated with dignity, respect, and fairness
- Serve in a safe, inclusive, and harassment-free environment
- Be assigned a relevant volunteer position to your skills and interests
- Receive clear information about your role, expectations, and responsibilities
- Be provided appropriate training and support for your volunteer assignment
- Achieve support from the Volunteer Coordinator in finding opportunities aligned with my skills and abilities
- Have concerns or complaints addressed in a timely and respectful manner
- Be recognized and appreciated for your contributions
- Ask questions
- A beneficial volunteer experience

Volunteer Responsibilities

As a volunteer for the City of Lewisville, you are an ambassador for our community. We ask that all volunteers adhere to the following standards:

- Professionalism & Reliability: Please arrive on time for your shifts. If you are unable to make it, provide as much notice as possible so we can adjust our services
- Act in a professional, respectful, and ethical manner
- Follow City and department policies, directives, procedures, and safety guidelines
- Perform assigned duties to the best of your ability
- Communicate promptly regarding schedule changes or availability
- Respect the confidentiality of sensitive or personal information
- Use City resources responsibly
- Represent LUV and the City positively within the community
- Safety First: Always follow departmental safety protocols. Report any injuries or safety hazards to a staff member immediately

Failure to meet these responsibilities may result in corrective action, reassignment, or separation from volunteer service. You will be notified by phone or email.

Our Commitment to Volunteers

The City of Lewisville is proud to cultivate a strong culture of service that deepens the connection between residents and the programs and services that support our community. We are committed to offering meaningful volunteer opportunities that thoughtfully match individuals' skills, interests, and passions with the City's mission and initiatives.

Through volunteer service, individuals gain valuable insight into City operations while building lasting relationships across departments and throughout the community. In return, the City is strengthened by the dedication, talents, and civic spirit of volunteers who generously give their time to make a positive difference.

Above all, the City of Lewisville is committed to ensuring that every volunteer feels welcomed, valued, and connected—experiencing the pride, purpose, and sense of belonging that define our community while contributing to the continued success and vitality of Lewisville.

VOLUNTEER RULES

Confidential or Sensitive Information

While volunteering, you may have access to confidential or sensitive information such as library records, animal intake data, or resident addresses. This information must only be used for official volunteer duties. Sharing confidential or sensitive information outside of your role may result in removal from an event or the volunteer program.

Background Checks

Some volunteer assignments require a criminal background check. Depending on the nature of the role, certain offenses may disqualify an individual from participating. Background check requirements are determined by the department and the responsibilities of the volunteer position.

Harassment-Free Environment

The City of Lewisville aims to provide an inclusive, respectful, and harassment-free environment for all volunteers. Volunteer opportunities are offered without discrimination based on any protected status, in accordance with applicable laws. Volunteers are expected to treat others with dignity, fairness, and respect at all times.

We want your volunteer experience to be a positive one. If you have any concerns, please start by speaking with the department where you serve. If you need further assistance, our Volunteer Coordinator is available to help.

Identification and Attire

Volunteers must always carry personal identification while volunteering. Some roles may require City-issued identification, such as name tags or badge cards. Any City-issued identification must be returned at the conclusion of the volunteer assignment.

Volunteer attire should always be appropriate for the role and setting. Clothing should be suitable, free of offensive language or images, and paired with appropriate footwear. Departments may specify additional attire requirements based on the nature of the volunteer activity, including outdoor or special-event roles.

Safety

The safety of volunteers, staff, and the public is a top priority. Volunteers are expected to follow all safety-related policies and instructions.

- Drug, Alcohol, and Tobacco-Free Environment: Volunteers may not use or be under the influence of drugs or alcohol while volunteering, or use any tobacco products while volunteering. These products are prohibited on any city property or facility.
- Situational Awareness: Volunteers should remain aware of their surroundings and follow emergency or safety guidance as provided
- Safety Protocols: Volunteers must follow all safety procedures related to their assignment and report any injuries, incidents, or hazards to a City staff member immediately

Social Media and Public Representation

Volunteers are encouraged to share their experiences and celebrate the great work happening in Lewisville. As ambassadors for the City, we ask that all social media posts reflect professionalism, respect, and care.

Before posting, please ensure your content does not:

- Share sensitive or confidential information
- Show restricted or non-public areas

Tagging & Engagement

We welcome volunteers to tag the City's official social media accounts and use approved hashtags to help highlight volunteer impact. Please get with your city department contact to verify the tags used for the event.

Personal Opinions

Any personal opinions shared on your own accounts should be clearly stated as your own and not representative of the City of Lewisville.

Thank you for helping share Lewisville's story in a positive and responsible way.

Media Inquiries / Photo Release

If a member of the news media (TV, newspaper, or radio) approaches you for a comment or an interview while you are volunteering:

- Do not provide an official statement on behalf of the City.
- Do politely direct them to the on-site Staff Supervisor or the City's Communications Office.

Please be aware that volunteers may be photographed or recorded on video while participating in City of Lewisville volunteer activities or events. The name, likeness, voice, photograph, words, and creative work related to a volunteer's involvement with the LUV program may be used by the City of Lewisville and the media, and all such works will become the property of the City of Lewisville.

Thank you for your understanding and for helping us share the City's story in a consistent and professional manner.

Gifts and Favors

To maintain trust and integrity, volunteers may not accept, solicit or exchange gifts, favors, or rewards in return for volunteer services.

Use of City Vehicles

Volunteers may be permitted to operate City of Lewisville vehicles in limited circumstances and only with prior authorization from the appropriate City staff. To help ensure safety for all, volunteers approved to drive City vehicles are required to undergo a driving history check and will be required to pass a drug screen before reporting to the City for volunteering.

Electronic Communication /Public Records

As a volunteer with the City of Lewisville, please be aware that certain communications related to City business may be considered public records and subject to disclosure under applicable public information laws.

Emails, text messages, social media messages, and other electronic communications created, sent, or received while conducting City-related volunteer activities may be requested by the public, even if sent from or stored in a personal device or account.

Volunteers are expected to:

- Use good judgment and professionalism in all City-related communications
- Avoid sharing confidential, sensitive, or private information electronically
- Follow City policies regarding record retention and communication practices

Thank you for helping protect transparency, privacy, and public trust while representing the City.

PROGRAM ADMINISTRATION AND SUPPORT

Volunteer Portal

- The official volunteer portal for the City of Lewisville is volunteer.cityoflewisville.com
- Use the portal to register for the volunteer program, sign up for opportunities, and log volunteer hours
- The portal guides volunteers through required City waivers for adults and minors
- Unemancipated minors must have parent or guardian consent to register
- Registration provides access to most City volunteer opportunities; some departments may require additional documentation
- A step-by-step registration guide is available at <https://bit.ly/col-volunteer-guide> if you need assistance

Volunteer Hours

Volunteer hours are reviewed and approved by program managers through the volunteer portal after an event or service activity is completed.

Individuals completing court-mandated service hours must notify the department or event coordinator in advance to confirm that the opportunity meets court requirements. Failure to obtain prior approval may result in hours that do not qualify toward court-ordered service.

Recruitment and Placement

Volunteer needs vary by department, and opportunities are offered based on both departmental needs and individual qualifications. Some departments operate programs on a recurring basis and may have participation requirements specific to those roles.

Every effort is made to place volunteers in roles that align with their skills, interests, and availability while meeting program needs. Final placement decisions are made at the department's discretion.

If at any time you feel a volunteer assignment does not align with your skills, abilities, or values, you are encouraged to withdraw from the opportunity or contact the event or program coordinator to discuss alternative options.

Training and Development

Each department establishes its own qualifications for individual volunteer programs and events, and all required qualifications must be met for each opportunity. Requirements may include preliminary steps such as background checks, as well as more in-depth expectations like department-specific training.

All volunteer requirements and training are determined by the department and may change based on program needs or operational procedures.

For questions about qualifications or training requirements, please contact the appropriate department manager or event coordinator.

Recognition

The City of Lewisville values and appreciates the time, talents, and dedication of every volunteer. Volunteer service plays an essential role in supporting City programs and strengthening our community, and we are committed to recognizing volunteers for their meaningful contributions.

Recognition may take many forms and may vary by department, program, or service opportunity.

Thank you for your commitment to serving Lewisville—your efforts truly make a difference.

Volunteer Conduct and Continued Service

LUV strives to provide a safe, respectful, and positive environment for volunteers, staff, and the community. Volunteers are expected to follow City and department policies, directives, procedures, and applicable laws.

If concerns arise, the City may address them through appropriate corrective action, which may include coaching, reassignment, additional training, or removal from volunteer service, depending on the situation.

Volunteer service is voluntary and does not create an employment relationship. The City may discontinue volunteer service at any time for any or no reason, including but not limited to program needs or conduct.

To support safety and program integrity, volunteers must resubmit required forms at least every three (3) years, including, when applicable, a criminal background check and a driving record check.

THANK YOU FOR SERVING LEWISVILLE!

Thank you for choosing to serve with LUV. Your time, talents, and dedication play a vital role in supporting the programs and services of the City of Lewisville and in strengthening our community. Whether you serve once or throughout the year, your contributions make a meaningful difference. We are grateful for your commitment and look forward to working alongside you as we continue to build a connected, caring, and thriving Lewisville.

WE'RE GLAD YOU'RE HERE!!!

