



Policy on Volunteer Recognition

While no amount of compensation or recognition can adequately reward the hard work and dedication put forth by LLL members, LifeLong Learning at PebbleCreek recognizes our member's contribution to the LLL mission in a variety of ways.

- 1) Directors of functional areas (e.g., classes, trips, lectures, etc.) and team leaders within such areas are expected to use a variety of non-monetary means to recognize and incentivize good volunteer work performance. Members should be verbally "thanked" frequently for their volunteer services. Such means also may include, but are not limited to, the following: a) giving positive verbal feedback and commendation of individuals, with written notes of appreciation as appropriate; b) reporting customer testimonials to the membership; (c) posting photos showing members working effectively; (d) placing articles of commendation in publications; (e) commendations in social net-working; (f) providing snacks at a team activity; (g) training of members in functional job requirements; (h) writing articles for the website about the member's work; and (i) naming a 'volunteer of the month'.
- 2) The Volunteer Coordinator will encourage directors, team leaders and LLL members to use consistently the above methods, and other non-monetary means of showing appreciation and encouragement.
- 3) Recognition of volunteer effort shall be made for volunteers working a specific program (trip, class, lecture, special event) as follows:
 - a) All Volunteers: As appreciation for a specific job(s) well done, the President or team leaders may present the member with a free admission to a Monday Morning Lecture (MML). The team leader of lobby staff may liberally show appreciation for frequent participation and good service by a member with a ticket for free admission to a MML.
 - b) Lobby Team and Host: Members acting as lobby staff with a paid ticket may reserve a seat for the lecture, special event, or Cinema Society movie they are working by placing a "reserved" placard on a seat in the Theater.
 - c) Monitors for Classes: To the extent possible, a volunteer among registered LLL members who are attendees, or other attendees to the class, will be asked to act gratuitously as class monitor and receive training in monitor duties. If no one volunteers, a non-registered LLL volunteer will be asked to act as class monitor. If no volunteer can be recruited and trained, reduced or free tuition to the class may be offered to motivate a registered class member to act as monitor.
 - d) Trip Escorts: No trip fee will be charged to those who are escorts on the trip, when pre-trip costs are paid by a trip escort and not reimbursed to plan and survey proposed trip

routes, meals and facilities. The number of escorts is determined by the Director of Trips. Each trip escort must register for the trip to allocate seating.

- 4) President(s): The President of LLL are expected to participate in many LLL events, to effectively evaluate, supervise and promote those events. As participation is an expectation for effective performance of duty, President(s) are not charged admission to any events, except Cinema Society and trips.
- 5) Decline Free Admission: Any member may decline a free admission, as desired.
- 6) Recognition Events: The board of directors will consider authorizing appropriate group parties and events periodically in recognition of lifelong learning volunteer efforts.

Approved by LLL Board of Directors 8/18/17