



Serving Community Members Since 2020

Volunteer Information Handbook

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THANK YOU FOR VOLUNTEERING WITH

CREATIVE COPPEROPOLIS

We would like to welcome you, the volunteer, to our team! Your time volunteering here is very important to the success of the programs offered by the Creative Copperopolis and we appreciate your support.

ABOUT THE HANDBOOK

The purpose of this handbook is to provide you with some guidelines, policies, and procedures to help you better perform your duties and understand our organization. As the Creative Copperopolis Labor Force grows and changes, so may the information within this handbook. Please check with the Volunteer Coordinator to make certain you have the latest information available.

OUR MISSION

The Creative Copperopolis mission is to improve the quality of life for people in our service area and to provide an avenue for gig economy workers to network and educate..

OUR HISTORY

The Creative Copperopolis was created in May of 2020 to allow help with the organization of community events. As it grows, the mission will change to that of the community desires. Many Community Service projects, such as funding musicians, building venue directories and many other needed community services.

We always need your support. It doesn't have to be money, although with our programs, your dollars go a long way. We need - your time! We are always looking for volunteers to help us on any of several projects we have scheduled all the time.

ALL PROGRAMS

WE HAVE NOT DELINEATED OUR PROGRAMS ENOUGH TO BE DISTINCTIVE. ALL VOLUNTEER POSITIONS ARE GENERAL FOR NOW.

VOLUNTEER POLICIES AND PROCEDURES

Standard of Behavior and Appearance

We refer to the people we help as Clients and we honor them with compassion and respect at all times. It is very important to be understanding, patient, and helpful. If you have any conflict or issues with understanding or helping a Client, then please get the Volunteer Coordinator to assist.

Dress appropriately for your duties. For example, physical work requires clothing that is comfortable and durable. Clothes cannot be torn, frayed, dirty, or reveal any part of the cleavage, midriff or buttock. Only closed toe shoes, no heels. You must wear gloves (provided) must be worn if you are in direct contact with food.

Attendance and Absenteeism

You are a volunteer staff member and we depend on you. We need you to complete your scheduled shifts. We do understand that, from time to time, certain situations may arise that prevent you from doing so. Please alert the Volunteer Coordinator of any scheduled absences—such as vacation—as far in advance as possible so that we can find an appropriate substitute. In the event of an unscheduled absence—illness or emergency—please alert the Volunteer Coordinator as soon as possible, preferably 24 hours before your scheduled shift begins.

Punctual and regular attendance is an essential responsibility of each volunteer. Any tardiness or absence causes problems for fellow volunteers and clients. When a volunteer is absent, others must perform his or her work.

Any volunteer who fails to report to work without notification to his or her supervisor for three shifts or more will be considered to have voluntarily terminated their position.

Volunteers must sign in at the beginning of their shift and sign out at the end of their shift. We ask you to take breaks when you need them, just let a staff person know.

Volunteer Personnel Files

Your personnel file is confidential and consists of written documents retained by the Volunteer Coordinator. The volunteer's personnel file can be only reviewed by the volunteer, the Volunteer Coordinator and Executive Director.

This file contains basic contact information and records about your volunteer service with the Creative Copperopolis.

Ending Your Volunteer Service

You may resign from your volunteer service with the organization at any time. We request that you notify the Volunteer Coordinator two weeks prior to your departure and request that you complete the Exit Interview process.

Problem-Solving Procedure

When a group of people work and volunteer together, problems may arise. It is important to all of us that such problems are solved as quickly as possible. Occasionally, however, it may be necessary to look into certain problems in greater detail. Our problem-solving procedure provides you with the opportunity to have a review of any problem, dispute or misunderstanding that arises during the course of your volunteering.

- In situations where differences arise between volunteers or volunteers and staff, first try to resolve these differences amongst the parties involved.
- If a third party is needed inform the Volunteer Coordinator. Under no circumstances should you make these differences public or involve other members of the organization.
- If the grievance is in regard to the Volunteer Coordinator, contact the Agency Director.

Disciplinary Practices

The following guidelines may be used, at the sole discretion of Creative Copperopolis:

Step 1: Oral warning with documentation in the volunteer's personnel file

Step 2: Written warning to individual and copy to volunteer's personnel file

Step 3: Termination/Dismissal

These guidelines are based on cumulative problems, regardless of whether the infraction is of the same general nature as a previous warning. The use of these disciplinary practices in no way alters the fact that your volunteering with the Creative Copperopolis is "at-will".

Dismissal

Dismissal of a volunteer is a serious consideration. Before a volunteer is dismissed, we will attempt to reconcile the solution, including a meeting between staff and volunteer involved. Dismissal of a volunteer may take place if a volunteer is unreliable, irresponsible, disruptive, demonstrates inappropriate behavior, or fails to adhere to the policies and procedures of Creative Copperopolis.

Driver Safety Policy

The safety and well-being of our volunteers is of critical importance to the organization. We each have a responsibility to protect ourselves when on the road and do our part to protect those around us. Volunteers who are required to drive on company business at any time will be expected to follow all the procedures below.

- All volunteers are expected to wear seat belts at all times while in a moving vehicle being used for Creative Copperopolis business. Seat belts are required whether they are the driver or a passenger.
- Use of handheld cell phones, whether personal or business-owned, while behind the wheel of a moving vehicle being used on Creative Copperopolis business is strictly prohibited.
- Use of cell phones under any circumstances is strongly discouraged while driving. The use of hands-free technology may be warranted in unusual or emergency circumstances.
- Engaging in other distracting activities including, but not limited to, eating, putting on makeup, reading or changing radio stations or music, is also strongly discouraged while driving, even when in slow-moving traffic.
- Use of alcohol, drugs or other substances, including certain over-the-counter cold or allergy medications that in any way impair driving ability, is prohibited.
- All volunteers are expected to follow all driving laws and safety rules. Volunteers must adhere to posted speed limits and directional signs, use turn signals and avoid confrontational or offensive behavior while driving.

- Volunteers should never allow anyone to ride in any part of the vehicle not specifically intended for passenger use. No one may drive or ride in any seat that does not include a working seat belt.
- Volunteers must promptly report any accidents to local law enforcement as well as to the Volunteer Coordinator or Executive Director.
- Volunteers are also expected to report any moving or parking violations received while driving on company business and/or in company vehicles.
- Failure to adhere to these procedures may result in disciplinary action.

Confidentiality Agreement

Client information is confidential. No client information or proprietary information will be shared outside of Creative Copperopolis. You will be asked to sign a Confidentiality Agreement. By signing this document you agree to not disclose confidential information on clients or Creative Copperopolis to anyone outside of the organization. Confidential information includes, but is not limited to, Client names and contact information, current and past Client records, documents, and electronic information and anything marked as confidential. When in doubt, ask the Volunteer Coordinator to determine if something you become aware of is considered confidential or proprietary information.

Emergency Evacuation Program

If there is a fire, all volunteers are to calmly leave the building by way of the nearest exit.

Once outside the building, please check with the Executive Director or Volunteer Coordinator so they know you are safe and that everyone got out of the building. The Executive Director or Volunteer Coordinator may give you further instructions at that time.

Food Handling Safety

Safe steps in food handling and storage are essential to prevent food-borne illness. You can't see, smell, or taste harmful bacteria that may cause illness.

- Always wear gloves when in contact with food.
- Do not place food or boxes directly on the floor or ground. Use an approved pallet or table to set any items upon.
- Never cross-contaminate; for example, do not touch meat and then fruits and vegetables.

- Cover your mouth and nose when you sneeze or cough.
- Cough or sneeze into a tissue and then throw it away. If you don't have a tissue, cough or sneeze into your upper sleeve or elbow, not your hands.
- Clean your hands often.
- When available, wash your hands with soap and warm water, then rub your hands vigorously together and scrub all skin surfaces. Wash for 15 to 20 seconds. It is the soap combined with the scrubbing that helps dislodge and remove germs. When soap and water are not available, alcohol-based disposable hand wipes or gel sanitizers may be used. If using a gel, rub the gel in your hands until they are dry. The gel doesn't need water to work; the alcohol in the gel kills germs that cause colds and the flu.
- Avoid touching your eyes, nose or mouth.
- Germs are often spread when a person touches something that is contaminated with germs and then touches his or her eyes, nose or mouth. Germs can live for a long time (some can live for two hours or more) on surfaces like doorknobs, desks and tables.
- Stay home when you are sick and check with a health care provider when needed.
- When you are sick or have flu symptoms, stay home, get plenty of rest and check with a health care provider as needed. Remember: keeping your distance from others may protect them from getting sick. Common symptoms of the flu include:
 - Fever (usually high)
 - Headache
 - Extreme tiredness
 - Cough
 - Sore throat
 - Runny or stuffy nose
 - Muscle aches
 - Nausea, vomiting and diarrhea

Policy Against Harassment

Creative Copperopolis is committed to maintaining a work environment free of unlawful harassment. The Creative Copperopolis prohibits harassment based on sex (including sexual harassment, gender harassment and harassment due to pregnancy, childbirth or related medical conditions) and harassment based on race, religion, creed, color, national origin or ancestry, physical or mental disability, medical condition, marital status, age, sexual orientation or any other status protected under federal or state law or local ordinance or regulation. All such harassment is unlawful. The Creative Copperopolis policy applies to all persons involved in the operation and prohibits unlawful harassment by any volunteer/employee of the Food Bank, including supervisors and co-workers.

Policy Against Sexual Harassment

Sexual harassment is unwanted sexual attention of a persistent or offensive nature made by a person who knows, or reasonably should know, that such attention is unwanted. Sexual harassment includes sexually oriented conduct that is sufficiently pervasive or severe to unreasonably interfere with an employee's or volunteer's job performance or create an intimidating, hostile, or offensive working environment. While sexual harassment encompasses a wide range of conduct, some examples of specifically prohibited conduct include:

- Threatening, directly or indirectly, to retaliate against a volunteer, if the volunteer refuses to comply with a sexually oriented request;
- Engaging in sexually suggestive physical contact or touching another volunteer in a way that is unwelcome;
- Displaying, storing, or transmitting pornographic or sexually oriented materials using Creative Copperopolis equipment or facilities;
- Engaging in indecent exposure; or
- Making sexual or romantic advances toward a volunteer and persisting despite the volunteer's rejection of the advances.
- Sexual harassment can be physical and/or psychological in nature. An aggregation of a series of incidents can constitute sexual harassment even if one of the incidents considered on its own would not be harassing.
- Volunteers are prohibited from harassing other volunteers whether or not the incidents of harassment occur on Creative Copperopolis premises and whether or not the incidents occur during working hours.
- Sexual harassment can involve males or females being harassed by members of either sex. Although sexual harassment typically involves a person in a greater position of authority as the harasser, individuals in positions of lesser or equal authority also can be found responsible for engaging in prohibited harassment.

Volunteer Responsibility:

If volunteers believe that they have been subject to sexual harassment or any unwanted sexual attention, they should:

- Make their unease and/or disapproval directly and immediately known to the harasser;
- Make a written record of the date, time, and nature of the incident(s) and the names of any witnesses; and
- Report the incident to the Volunteer Coordinator or Agency Director.
- All incidents of sexual harassment or inappropriate sexual conduct must be reported regardless of their seriousness.

Smoking

In response to state and local laws and building codes, smoking is not permitted on the premises.

Solicitation

Solicitation by non-staff or staff members for any reason on company property is not allowed.

Substance Abuse

The possession, use or sale of illegal drugs is never acceptable in our business environment. Also, the abuse of prescription and over-the-counter drugs and alcohol can compromise your job performance and conduct.

We recognize that substance abuse can be successfully treated. Seeking help or assistance is not considered grounds for discipline, but refusal to get help in certain circumstances may be. It is your responsibility to get professional help to improve your performance or conduct.

Volunteers who are also clients

Please follow these procedures..

- First work in the location approved by the Volunteer Coordinator.
- Then work in your our designated area.

VOLUNTEER TASK DESCRIPTIONS

Title: Office Assistant

Objective:

To greet every client in a friendly and welcoming manner and to ensure that all information taken from clients is accurate and kept confidential.

Duties:

- Check in clients and give them the appropriate ticket
- Accurately record information from new clients onto intake forms
- Answer phone, take messages and ensure messages go to the right person
- Maintain an orderly line
- File forms in the appropriate place

Qualifications:

- Customer service skills
- Ability to read, write and do math
- Basic computer skills
- Knowledge of Microsoft Excel
- The desire to help others

Time Commitment:

- Fridays and as needed

Benefits:

- Positively affecting the program we design
-

Training:

- Orientation and one-hour training is required

Title: Community Volunteer

Objective:

To assist the organization in successfully completing a specific task within our scheduled initiatives.

Duties: You will

- Provide support to the operation
- Understand the policies, procedures and processes that are part of the operation
- Be polite, respectful and provide excellent customer service.
- Ensure that all aspects are appropriately managed

Qualifications:

- Customer service skills
- Ability to lift 40 lbs
- Ability to stand for extended periods of time
- Effective communication skills
- Ability to take direction
- The desire to help others

Time Commitment:

- as needed

Benefits:

- Positively affecting the lives of others
-

Training:

- Orientation and one-hour training is required.

Title: Stage Hands

Objective:

To safely and efficiently handle stage productions

Duties:

- Unload/load equipment trucks upon arrival/departure
- Work stage in designated areas
- Ensure operation is flowing smoothly
- Repackage gear after show

Qualifications:

- Must be able to lift 50 lbs
- Ability to follow proper safety procedures
- Ability to follow instructions
- Ability to work in a team
- The desire to help musicians

Time Commitment:

- as needed

Benefits:

- Providing basic needs for production
-

Training:

- Orientation and one-hour training is required

VOLUNTEER'S CODE OF CONDUCT

- Treat all clients with patience and respect. If you are experiencing difficulty with a client, please call on the Volunteer Coordinator or other staff person to intervene.
- Be courteous, friendly and cooperative.
- Follow the food distribution plan for the day you are volunteering. This plan was developed to help us ensure we are able to continue to provide similar amounts of food on an ongoing basis. Because of this, we cannot provide extra food or substitute any items.
- Report any injury, accident, or incident where you might have experienced harm while volunteering to the Creative Copperopolis staff.
- Please let us know if you have any restrictions that would prevent you from lifting or if you are unable to stand for more than one hour.
- If you are asked to perform a task or have a volunteer situation that is uncomfortable for you, please talk with the Volunteer Coordinator.
- The following behaviors are not permitted. Individuals who exhibit any of these behaviors will be asked to leave and will not be allowed to volunteer in the future.
 - Offensive or derogatory comments or jokes, including epithets or slurs
 - Yelling, intimidation or threats
 - Pushing, hitting or any physical contact with a client, staff or other volunteer
 - Questioning a client's right to food distribution or preventing a client from receiving food

Creative Copperopolis's commitment to our volunteers:

- We are committed to equal opportunity volunteerism and coordinating a diverse community of volunteers from varied backgrounds and social identities. That can include, but is not limited to: people of color, immigrant communities, people of all faiths and spirituality, people living with disabilities, lesbian/gay/bisexual/transgender communities, and people of diverse ages.
- We are committed to working together towards creating a safe, supportive, and caring volunteer experience where we can learn from each other and grow in service to our communities.
- If needed, Creative Copperopolis will provide a document confirming volunteer hours as community service.

Signature of Volunteer or Guardian

Date

Printed Volunteer Name

VOLUNTEER HANDBOOK ACKNOWLEDGEMENT

I have received and read the Creative Copperopolis’s Volunteer Handbook. I have had the opportunity to ask any questions I have regarding the contents of the handbook.

Signature of Volunteer or Guardian

Date

Printed Volunteer Name

VOLUNTEER CONFIDENTIALITY AGREEMENT

I agree to hold in confidence all information regarding clients of Creative Copperopolis. I will not remove from the office of Creative Copperopolis any electronic or written records, or copies thereof, without express permission of Creative Copperopolis or Creative Copperopolis’s client. I accept full responsibility for maintaining the confidential nature of all records, client contacts and information marked confidential.

I understand that I am personally responsible and fully liable for any violation of this agreement.

Signature of Volunteer or Guardian

Date

Printed Volunteer Name

Signature of Agency Representative

Date