

Who Gives a SCRAP

Volunteer Information Handbook

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Thank you for volunteering with Who Gives a SCRAP!

Who Gives a SCRAP is a labor-intensive enterprise and we rely on volunteers to help us process and organize materials, clean and maintain the store, and generally keep things running. We're happy to work with volunteers of all ages (16 and up) and abilities, and are able to accommodate groups from schools, universities, or community organizations. Information sessions for people interested in volunteering are held quarterly. Our volunteers are important to us and we ask for your help to create a safe and meaningful volunteer experience. With that, all volunteers must review and acknowledge receipt of our organization policies and processes. We appreciate your service!

About the Handbook

This handbook is designed to introduce you to Who Gives a SCRAP and to provide a basic overview of the policies and procedures that provide all of us guidance and direction. As a volunteer, you are provided with a safe work environment, necessary job training, supervision and recognition. In return we expect you to honor your commitment to Who Gives a SCRAP, respect other staff members and perform your assigned duties to the best of your abilities. If you have any questions or need any clarification of the information contained in this handbook, please contact the Volunteer Administrator.

What is Who Gives a SCRAP's Mission?

Who Gives a SCRAP is a National Creative Reuse Center — we are a Public Benefit Corporation whose mission is to be a champion of the environment, by encouraging repurposing, re-using and up-cycling through educational programming, and by introducing innovative ideas in to our community. Who Gives a SCRAP creates a win-win situation for everyone involved — our donors are eligible for a tax deduction from Art SWAP for the value of the items they donate; community members have access to hard-to-find, affordable materials; and usable materials are kept from entering the waste stream.

How we were founded

Who Gives a SCRAP, was founded by two local Moms with a combined fifty years of nonprofit, education and event planning experience, with the intention to build relationships, engage and educate the community while sharing the fun of creative recycling.

Who Gives a SCRAP's founders are innovators who believe that reuse of goods and materials is the most efficient, environmentally friendly and economically viable way to reduce the waste stream. Creating a convenient alternative to disposal in landfills and making used materials easily available to the community is the best way to encourage reuse. Who Gives a SCRAP strongly believes that the symbiotic relationship between what is seen as trash and what it becomes is the most important legacy that we can leave future generations.

Guidelines for Volunteers

- You are welcome to volunteer any time during open store hours. (There are two available shifts every day.) Please coordinate with the Volunteer Coordinator/Manager to get your hours assigned to the volunteer calendar.
- Upon arrival, please sign into the volunteer binder so we can keep track your hours. Then check in with staff person in charge to get you set up on a project.
- Please dress appropriately. You may get dirty! No open-toed shoes.
- You must be wearing a volunteer name tag or Who Gives a SCRAP apron while you are working so that customers can identify you.
- If you are ever feeling uneasy doing something that is asked of you, please let us know immediately. We do not want you to get hurt!
- If a customer asks you a question, answer to the best of your ability or please politely redirect to them to a store staff person. You may need to go and find someone. That is okay. Customer service is our top priority.
- Please note that volunteers and staff abide by a “no shopping” policy during your shift. It’s fun to see first-hand some of the cool items coming in, but please wait until your next shopping experience to purchase.
- Relay that we are on social media and hope that they can support us via those platforms. We encourage picture posts and sharing of our events to your own social media circles. (Facebook and Instagram.)
- Leave time to clean up after yourself before you leave. That means putting everything away where you found it. Please do not leave bins, boxes, scissors or other supplies that belong to the store out in the showroom.
- We do have a first aid kit with basic supplies if you need anything.
- When you finish a task, please find the staff person that assigned you your project to make sure it is wrapped up and then another project may be assigned to you.
- Please be aware that we have no walls here and all conversations and comments are to be kept to appropriate language.
- Note we are a pet friendly organization.
- Please sign out of the volunteer binder at the end of your shift.

Who Gives a SCRAPs' commitment to our volunteers:

- Who Gives a SCRA is committed to equal opportunity volunteerism. We coordinate a diverse community of volunteers from varied backgrounds and social identities, including, but 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, Who Gives a SCRAP will provide a document confirming volunteer hours as community service.

Volunteer Task Descriptions

Sweeping and Cleaning

Monday through Saturday 10:00 am to 6:00 pm (Anytime) In this position you will be responsible for sweeping the floor, mopping the floor, dusting the shelves and cleaning the tables. This is a great task for people who are looking for a light duty task with only a few moments to spare at volunteering.

Tidying up the Shop

This happens Monday through Saturday during store hours. (Anytime) In this position you will be helping to tidy up the shelves and all areas throughout the store or in the classroom/crafting area. Late afternoon and early evenings are the best time to volunteer for this duty.

Sorting and Pricing Merchandise

This happens Monday through Saturday. (Anytime) Lots of boxes of donations arrive every day at Who Gives a SCRAP and throughout the course of the day. This job is available for people who are skilled at determining the prices of merchandise. Who Gives a SCRAP has a pricing guide book, but some items require internet searches, making computer and internet skills a necessity in order to perform this task. Supervised training is required.

Straightening the Shelves, Bins and Drawers

This happens Monday through Saturday. (Anytime) Who Gives a SCRAP is a busy place that needs constant tidying up. The task of straightening up the shelves is a very important job in order to keep the shops' appearance looking nice. Drawers of papers and ribbons etc... are in constant need of organization. This task is a mid to late afternoon task.

Volunteer Project Opportunities

- ReUse Center Volunteer Greeter - Greet customers and groups when they come into the store. Be familiar with our information station so that you can accurately answer questions for patrons. Help to organize and tidy. Work on smaller processing projects.
- Donations and Materials Processor Sort and process incoming materials and work on ongoing processing projects in the donations intake room.
- Processing Guru will work in our processing space to sort and organize the storage of materials in that space. (May include heavy lifting.) Available shifts Mondays – Fridays.
- Administration Expert: Do you know how to design flyers, logo's banners, and signage? Do you love computers? Are you an excel specialist? Do databases make your heart sing? Let us know what you can do.
- Fabric Enthusiast: Who Gives a SCRAP receives donations of fabric yardage remnants. Fabric processing includes measuring, rolling and tagging yardage.
- Yarn & Needle work experts: Help us to set up the Yarn, needle and sewing notion section. Once this area is set up, we are looking for a volunteer to commit to a weekly schedule to work and be present in this multi faceted section.

Grievance Policy Definition:

A grievance is a formal complaint made by a staff member or volunteer, pertaining to any condition of employment, whether connected with work itself or arising from interpersonal relationships at work.

Process:

1. Staff members or volunteers should first attempt to resolve any issues that arise by speaking directly with the individuals involved and/or by discussing problems with their direct supervisor. (For volunteers this would be the Retail Store Manager or an Assistant Store Manager.)
2. If the staff member or volunteer is unable to resolve the conflict directly, or if they are uncomfortable working with their direct supervisor, the staff member or volunteer should bring the problem to the attention of the Operations Manager or other staff responsible for managing personnel and Human Resources (HR) duties.
3. If these direct conversations do not solve the problem, the staff member or volunteer should submit a written request for a meeting with the individual(s) involved and the direct supervisor(s) of the individual(s) involved. The request should describe the problem and outline the steps that have been taken to resolve the problem and the results of those actions.
4. If, after meeting with the parties involved directly, the staff member or volunteer feels the situation remains unresolved, or if the staff member or volunteer does not feel comfortable consulting with his/her supervisor, the issue should be brought to the attention of management by using the Grievance Form (Attachment M-1). If the situation cannot be resolved, then we may just have to decide to part ways.

Drug-Free Workplace Policy

Who Gives a SCRAP is committed to maintaining a healthy, drug-free work environment. All employees and all volunteers must abide by this policy.

1. The unlawful manufacture, distribution, possession or use of a controlled substance, as defined in the Federal Drug-Free Workplace Act of 1998, is prohibited in the workplace. This includes marijuana and prescription narcotics (unless taken under the supervision of a prescribing physician). The consumption of alcohol in the workplace is also prohibited, unless it is made available in conjunction with an official function or celebration and with knowledge of the employee's direct supervisor.
2. Employees with substance abuse or alcohol problems are encouraged to seek assistance with the problem. All expenses associated with addressing the problem are the employees' responsibility.
3. Violation of any portion of this policy is grounds for disciplinary action, up to and including immediate dismissal of the employee.

Unlawful Workplace Harassment Policy

As an employee of Who Gives a SCRAP, you have the right to work in an environment free from unlawful workplace harassment and retaliation. Unlawful workplace harassment is unwelcome or unsolicited speech or conduct based on race, sex, creed, religion, national origin, age, color, sexual orientation, or disability that creates a hostile work environment or circumstances.

If you feel that you are being harassed, the first course of action is to (a) alert the harasser of your discomfort with the situation (unless you believe that addressing the harasser directly would create a dangerous situation for yourself or your co-workers) and (b) notify your supervisor of the nature of the harassment. If the behavior continues after it has been reported, you should provide written notice of the incident(s) to the Manager so that relevant policies and procedures may be followed to address the situation.

If you are unsatisfied with the response of the staff, you should follow the policy outlined in Attachment D: Grievance Policy to direct your concerns through appropriate channels.

Note: Sexual harassment is a form of unlawful harassment based on sex and is covered under this policy.

Volunteer Confidentiality Statement

Confidentiality I agree to hold in confidence all information I become privy to regarding clients of Art of Recycle. I will not remove from the office of Art of Recycle any electronic or written records, or copies thereof, without express permission of Art of Recycle or Art of Recycle’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.

Volunteer Signature _____

DATE _____

Volunteer Handbook Acknowledgement

I, _____ have received and read Art of Recycle’s Volunteer Handbook. I have had the opportunity to ask any questions I have regarding the contents of the handbook.

Signature of Volunteer _____

Grievance Form

Your Name: _____ Date: _____

Date(s) of Incident: _____

Please describe what happened:

Description of Your Response:

Description of Steps Taken to Resolve the Situation:

What would you like to see Who Gives a SCRAP do to resolve this situation?

Are there any witnesses to the incident? Yes _____ No _____

If yes, please include information about witnesses:

Name: _____ Contact Information: _____

Name: _____ Contact Information: _____