



27 Cloister Ave
Ephrata, PA 17522
717-466-6966

Monday thru Friday 9am-6pm
Saturday 9am-3pm

Volunteer Information Handbook

Thank you for volunteering at Art of Recycle!

Art of Recycle would not be able to succeed without the commitment of volunteers. Our volunteers contribute over 1500 hours of service every month and play an important part in assisting us to fulfill our mission. Our motto at Art of Recycle is to treat every person who enters our doors with respect and dignity. Our biggest goal, first and foremost, is our hospitality to our community. Our volunteers and our clients are important to us and we ask of you, as a volunteer, to assist us in maintaining this quality atmosphere that we have created within our organization. In order to assure that our volunteers understand our policies and procedures, we ask that before volunteering services that each volunteer read and review the following information and acknowledge receipt of our policies.

Thank you for your commitment to Art of Recycle!

About this Handbook

Welcome to Art of Recycle. This guide is designed to introduce volunteers to our organization, and to help volunteers to understand what it means to volunteer at Art of Recycle.

As a volunteer staff member you are provided with a safe work environment, job training, supervision, and recognition. In return, we expect to honor your commitment to Art of Recycle, respect other staff members and perform your assigned duties to the best of your abilities.

As our organization grows and changes, there will be a need to modify policies, practices and other information in this handbook. When such changes occur, you will be notified by an announcement or update. It is your responsibility to keep your handbook current and to be informed about policies and changes that affect you.

If you have any questions or need any clarification of the information contained in this handbook please contact the Volunteer Coordinator or Executive Director.

Who we are

Art of Recycle is a community resource center for families, educators and the public.

At Art of Recycle we provide a free crafting area during our hours of operation, which is open and available to everyone of every age, as long as they are capable of crafting at any skill level. One of your volunteer responsibilities is to stock the free crafting area with crafting and recycled materials that are donated to AoR by members of the community. We also provide the use of tools and equipment (such as sewing machines, hot glue guns, stamps, cutters and scissors) that many people may not otherwise have access to, and your responsibility will be to instruct people on how to use those tools if they need instruction.

We are community supported. We have developed a thrifty craft store that is stocked with new and used items donated to Art of Recycle by the public. Revenue from the craft store helps to pay our rent, utilities, insurance and other overhead costs. The thrifty craft store is full of donated, new and slightly used, craft supplies that are sold at a reasonable price. It is your duty and responsibility to help Art of Recycle to raise the funds it needs in order to thrive. Items should be priced affordably, but reasonable enough that Art of Recycle can afford to sustain its organization.

Our Mission

Art of Recycle's mission is to heal and grow community. AoR uses donated resources to fulfill the mission that it serves.

Our Vision

Our objective is to teach life skills, using resources that may be discarded into the landfill. Art of Recycle moves those resources into the hand of people and organizations that need them in order to fulfill community needs.

Our vision is to move useful resources into the hands of educators and non-profits with the goal of expanding much needed programs for the underserved population, creating equality, equity and sustainability within our communities.

Our Guiding Values

At Art of Recycle our goal is to provide **HOPE** to people within the communities that we serve.

Hospitality

- Above all else, we will treat every person that enters our facility with respect and dignity.
- Every guest is welcomed as they walk in the door; every new person receives an introductory tour of our art center.
- We believe that raising the self-esteem of our citizens is important in creating a healthier community.

Opportunity

- Our free crafting area and our commitment to move useful resources into the hands of educators and nonprofits provides opportunity to people during a time of economic hardship.
- Our free cart is a large part of our commitment to the needs of our community. When good quality merchandise is in abundance, we make it available to the public for free.
- We strive towards a zero waste community, utilizing as much of potentially discarded materials as possible while teaching others to do the same.

Prosperity

- Our pledge to donate excess art supplies to other organizations and institutions helps to reduce the economic burden on them in an effort to help educational programs in local communities to prosper.
- Due to our low cost crafting materials, local artists have a greater advantage of creating a sustainable income through the sale of their own art.
- Our work within our community enables us to help other communities to develop similar revitalization projects in order to create widespread community prosperity.

Empowerment

- We provide free and low cost workshops that teach people the skills that they need in order to create with confidence, assisting them to learn skills that assist them in their everyday needs.
- Our goal is to empower people, and entire communities, with the concept that they can achieve magnificent things when they apply the effort to do so.

Volunteer Policies and Procedures

Volunteer Attendance

You are a volunteer staff member and we depend upon you to make a commitment to do the best and finest quality work that you are able to do. As a volunteer, you set your own schedule and the amount of time that you are able to work. Volunteer hours are available during Art of Recycle's normal hours of operation, Monday to Friday 10am to 6pm, Saturdays 9-3. We ask that you take your commitment seriously, if you sign up for a volunteer shift and are unable to work those hours, please contact the volunteer coordinator that assigned you and inform them that you are unavailable to work,

Standards of Appearance

Dress appropriately for your duties. For example, sometimes work at Art of Recycle involves playing with cement, hot glue, paint, and other materials that might permanently redecorate your clothing. Art of Recycle is not responsible for damages to your clothing during the course of your duties. We suggest wearing comfortable clothing and comfortable shoes, high heeled shoes are discouraged. Clothing should not expose excessive cleavage, midriff or buttocks. Clothing that is suggestive or offending must be avoided. Clothing that overtly promotes cigarettes, alcohol, or drugs are not allowed to be worn while performing your duties as a volunteer. Protective gear (provided) will be worn when needed.

Volunteer Personnel Files

Your personal file is confidential and consists of written documents retained by the Volunteer Coordinator. The volunteer's personnel file can only be reviewed by the volunteer, the Volunteer Coordinator and the Executive Director. This file contains basic contact information and records about your volunteer service with Art of Recycle.

Problem-Solving Procedures

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 investigate 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, it is advised to first try to resolve these differences amongst the parties involved.
- If a third party is needed, the Volunteer Coordinator is to be informed and involved. Under no circumstances shall differences be made public or involve other members of the organization.
- If the grievance is in regard to the volunteer Coordinator, the Executive Director should be contacted.

Disciplinary Practice

The following guidelines may be used in some instances at the sole discretion of Art of Recycle.

- Step 1: Oral warning with documentation in the personnel file
- Step 2: Written warning to individual and copy to personnel file
- Step 3: Termination/Dismissal

These guidelines are based on cumulative infractions, 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 at Art of Recycle is “at will”.

Dismissal

Dismissal of a volunteer is a serious consideration; Before a volunteer is dismissed, attempts to reconcile the situation will be made including a meeting between staff and volunteer involved, the Volunteer Coordinator and, if appropriate, the Executive Director. 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 Art of Recycle.

Examples:

Theft is a reason for immediate dismissal. Marking store merchandise lower than a reasonable price is also theft, and a reason for immediate dismissal and will be followed up with legal action.

Posting negative remarks about AoR, staff, volunteers or guests is a reason for immediate dismissal and will be followed up with legal action.

Confidentiality Agreement

Client information is confidential. No client information or proprietary information will be shared outside of Art of Recycle. You will be asked to sign a Confidentiality Agreement. By signing this document you acknowledge that you agree to refrain from the unauthorized use or disclosure of any proprietary or client information.

Emergency Evacuation Program

In the event of a fire, all volunteers are to evacuate the building by following the procedures below.

- All volunteers should exit the building by way of the nearest exit. There are many exits: the front, the rear of the building and the side door in the undersea room.
- Once outside the building, walk to the front parking lot, building A.
- The Executive Director or the Volunteer Coordinator will ensure that everyone got out of the building and give further instructions.

Policy Against Harrassement

Art of Recycle is committed to maintaining a work environment free of unlawful harassment. Art of Recycle 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. Art of Recycle policy applies to all persons involved in the operation and prohibits unlawful harassment by any volunteer/employee of the art center including super-visors and co-workers. Harassment towards anyone will result in immediate dismissal.

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 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 Rainier Valley Food Bank 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.

All of these examples will result in immediate dismissal and will be followed up with legal action.

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 Art of Recycle's 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 a volunteer believes he/she has been subject to sexual harassment or any unwanted sexual attention, he or she 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 Community Engagement Coordinator or Executive 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 in any area on the premises. This includes Art of Recycle's ramp, steps and parking lot.

Solicitation

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

Volunteers and Merchandise Rules

Art of Recycle does not hold merchandise for anyone. There are no exceptions to this rule for anyone. Art of Recycle does not have the space to store anything.

If a volunteer purchases an item from Art of Recycle, any purchases or transactions must NOT occur on the day the volunteer is volunteering. All items must be paid for before taking merchandise outside of the store. No one is to place merchandise in their lockers (paid or unpaid).

Volunteers may not remove items from the free cart on days that they are volunteering.

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.

Volunteer's Code of Conduct

- All clients must be treated with patience and respect. If you are experiencing difficulty with a client, please call on the Executive Director or other staff person to intervene.
- Be courteous, friendly and cooperative.
- Any injury, accident, or incident where you might have experienced harm while volunteering must be reported to the Art of Recycle staff on the day of the injury or within 24 hours.
- 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 Executive Director or 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

Art of Recycle's commitment to our volunteers:

- We are 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, Art of Recycle will provide a document confirming volunteer hours as community service.

Volunteer Task Descriptions

Sweeping and Cleaning

Monday through Friday 10:00 am to 6:00 pm Saturdays 9-3

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 Craft Castle

Monday through Friday 10:00 am to 6:00 pm Saturdays 9-3

In this position you will be helping to tidy up the shelves and the tables in the crafting area. Late afternoon and early evenings are the best time to volunteer for this duty.

Sorting and Pricing Merchandise

Monday through Friday 10:00 am to 6:00 pm Saturdays 9-3

Lots of items in our thrifty craft store and our free resource center. These items need to be cleaned, sorted, priced and displayed. Donated markers and pens are always in need of testing to make certain that they work.

Straightening the Shelves and Drawers

Monday through Friday 10:00 am to 6:00 pm Saturday 9-3

Art of Recycle 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 Art of Recycle's appearance looking good. Drawers of papers and ribbons are in constant need of organization. This task is a mid to late afternoon task.

Volunteer Application

Special Skills or Qualifications

Skills and qualifications can be acquired through employment, previous volunteer work, or other activities such as hobbies or sports. What skills or qualifications do you have as a volunteer? _____

Current Certifications

Highest Education Level Reached

Languages Spoken

Physical Limitations

How did you hear about us? _____

Volunteer Application

Name:

First _____ Middle _____ Last _____

Birth Date _____ Gender _____ SS# _____

Cel Phone# _____ Home Phone# _____

Street Address _____

City _____ State _____ ZIP _____

E-Mail Address _____

Emergency Contact _____ Phone _____

Personal Reference _____ Contact _____

Reason for volunteering _____

When are you available for volunteer assignments?

____ : ____ to ____ : ____ Monday
____ : ____ to ____ : ____ Tuesday
____ : ____ to ____ : ____ Wednesday
____ : ____ to ____ : ____ Thursday
____ : ____ to ____ : ____ Friday
____ : ____ to ____ : ____ Saturday

The information you give us will be used to do a criminal background check as required by law. A childline clearance and FBI check is also required.



Volunteer Confidentiality Statement

Confidentiality

I agree to hold in confidence all information I become privy to regarding guests 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 guests. I accept full responsibility for maintaining the confidential nature of all records, client contacts and information marked confidential. I agree to never take photos of clients or guests without their permission, and I understand that I may not post negative posts or comments regarding clients or guests on social media sites.

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

_ Volunteer Signature

DATE



VOLUNTEERS OVER THE AGE OF 16

I understand that Art of Recycle staff may take pictures during its course of operation and that any pictures that I am present in may be used for social media posts or advertising. I understand that my picture will never be used for defamation or in a derogatory manner. By accepting this volunteer handbook, I agree to the use of my image.

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

A Child Abuse History Clearance is mandatory in order to volunteer at Art of Recycle. Because you are volunteering for a 501(C)3 Non-Profit there will not be a fee for this application. Follow the instructions on this page to retrieve your childline clearance from the state of Pennsylvania.

Online Instructions:

This website is very, very slow. Please be certain to make time for the application process. We estimate that the total process takes about one hour.

Go to www.compass.state.pa.us/cwis and click on "CREATE INDIVIDUAL ACCOUNT". Click "NEXT"

Write down your Keystone ID here _____

Fill in the form, red astericks are mandatory.

Write down your security questions here _____

Answer the captcha question and submit form. Check your e-mail.
Open the email sent to you by pa.gov and copy the temporary passcode.

Return to www.compass.state.pa.us/cwis and click on "INDIVIDUAL LOGIN"

Click on "ACCESS MY CLEARANCES"

On the next page, at the bottom right corner, click on the blue "CONTINUE"
Use your Kestone Key and Temporary Password to login.
The next screen has all of your info already filled in.

Create a new password _____

(Childline Clearance Instruction Continued)

Relog in again. This time with your new password. Accept the terms and conditions.

Click "NEXT".

Bottom right of the page click on the blue "CONTINUE".

Click "CREATE CLEARANCE APPLICATION".

Information You Will Need Before You Start This Application

- Addresses where you have previously lived since 1975
- Names of all individuals with whom you have lived to include parents, guardians, siblings, spouses, etc.
- Any previous names you have used or been known by.

Payment Code _____

This code is only good for 90 days. Please return for new code if expired.

Click on the first button on the page, "Volunteer having contact with children".
Select "Other" under the volunteer category.
Type Art of Recycle under "Agency Name"

Click on the blue "NEXT" on the bottom right corner of the page.

Fill in any missing information on the following pages.

We highly recommend that you provide them with your social security number, the results will be returned much quicker.

Fill in all of the required fields.

When finished, submit an e-signature which is a typed signature of your name using the exact spelling of your name with which you made the account with.

When you receive the email with your results, notify Art of Recycle at info@artofrecycle.org or print out a copy of your certificate and bring it to us at 27 North State Street in downtown Ephrata.