

Cross-Lines Community Outreach

# Volunteer Manual

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UPDATED 8/23/19

## What's Inside?

- ✓ Guidelines and expectations for each volunteer area
- ✓ Policies, procedures, and commonly asked questions



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# Volunteer Placement Policies

## Community Garden (Individuals)

*Available during garden season (March-September)*

Main point of contact during work day: [Senior Commodities & Garden Coordinator](#)

To schedule work day: [Volunteer & Special Events Coordinator](#)

Back up staff: [Director of Operations](#)

- **Objective:** Assist with various garden tasks (planting, watering, harvesting, weeding, etc.) to provide clients with fresh fruits and vegetables.
- **Age minimum:** 13
- **Gardening knowledge or background preferred, but not necessary.**
- **Time length:** Tuesday or Friday mornings between 8:15-10AM.
- **Availability:** Our need for individual garden volunteers depends greatly on the weather and the state of the garden. Check in frequently to determine whether volunteer help is needed.
- **Scheduling:** Garden work days are Tuesday and Friday mornings between 8:15-10AM.
- **Physical requirements:** This is a highly physical volunteer opportunity. Volunteers must be able to stand for an extended period of time, bend over, crouch, and lift 5 pounds, and work well with their hands. Volunteers must be able to withstand heat and humidity. Physical limitations can be accommodated on a need-by-need basis.
- **Supervision:** Individuals younger than 18 years-old require adult supervision.
- **Dress Code:** Appropriate and comfortable clothing with room to move. Close-toed shoes required. We strongly suggest volunteers come equipped with water bottles and sunscreen.

### Training

Hands-on training provided on-site by Community Garden Manager. Additional training may be provided by experienced volunteers.

### Waivers and Sign In

Due to the outdoor location of this volunteer opportunity, the volunteer sign in location is located in the garden shed. Individual garden volunteers are expected to sign in each time they work or to communicate their hours to their staff supervisor. Copies of Release and Waiver of Liability, Code of Conduct, and Confidentiality Agreement are available in the Sign-In Station binder at each primary volunteer location. Additional copies are also available upon request. By signing in, the volunteer agrees to our Waiver of Liability, Code of Conduct, and Confidentiality Agreement.

## Community Garden (Groups)

*Available during garden season (March-September)*

Main point of contact during work day: [Senior Commodities & Garden Coordinator](#)

To schedule work day: [Volunteer & Special Events Coordinator](#)

Back up staff: [Director of Operations](#)

- **Objective:** Assist with various garden tasks (planting, watering, harvesting, weeding, etc.) to provide clients with fresh fruits and vegetables.
- **Age minimum:** 13
- **Group size minimum:** 3 people
- **Group size maximum:** 10 people
- **Ideal group size:** 3-6
- **Time length:** 1-2 hours
- **Availability:** Our ability to accept more groups for this volunteer task depends on the state of the garden (which may fluctuate greatly from day to day). Groups must be prepared to switch volunteer tasks in case of inclement weather. We typically need 2-5 groups each month.
- **Scheduling:** Groups are scheduled during designated garden work days: Tuesday and Friday mornings. Priority is given to groups with garden experience or high capacity to complete required garden work.
- **Physical requirements:** This is a highly physical volunteer opportunity. Volunteers must be able to stand for an extended period of time, bend over, crouch, and lift 5 pounds, and work well with their hands. Volunteers must be able to withstand heat and humidity. Physical limitations can be accommodated on a need-by-need basis.
- **Supervision:** Individuals younger than 18 years-old require adult supervision. We request that larger groups provide 1:5 adult to non-adult supervision.
- **Dress Code:** Appropriate and comfortable clothing with room to move. Close-toed shoes required. We strongly suggest volunteers come equipped with water bottles and sunscreen.

### Training

Hands-on training provided on-site by Garden Coordinator.

### Waivers and Sign In

Due to the outdoor location of this volunteer opportunity, the volunteer sign in location is located in the garden shed.

A contact person from each volunteer group is expected to sign in each time they work or to communicate their hours to their staff supervisor. Copies of Release and Waiver of Liability, Code of Conduct, and Confidentiality Agreement are available in the Sign-In Station binder at each primary volunteer location. Additional copies are also available upon request. By signing in, the volunteer group agrees to our Waiver of Liability, Code of Conduct, and Confidentiality Agreement.

# Community Kitchen (Breakfast)

Main point of contact during work day: [Community Kitchen Manager](#)

To schedule work day: [Volunteer & Special Events Coordinator](#)

Back up staff: [Client Services Manager](#)

- **Objective:** Serve breakfast to around 100 people between 8:00 and 9:00AM. Food prep and clean up included.
- **Age minimum:** 13
- **Group requirements:** This volunteer opportunity is conducive for only 1-4 individuals at a time.
- **Time length:** 7:30 to 9:30AM (2 hours)
- **Availability:** Our ability to accept more volunteers for this task varies month to month.
- **Scheduling:** Individuals are scheduled on a Monday-Friday from 7:30-9:30AM. There is no weekend availability for the Community Kitchen. Recurring volunteers preferred. *If interested in starting earlier in the morning (between 5:30 and 7:30AM), please indicate so on your sign up form.*
- **Physical requirements:** Most individuals are expected to be able to stand for at least 30 minutes and lift and maneuver up to 5 pounds. Specific tasks within the Community Kitchen can be catered to fit physical needs of individual volunteers.
- **Supervision:** Individuals younger than 18 years-old require adult supervision.
- **Dress Code:** Appropriate and comfortable clothing with room to move. Close-toed shoes required. Hair must be tied back or secured with cap or hairnet.

## Additional Volunteer Opportunity

Individuals and small groups are also invited to contribute to Cross-Lines by providing some or all of the food required for breakfast. Interested parties can coordinate what and how they would like to contribute to the meal with the Community Kitchen Manager or Volunteer Coordinator. Alternatively, individuals can provide a financial donation to cover the cost of the meal. Donations can be given to our Community Kitchen Manager or Administrative Coordinator.

## Training

Hands-on training provided on-site by Community Kitchen Manager. Additional training may be provided by experienced volunteers.

## Waivers and Sign In

Copies of Release and Waiver of Liability, Code of Conduct, and Confidentiality Agreement are available in Sign-In Station binder. Additional copies are also available upon request. Each volunteer must sign their name and log individual hours before and after volunteer activity. Signature indicates signer's agreement to Waiver of Liability, Code of Conduct, and Confidentiality Agreement.

## Additional scheduling notes:

- Scheduling priority will be given to individuals that have Community Kitchen work experience and have agreed to a recurring schedule with Cross-Lines.
- Schedule will be mutually agreed upon by Volunteer Coordinator and Community Kitchen Manager and recorded on a public calendar.

# Community Kitchen (Lunch)

Main point of contact during work day: [Community Kitchen Manager](#)

To schedule work day: [Volunteer & Special Events Coordinator](#)

Back up staff: [Client Services Manager](#)

- **Objective:** Serve lunch to around 200 people between 11:30AM and 1:00PM. **Food prep and clean up included.**
- **Age minimum:** 13
- **Group size minimum:** 6 people
- **Group size maximum:** 15 people
- **Ideal group size:** 8 people
- **Time length:** 10:00AM to 1:30PM (3.5 hours)
- **Availability:** Our ability to accept more groups for this volunteer task varies month to month. Groups are strongly encouraged to book volunteer dates at least three months in advance.
- **Scheduling:** Groups are scheduled on a Monday-Friday from 10:00AM to 1:30PM. There is no weekend availability for the Community Kitchen.
- **Physical requirements:** Most members within a group are expected to be able to stand for at least 30 minutes and lift and maneuver up to 5 pounds. Specific tasks within the Community Kitchen can be catered to fit physical needs of individual volunteers. Groups are encouraged to rotate volunteers to accommodate any physical limitations.
- **Supervision:** Individuals younger than 18 years-old require adult supervision. We request that larger groups provide 1:5 adult to non-adult supervision.
- **Dress Code:** Appropriate and comfortable clothing with room to move. Close-toed shoes required. Hair must be tied back or secured with cap or hairnet.

## Additional Volunteer Opportunity

Groups that volunteer to serve the noon meal are also invited to contribute to Cross-Lines by providing some or all of the food required for the meal. Groups can coordinate what and how they would like to contribute to the meal with the Community Kitchen Manager or Volunteer Coordinator. Alternatively, groups can provide a financial donation to cover the cost of the meal. Donations can be given to our Community Kitchen Manager or Administrative Coordinator.

## Training

Hands-on training provided on-site by Community Kitchen Manager. Additional training may be provided by experienced volunteers.

## Waivers and Sign In

Copies of Release and Waiver of Liability, Code of Conduct, and Confidentiality Agreement are available in Sign-In Station binder. Additional copies are also available upon request. Each group member must sign their name and log individual hours before and after volunteer activity. Signature indicates group member's agreement to Waiver of Liability, Code of Conduct, and Confidentiality Agreement.

## Additional scheduling notes:

- Individuals who are not part of a group and wish to serve lunch can be scheduled alongside smaller groups. We can also assemble a handful of individuals to create a group size apt to serve the meal.
- Scheduling priority will be given to monthly groups that have Community Kitchen work experience and have agreed to a recurring schedule with Cross-Lines.
- Schedule will be mutually agreed upon by Volunteer Coordinator and Community Kitchen Manager and recorded on a public calendar.

# Front Desk

Main point of contact during work day: [Volunteer & Special Events Coordinator](#)

To schedule work day: [Volunteer & Special Events Coordinator](#)

Back up staff: [Client Services Manager, Case Manager](#)

- **Objective:** Greet walk-in clients, answer phones and offer helpful information to clients, donors, and volunteers.
- **Age minimum:** 18
- **Time length:** 4 hour shifts
- **Availability:** Our Front Desk availability depends on the current number of Front Desk volunteers at any given time.
- **Scheduling:** This volunteer opportunity requires a regular weekly or bi-weekly commitment. Depending on availability, Front Desk volunteers can choose between AM (8AM-noon) shifts or PM (12-4PM) shifts Monday through Friday. Front Desk volunteers are often scheduled on the same day and time each week.
- **Physical requirements:** Front Desk volunteers remain seated for the majority of their shift. The Front Desk volunteer will need to get up, climb a few stairs, and deliver Hope Tote bags to clients.
- **Supervision:** We do not accept individuals younger than 18 years-old for this position.
- **Dress Code:** Appropriate and comfortable clothing with room to move.

## Training

Front Desk volunteers will undergo a minimum of two training sessions, essentially shadowing experienced Front Desk volunteers for the entirety of their shifts. Once the required training sessions have been completed, we will assess the volunteer's comfort level and schedule additional training sessions, reassign the volunteer to another area, or start the volunteer on their first solo shift. Front Desk volunteers may need additional specialized training if working with clothing vouchers.

## Waivers and Sign In

Front Desk volunteers are expected to sign in and log hours upon arrival in the binder located at the front desk. By signing in, volunteers indicate their agreement to our Waiver of Liability, Code of Conduct, and Confidentiality Agreement. Copies of these documents are at the sign in location. Additional copies are also available upon request.

## Weekly Update

Every Monday, the Volunteer & Special Events Coordinator will share the weekly update with updates and announcements for the Front Desk volunteers to know. The update will be printed and placed at the front of the Sign In binder. All Front Desk volunteers are expected to read the updates upon arrival.

## Additional scheduling notes:

- Front Desk volunteers are required to commit to a semi-recurring schedule to insure they stay up-to-date with relevant Cross-Lines information. Front Desk volunteers are expected to volunteer at minimum bi-weekly and maximum twice a week.
- If Front Desk volunteers are unable to make their shift for whatever reason, they are encouraged to communicate with other Front Desk volunteers to find coverage. Front Desk volunteers should also communicate any schedule changes to the Volunteer & Special Events Coordinator as far in advance as possible.



# Sack Lunch Program

Main point of contact for drop off: [Kitchen Manager](#)

Questions about sack lunches: [Volunteer & Special Events Coordinator](#)

This volunteer opportunity is unique in that sack lunches are almost always prepared offsite by groups not monitored by Cross-Lines staff. Below are suggested parameters for groups to insure consistency of product and sanitary standards for the safety and health of our clients.

- **Objective:** Prepare sack lunches for Cross-Lines Community Outreach clients to take Monday-Friday mornings.
- **Sack Lunch ingredients:**
  - Sandwich (meat & cheese or PB&J)
  - Fruit (fresh or packaged)
  - Granola Bar
  - Chips
  - Juice or water (optional)
- **Age minimum:** 13 (Younger volunteers are fine with supervision.)
- **Time length:** 1-2 hours
- **Availability:** Our Community Kitchen requires approximately 1200 sack lunches each month. This number increases in the summer. Contact Cross-Lines staff before beginning sack lunch preparation to insure that we can utilize the sack lunches that month. Sack lunches can be stored for an extended amount of time; therefore, we generally can handle a large volume of sack lunches.
- **Goal:** Assemble and deliver between 30-300 sack lunches, as agreed upon with Cross-Lines staff.
- **Drop off instructions:** Sack lunches can be dropped off at the Community Kitchen Monday-Friday between 9-11AM or 1-2PM. Enter through side door and ask for Carmelina. Volunteers can carry heavier items through back door.
- **Supervision:** We recommend that individuals younger than 18 years-old have adult supervision.
- **Dress Code:** We recommend assemblers wear gloves and tie back hair.

## Training

No training provided for this volunteer opportunity.

## Waivers and Sign In

Copies of Release and Waiver of Liability, Code of Conduct, and Confidentiality Agreement are available in Sign-In Station binder. Additional copies are also available upon request. Drop-off leader must sign in and log group hours at site location when dropping off sack lunches. Signature indicates group's agreement to Waiver of Liability, Code of Conduct, and Confidentiality Agreement.

**\*\*Important note: In an effort to store sack lunches for longer period of time, please keep sandwiches separate from rest of sack lunch.**

## Additional scheduling notes:

Although we welcome one-time sack lunch donations, we strongly suggest interested parties create a recurring schedule (monthly, bi-monthly, quarterly) to prepare and bring in sack lunches. It is much easier for Cross-Lines to make sure we always have sack lunches on hand for clients and to maintain our sack lunch budget when we have a consistent flow of sack lunches.

## Senior Commodities (Groups)

Main point of contact during work day: [Senior Commodities & Garden Coordinator](#)

To schedule work day: [Volunteer & Special Events Coordinator](#)

Back up staff: [Director of Operations, Food Pantry Assistant](#)

- **Objective:** Work as a team in assembly-line style to fill grocery boxes for low-income senior citizens in Wyandotte, Leavenworth, and Johnson Counties.
- **Age minimum:** 13
- **Group size minimum:** 5 people
- **Group size maximum:** 15 people
- **Ideal group size:** 10
- **Time length:** 1-2 hours
- **Availability:** Our ability to accept more groups for this volunteer task varies month to month, depending on level of outside interest and how close we are to achieving our monthly goal: 1400 boxes. On average, we accept seven groups each month.
- **Scheduling:** Groups are typically scheduled Monday-Friday between 9AM and noon and 1PM and 3PM. We have limited availability on the first Saturday morning of each month.
- **Goal:** Correctly assemble 100-200 boxes in designated time frame.
- **Physical requirements:** This is a highly physical volunteer opportunity. Individual volunteers must be able to stand for at least thirty minutes at a time, lift and move boxes up to 20 pounds, bend over, stand for up to 60 minutes, and work well with their hands. Exceptions can be made on a need-by-need basis.
- **Supervision:** Individuals younger than 18 years-old require adult supervision. We request that larger groups provide 1:5 adult to non-adult supervision.
- **Dress Code:** Appropriate and comfortable clothing with room to move. Closed-toed shoes are required.

### Training

Hands-on training provided on-site by Senior Commodities & Garden Coordinator.

### Waivers and Sign In

Copies of Release and Waiver of Liability, Code of Conduct, and Confidentiality Agreement are available in Sign-In Station binder. Additional copies are also available upon request. One adult leader from each volunteer group must sign in and log their hours at site location prior to beginning volunteer task. Signature indicates group's agreement to Waiver of Liability, Code of Conduct, and Confidentiality Agreement.

### Additional scheduling notes:

- One group scheduled per day; three groups max per week.
- Unless an exception is made, groups will not be scheduled on holidays, weekends (except the first Saturday), truck day, garden work days, and other days indicated by Senior Commodities Coordinator.
- Schedule will be mutually agreed upon by Volunteer Coordinator and Senior Commodities Coordinator and recorded on a public calendar.

## Thrift Store (Individuals)

Main point of contact during work day: [Thrift Store Manager](#)

To schedule work day: [Volunteer & Special Events Coordinator](#)

Back up staff: [Volunteer & Special Events Coordinator, Truck Driver](#)

- **Objective:** Accomplish tasks at designated station (cashier, sorting, housewares, etc.) as instructed by Thrift Store Manager.
- **Age minimum:** 13
- **Time length:** 2+ hours
- **Availability:** Our ability to accept more volunteers varies month to month, depending on level of outside interest and activity in the store. Generally, this is a high area of need and volunteers will be accepted.
- **Scheduling:** Individual volunteers are typically scheduled anytime during regular Thrift Store Hours (9AM-4PM Monday-Friday and 9AM-3PM Saturdays). Recurring volunteers that have built up experience are able to set a schedule.
- **Goal:** Correctly accomplish designated tasks in allocated amount of time.
- **Physical requirements:** This volunteer opportunity requires basic mobility to accomplish tasks. Volunteers may be asked to lift and move items up to 20 pounds, bend over, stand for up to 60 minutes, and work well with their hands. Exceptions can be made on a need-by-need basis.
- **Supervision:** Individuals younger than 18 years-old require adult supervision.
- **Dress Code:** Appropriate and comfortable clothing with room to move.

### Training

Hands-on training provided on-site by Thrift Store Manager.

### Waivers and Sign In

Copies of Release and Waiver of Liability, Code of Conduct, and Confidentiality Agreement are available in Sign-In Station binder found in the Volunteer Center. Additional copies are also available upon request. Volunteers must sign in and log their hours at site location prior to beginning volunteer task. Signature indicates signer's agreement to Waiver of Liability, Code of Conduct, and Confidentiality Agreement.

### Additional scheduling notes:

- To be scheduled as a cashier, volunteer must have level of experience determined by Thrift Store Manager. Cashiers must be able to fill a shift once every two weeks minimum.
- Unless an exception is made, volunteers will not be scheduled on holidays or Sundays, and other days indicated by the Thrift Store Manager.
- Schedule will be mutually agreed upon by Volunteer Coordinator and Thrift Store Manager and recorded on a public calendar.

## Thrift Store (Groups)

Main point of contact during work day: [Thrift Store Manager](#)

To schedule work day: [Volunteer & Special Events Coordinator](#)

Back up staff: [Volunteer & Special Events Coordinator](#)

- **Objective:** Work as a team to accomplish various Thrift Store tasks which may include: hanging clothing, cleaning and arranging donations, moving furniture, etc.
- **Age minimum:** 13
- **Group size minimum:** 2 people
- **Group size maximum:** 10 people
- **Ideal group size:** 5
- **Time length:** 1-2 hours
- **Availability:** Our ability to accept more groups for this volunteer task varies month to month, depending on level of outside interest and activity in the store. On average, we accept 3-10 groups per month.
- **Scheduling:** Groups are typically scheduled Tuesday-Friday between 9AM and noon and 1PM and 3PM. We can only accept very small groups on the first Saturday morning of each month.
- **Goal:** Correctly accomplish designated tasks in allocated amount of time.
- **Physical requirements:** This volunteer opportunity requires basic mobility to accomplish tasks. Volunteers may be asked to lift and move items up to 20 pounds, bend over, stand for up to 60 minutes, and work well with their hands. Exceptions can be made on a need-by-need basis.
- **Supervision:** Individuals younger than 18 years-old require adult supervision. We request that larger groups provide 1:5 adult to non-adult supervision.
- **Dress Code:** Appropriate and comfortable clothing with room to move.

### Training

Hands-on training provided on-site by Thrift Store Manager.

### Waivers and Sign In

Copies of Release and Waiver of Liability, Code of Conduct, and Confidentiality Agreement are available in Sign-In Station binder found in the Volunteer Center. Additional copies are also available upon request. One adult leader from each volunteer group must sign in and log their hours at site location prior to beginning volunteer task. Signature indicates group's agreement to Waiver of Liability, Code of Conduct, and Confidentiality Agreement.

### Additional scheduling notes:

- One group scheduled per day; two groups max per week.
- Unless an exception is made, volunteers will not be scheduled on holidays, weekends, and other days indicated by the Thrift Store Manager.
- Schedule will be mutually agreed upon by Volunteer Coordinator and Thrift Store Manager and recorded on a public calendar.

# Policies and Procedures

## **Appropriate Behavior**

We will not tolerate foul language, intimidation, blatant disregard of feedback, theft, vandalism, or bullying of any kind. We hope that all volunteers exercise good boundaries and report any difficult or harmful behaviors to an appropriate staff member.

## **Cancellations**

If a group or individual needs to cancel their scheduled volunteer day, Cross-Lines requests one week advance notice. Cancellations and schedule changes should be given to the Volunteer & Special Events Coordinator. Volunteers are not guaranteed a makeup date, especially if schedules do not agree. Cross-Lines will do everything they can to reschedule group or individual if desired. In the event of a cancellation, regular volunteers are encouraged to find their own replacement if possible.

Under rare circumstances, Cross-Lines may need to cancel a volunteer group or individual. In most cases, Cross-Lines will notify volunteers at least a week in advance. Examples include: holidays or lack of work for Senior Commodities, Thrift Store, or Community Garden. There may also be times that Cross-Lines needs to unexpectedly cancel a volunteer group or individual. Examples of such situations include: natural disaster (flood, snowstorm, power outage) or staff illness. In each situation, we will do our very best to relocate volunteer groups or individuals to another available task on campus before cancelling or rescheduling.

## **Drives and Donations**

A great way to contribute to Cross-Lines Community Outreach, is to host a food, clothing, or dignity drive. Our updated Needs List can be found on our website: [www.cross-lines.org](http://www.cross-lines.org). Donations should be approved by a Cross-Lines staff member BEFORE delivery. Donations can be dropped off during our regular business hours. For donations to the Community Kitchen, please schedule your drop off between 9-11AM. If you are unable to make our drop off times or want more information on areas of need, call us at 913-281-3388.

## **Eating at the Community Kitchen**

Cross-Lines Community Kitchen is open to the general public regardless of income level. Volunteers are more than welcome to eat breakfast or lunch in the Community Kitchen. Groups larger than five should notify the Volunteer & Special Events Coordinator of their intentions to eat in the Community Kitchen at least one day in advance.

## **Inclement Weather or Emergency Closings**

In the event of weather conditions requiring the closing of Cross-Lines, the following procedures will apply:

- For snow days, Cross-Lines will follow the closing announcement made by the KCK School District, or at the discretion of the Executive Director.
- For consecutive closing days, the Executive Director will determine if conditions warrant a further closing. The Volunteer & Special Events Coordinator or designated program staff will contact scheduled volunteers if Cross-Lines is closed for consecutive days.
- For emergency closings due to unforeseen circumstances, the Executive Director will alert staff members and the Volunteer & Special Events Coordinator or designated program staff will pass along relevant information.

If you are unsure whether Cross-Lines is closed due to any circumstances, call our main office at 913-281-3388. If you receive no response, our voicemail should alert all callers to our closing plan.

If volunteers feel uneasy about road conditions due to inclement weather, Cross-Lines trusts each volunteer to make an informed personal decision on whether or not to volunteer with Cross-Lines that day. Cross-Lines will not penalize volunteers if they choose to miss a scheduled shift due to inclement weather. Additionally, Cross-Lines is not responsible for injuries or potential car troubles resulting from this decision. In the event that a volunteer chooses to miss their scheduled shift due to inclement weather, Cross-Lines staff simply requests that this change is communicated in a timely manner.

## **Interactions with Clients**

Cross-Lines primary focus is to serve our clients with dignity and respect, no matter their situation; therefore, we expect our volunteers to do the same. Volunteers are encouraged to interact with clients when necessary and to reflect Cross-Lines values in each interaction. If a volunteer feels uncomfortable by the actions of a client, Cross-Lines encourages volunteers to enforce personal boundaries and request assistance from Cross-Lines staff members.

Cross-Lines requests that volunteers do not offer money to clients as this goes against our organizational practice. If volunteers wish to support clients in more substantive ways, we encourage volunteers to donate items to the Thrift Store, Food Pantry, Community Kitchen, or the Hope Tote program.

## **Late/Early Arrival**

Cross-Lines is understanding of various life circumstances that keep volunteers from arriving at their pre-determined time. In most circumstances, occasional late arrivals do not affect our overall workflow and will not be addressed. There are, however, volunteer positions that greatly depend on a timely arrival (Front Desk, Community Kitchen, Thrift Store Cashier). If routine lateness directly affects Cross-Lines clients, volunteers, or staff, it may be addressed on a case-by-case basis by the department lead.

In general, we invite individual volunteers to arrive 5-10 minutes before their scheduled work time to insure a successful and smooth transition. We encourage volunteer *groups* to arrive as close to their start time as possible, and avoid arriving more than 5-10 minutes early. It is difficult for Cross-Lines to adjust our schedule to accommodate large groups due to small staff and limited capacity.

## **Missed Appointments**

If a volunteer group or individual misses three or more scheduled volunteer appointments or shows up more than 45 minutes late, Cross-Lines reserves the right to decline future requests to volunteer with the organization.

Additionally, Cross-Lines can choose to dismiss a regular volunteer if start and end times are continually violated. The decision to turn down volunteer requests or dismiss volunteers will be mutually agreed upon by the Volunteer & Special Events Coordinator and individual department leaders.

## **Personal Belongings and Safety**

Cross-Lines will provide volunteers with safe locations to store purses, coats, and other personal belongings; however, Cross-Lines is not responsible for lost or stolen items. Volunteers are encouraged to keep personal belongings, especially cell phones and wallets, on their body or out of eyesight by the general public. Most locations with volunteers are equipped with an "emergency button," that will call 911 when pushed. The emergency button should only be used in actual emergencies when staff is unable to respond immediately. Volunteer safety is of utmost importance to Cross-Lines staff and any uncomfortable or threatening situations should be reported to staff members.

## **Sign In and Logging Hours**

Cross-Lines requests that volunteers sign in and log their hours upon each visit, regardless of how long the volunteer has been serving with Cross-Lines. The reason for this request is multi-fold:

1. To indicate that volunteers agree to our Waiver of Liability, Code of Conduct, and Confidentiality Agreement.
2. To provide foundations and governmental organizations with an accurate overview of our volunteer hours in order to obtain grants and other financial assistance.
3. To help our Volunteer & Special Events Coordinator and other Cross-Lines staff to know which volunteers are working, when they are on site, and how long they are with us.

## **Special Events**

Cross-Lines needs volunteer support for several special events throughout the year, including:

- Spring Dig Plant Sale (April)
- Smoke Out Hunger (June)
- Community Picnic (June)
- Gala for Hope (September)

- Christmas Store (December)

Please complete a Volunteer Application or contact the Volunteer & Special Events Coordinator in advance to reserve your name on the volunteer list. Otherwise, keep a look out for event volunteer sign ups a month or two in advance of the event!

### **Thrift Store Purchase Guidelines**

Cross-Lines volunteers are welcome and encouraged to purchase items from the Thrift Store at regular price. No special discounts are given to volunteers, but volunteers are eligible for all sales and reduced pricing that is available to the public. If volunteers are sorting donations and find an item they would like to purchase, they may put the item(s) aside to purchase. The Thrift Store Manager will look at these items before purchase to make sure they are not specialty items that should be sold at a higher price or on EBay. If an item is not priced, the Thrift Store Manager must price the item before it is purchased. In the event that the Thrift Store Manager is not available, a designated staff person, such as the Truck Driver or Executive Director, can make pricing decisions.

Thrift Store volunteers can run a monthly tab. If an employee or volunteer would like to add an item to their tab, they should take the item(s) to the cashier and the cashier will write the item(s) on the tab sheet. Tabs should be paid off monthly. Volunteers that do not pay off their tab will not be able to add additional items until the previous month(s) is paid in full. In special circumstances (e.g. large purchases) a special arrangement can be made to pay off the tab over 1-3 months. This arrangement must be made ahead of time with the Thrift Store Manager.

All items that are donated to Cross-Lines are considered the property of Cross-Lines. Taking an item from Cross-Lines without paying is considered theft and appropriate action will be taken. If an employee or volunteer is in a financial hardship, and they need items from the Thrift Store, they should speak with the Executive Director. If a volunteer would like an item from the Thrift Store for a program-related need (e.g. silverware for the kitchen, dishes for a client, etc.) they should discuss this with the Thrift Store Manager or Executive Director before taking the item from the Thrift Store.

### **Tours**

Personalized tours are available to interested individuals or groups, whether volunteers or not. Tours last anywhere from 10-30 minutes. To schedule a tour, please give at least one week advance notice. Tour may depend on availability of staff at requested time.

### **Unexpected Situations**

Due to the nature of volunteer work, many of our available opportunities require individuals and groups to work in close quarters, sometimes engaging in physically strenuous activity to serve our organizational needs. At times, the objective of each task may be unclear or even frustrating to accomplish. In addition to the physical requirements and other considerations listed above, we ask that volunteers exercise patience and good listening at all times. Volunteer tasks may change at the last minute and unexpected issues may arise, significantly affecting the volunteer experience. We reserve the right to ask volunteers to change tasks, take breaks, or terminate their volunteer day early if we find their output is not serving the larger needs of our organization.

### **Volunteer Center**

The Volunteer Center is located in a room inside the Thrift Store and is intended for individual volunteers and groups to take a break. It can be utilized on a first-come, first-served basis. Volunteers may use designated cabinets and refrigerator to store food and personal belongings for no longer than five days. Items in cabinets that do not belong to visiting volunteers should be left alone, unless otherwise indicated by Thrift Store Manager or other Cross-Lines staff. Volunteers are allowed to use the water cooler, sink, dishes, and refrigerator if they clean up after themselves. Cleaning products are located under the kitchen sink.

The Volunteer Center may be used for occasional meetings by Cross-Lines staff or approved outside groups. In this situation, we ask that volunteers limit the use of the Volunteer Center until the meeting concludes.

*Volunteer groups are also welcome to use the shelter and park at Shawnee Park, located across the street from the Community Kitchen. This space does not belong to Cross-Lines; therefore, we suggest you reserve the shelter through Wyandotte County Parks & Recreation.*



**CROSS • LINES**  
COMMUNITY OUTREACH, INC.