



VOLUNTEER HANDBOOK



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Volunteer Placement Policies

Clothing Closet

Main point of contact during work day: [Director of Housing Solutions](#)

To schedule work day: [Community Engagement Manager](#)

Back up staff: [Director of Housing Solutions, Case Management Team](#)

- **Objective:** Assist clients with selecting clothing.
- **Availability:** Our ability to accept more volunteers varies week to week.
- **Scheduling:** Individual volunteers are scheduled on Wednesdays from 8:30-11:30 AM.
- **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 mins, and work well with their hands. Physicals limitations can be accommodated on a need-by-need basis.
- **Supervision:** Individuals younger than 18 years-old are not able to participate in this activity.
- **Dress Code:** Appropriate and comfortable clothing with room to move.

Training

Hands-on training provided on-site by Case Management Team & Director of Housing Solutions.

Community Garden (Individuals)

Available during garden season

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

To schedule work day: [Community Engagement Manager](#)

Back up staff: [Director of Hunger Relief](#)

- **Objective:** Assist with various garden tasks (planting, watering, harvesting, weeding, etc.) to provide clients with fresh fruits and vegetables.
- **Gardening knowledge or background preferred, but not necessary.**
- **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:** Varies, based on weather – see schedule for current needs.
- **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. Closed-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.

Community Garden (Groups)

Available during garden season

Main point of contact during work day: [Commodities and Garden Manager](#)

To schedule work day: [Community Engagement Manager](#)

Back up staff: [Director of Hunger Relief](#)

- **Objective:** Assist with various garden tasks (planting, watering, harvesting, weeding, etc.) to provide clients with fresh fruits and vegetables.
- **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. 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 1:3 adult to non-adult supervision.
- **Dress Code:** Appropriate and comfortable clothing with room to move. Closed-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.

Community Kitchen (Breakfast)

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

To schedule work day: [Community Engagement Manager](#)

Back up staff: [Director of Hunger Relief](#)

- **Objective:** Serve breakfast to around 100 people between 8:00 and 9:00AM. Food prep and clean up included.
- **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. Closed-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. 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.

Community Kitchen (Lunch)

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

To schedule work day: [Community Engagement Manager](#)

Back up staff: [Director of Hunger Relief](#)

- **Objective:** Serve lunch to around 200 people between 11:30AM and 1:00PM. **Food prep and clean up included.**
- **Group size minimum:** 2 people
- **Group size maximum:** 6 people
- **Ideal group size:** 4 people
- **Time length:** 10:00AM to 1:00PM (3 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 1:00PM. 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. Closed-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. 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.

Community Market (Individuals)

Main point of contact during work day: [Community Market Coordinator](#)

To schedule work day: [Community Engagement Manager](#)

Back up staff: [Director of Hunger Relief](#)

- **Objective:** Greet shoppers, restock shelves, answer common questions, check out shoppers.
- **Time length:** 3.5 hour shifts
- **Availability:** Our community market availability varies from month to month, depending on level of outside interest and activity in the market.
- **Scheduling:** Volunteers are scheduled on a Monday-Friday from 8:30AM to noon or from 12:30PM to 4PM.
- **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 Market 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. Closed-toed shoes are required.

Training

Hands-on training provided on-site by Community Market Coordinator

Community Market (Groups)

Main point of contact during work day: [Community Market Coordinator](#)

To schedule work day: [Community Engagement Manager](#)

Back up staff: [Director of Hunger Relief](#)

- **Objective:** Greet shoppers, restock shelves, answer common questions, check out shoppers.
- **Time length:** 3.5 hour shifts
- **Group Size Minimum:** 2 people
- **Group Size Maximum:** 6 people
- **Availability:** Our community market availability varies from month to month, depending on level of outside interest.
- **Scheduling:** Groups are scheduled on a Monday-Friday from 8:30AM to noon or from 12:30PM to 4PM.
- **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 Market 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. Closed-toed shoes are required.

Training

Hands-on training provided on-site by Community Market Coordinator

Front Desk

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

To schedule work day: [Community Engagement Manager](#)

Back up staff: [Director of Housing Solutions](#)

- **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.
- **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.

Additional scheduling notes:

- 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 Community Engagement Manager as far in advance as possible.

Sack Lunch Program

Main point of contact for drop off: [Community Kitchen Manager](#)
Questions about sack lunches: [Community Engagement Manager](#)

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)
- **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.

****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: [Commodities & Garden Manager](#)

To schedule work day: [Community Engagement Manager](#)

Back up staff: [Director of Hunger Relief and/or Food Pantry Coordinator](#)

- **Objective:** Work as a team in assembly-line style to fill grocery boxes for low-income senior citizens in Wyandotte, Leavenworth, and Johnson Counties.
- **Group size minimum:** 4 people
- **Group size maximum:** 10 people
- **Ideal group size:** 6
- **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 Commodities & Garden Manager.

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 Commodities Manager.

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 Community Engagement Manager. 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 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. 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 Community Engagement Manager 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 Community Engagement Manager 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 Community Engagement Manager 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 food pantry, clothing closet, or community kitchen.

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). 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 Community Engagement Manager 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 of 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:

- Community Picnic
- Gala for Hope
- Christmas Store

Please complete a Volunteer Application or contact the Community Engagement Manager 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!

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 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.

