

LCOC



Lubec Community Outreach Center

Working together for each other

Volunteer Handbook

Thank you for volunteering with Lubec Community Outreach Center.

Lubec Community Outreach Center (LCOC) could not operate without committed volunteers. Our community and organizational volunteers have donated hundreds of hours every year, and play a key role in helping us fulfill our mission. As we continue to grow and evolve, it is important that we continue to promote a favorable and lasting impression of the Lubec Community Outreach Center in the minds of everyone with whom we interact, including, clients, donors, media, other volunteers, and the general community. Our volunteers are important to us and we ask for your help in creating a safe and meaningful volunteer experience. With that, we ask all volunteers to review and acknowledge our organization policies and processes. We appreciate your service and look forward to working together, for each other.

About the handbook

This handbook is designed to introduce you to the Lubec Community Outreach Center, provide guidance and direction and educate you on our organizational policies and procedures. As a volunteer, you will be provided with a safe work environment, necessary job training, supervision, and recognition. In return, we expect you to honor your commitment to our organization, respect peer volunteers and staff, 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 Lubec Community Outreach Center Executive Director.

Our Programs/Services

Lubec Community Outreach Center strives to implement programming, services and opportunities that are both meaningful and have personal impact for our community members.

Lubec Community Food Pantry offers food assistance at no cost to any eligible area resident in need. Our pantry is a “choice” food pantry. Patrons can shop our pantry and choose the foods they need and enjoy. Food pantry hours are every third Wednesday of every month from 1-3pm and every Saturday following the 3rd Wednesday from 8:30am-10:00am.

The thrift and housewares store provides seasonal clothing needs, free children’s clothing, and housewares is open every Wednesday, 1-3pm, Thursday 2-5pm and Friday and Saturday, 9-12pm.

We provide afterschool and summer enrichment and recreational programs for youth ages 4-12, to help support healthy, active children within our community. Highlights of our youth programs include arts and crafts, cooking, tutoring, activities in the community garden, learning about the environment, swimming lessons, nutrition education, and hiking and beach adventures. Collaboration with community volunteers and organizations also provide services such as art and music classes, storybook readers, science experiments, and so much more.

We ensure senior wellness and fitness programming is offered at no or low cost for our community members. Fitness classes and informational/educational workshops/trainings are offered weekly.

Adult education and enrichment programs are offered throughout the year. The workshops are provided at no or low cost. We offer workshops/trainings such as: Basket weaving, sea glass art, rug braiding, water color painting, wood burning, fly tying, beer brewing and many more. We also offer digital literacy and computer classes such as: Microsoft excel, Understanding WordPress, Understanding google, Chromebook 101 and iPhone/Android basics.

We participate in Federal and State programs such as A4TD, Senior Vista, FEDCAP, and the Grandparent Program. These programs help for seniors and adults return to the workforce by serving

within our organization and learning new skills and earning a stipend for their work from the respective program.

Our community center host community gathering, social events and provides spaces to gather and to learn. We provide community luncheons, Senior/Veteran breakfasts, coffee and cribbage, and other events throughout the year. Our community room is open daily for to meet, play games, watch a movie with friends, access the internet or attending trainings. Our large workshop room is equipped with LCD projector, screen and computer and plenty of tables for meeting space and trainings. In addition, we have six computer stations for community members to use to access the internet or attend an-online training/meeting.

We collaborate with many organizations that allows us to enhance our services and programming and offer additional opportunities for our community members. We provide office space to Washington County Adult Education Program and Washington County Literacy Program. These programs give free tutoring support to adults to help them complete the HiSet high school certificate program and/or learn to read and write. We also furnish space for the Community Caring Collaborative and International Marathon Committee. The Community Caring Collaborative host a medical equipment program which collects and loans medical equipment to community members free of charge.

Our Vision

The Lubec Community Outreach Center vision is a vibrant community that works together to enrich people's lives

Our Mission

Lubec Community Outreach Center is committed to removing barriers to improve the lives of people in our community. Through our programs we promote awareness, knowledge, pride, and stewardship of our community strengths – our people and our natural resources. Our process is one of listening to and engaging with our community in thoughtful planning, consultation, participation, and partnership.

Guiding Values

Compassion:

- We value the dignity and intrinsic worth of each person we encounter. We are committed to treating each individual fairly and with respect.
- We seek to enhance clients' capacity and opportunity to address their own needs while also meeting their needs, to support their well-being.
- We value and protect our clients' privacy and ensure a safe environment for our clients.
- We honor our clients' dignity by offering usable, nutritious food and distributing it in a convenient and equitable manner.

Resourcefulness:

- We bring our full resources to bear on the problem of hunger and collaborate with other agencies to best serve our clients.
- We are committed to providing quality, healthy food in the most cost-effective manner.
- We will be well managed, sustainable and a good steward of resources.
- We will ensure we have the expertise to be effective; we are committed to learning and growing.

Community-Centered:

- We are committed to act responsibly toward the community in which we work and for the benefit of the community we serve.

- We are committed to be responsible, transparent and accountable for all our actions. We are committed to act honestly, truthfully and with integrity in all our transactions and dealings.
- We are “community driven” with neighbors working together to raise resources and awareness to meet our clients’ needs.
- We honor and appreciate the contributions of our donors and volunteers. We treat each person in a caring and respectful fashion, mindful of individual differences and diversity.
- We value and respect the volunteer spirit and the people who give tirelessly of their time, talent and resources to help others.
- We treat ALL of our community members with the highest level of dignity and respect.

Standard of Appearance

Dress appropriately for your duties. For instance, unloading the food truck and stocking shelves would require durable, comfortable clothing. Clothes cannot be torn, dirty, contain offensive graphics or words, and may not be too revealing. No open-toe shoes in the pantry or kitchen area.

Ending Volunteer Service

You may end your service at any time, but we would request you inform the Executive Director of your departure ideally two weeks prior to you leaving.

Disciplinary Procedures

The following guidelines may be used in some instances at the sole discretion of the Lubec Community Outreach Center:

- Step 1: Oral warning with documentation in the volunteer file
- Step 2: Written warning to individual and copy to volunteer file
- Step 3: 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 with the Lubec Community Outreach Center is "at-will."

Dismissal

Dismissal of a volunteer may occur if a volunteer is unreliable, irresponsible, disruptive, shows inappropriate behavior, or fails to comply with the policies and procedures of the Lubec Community Outreach Center.

Confidentiality Agreement

All children, family, and staff information will be kept confidential. Do not discuss any community member with people outside of the program staff. All appropriate information will be shared with the Program Coordinator and/or Executive Director. Any breach of confidentiality will result in disciplinary action up to and including dismissal.

Emergency Evacuation Program

In case of fire or other emergency, volunteers are to evacuate the building by following the procedures listed below:

- Evacuate through the closest exit, either the main entrance or the doors at the end of the hallway.
- Gather by the playground. Identify a leader to implement a headcount and name anyone that may be missing.
- Do not go back into the building until it has been cleared by the Executive Director, law enforcement or a member of the emergency response team.

Food Handling Safety

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

- Always wear gloves when in contact with food.
- Never cross-contaminate, for example, touching meat and then fruits and vegetables.
- Cover your mouth and nose when you sneeze or cough. Cough or sneeze into a tissue and then throw it away. If you don't have a tissue, cough or sneeze into your upper sleeve or elbow, not your hands.
- Clean your hands often. When available, wash your hands with soap and warm water, then rub your hands vigorously together and scrub all skin surfaces. Wash for 15 to 20 seconds. It is the soap combined with the scrubbing action that helps dislodge and remove germs. When soap and water are not available, alcohol-based disposable hand wipes or gel sanitizers may be used. If using a gel, rub the gel in your hands until they are dry. The gel doesn't need water to work; the alcohol in the gel kills germs that cause colds and the flu.
- Avoid touching your eyes, nose or mouth. Germs are often spread when a person touches something that is contaminated with germs and then touches their eyes, nose or mouth. Germs can live for a long time (some can live for two hours or more) on surfaces like doorknobs, desks and tables.

Wellness Policy

Stay home when you are sick and check with a health care provider when needed. Remember: keeping your distance from others may protect them from getting sick.

Common illness symptoms include:

- Fever (usually high)
- Headache
- Extreme tiredness
- Cough
- Sore throat
- Runny or stuffy nose
- Muscle aches
- Nausea, vomiting and diarrhea

Policy Against Harassment

The Lubec Community Outreach Center is committed to maintaining a work environment free of unlawful harassment. The Lubec Community Outreach Center prohibits harassment based on sex (including sexual harassment, gender harassment and harassment due to pregnancy, childbirth or related medical conditions) and harassment based on race, religion, creed, color, national origin or ancestry,

physical or mental disability, medical condition, marital status, age, sexual orientation or any other status protected under federal or state law or local ordinance or regulation. All such harassment is unlawful. The Lubec Community Outreach Center policy applies to all persons involved in the operation and prohibits unlawful harassment by any volunteer/employee of the Lubec Community Outreach Center including supervisors and co-workers.

Policy Against Sexual Harassment

Sexual harassment is unwanted sexual attention of a persistent or offensive nature made by a person who knows, or reasonably should know, that such attention is unwanted. Sexual harassment includes sexually oriented conduct that is sufficiently pervasive or severe to unreasonably interfere with an employee's 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 the Lubec Community Outreach Center equipment or facilities;
- Engaging in indecent exposure; or
- Making sexual or romantic advances toward a volunteer and persisting despite the volunteer's rejection of the advances.

Sexual harassment can be physical and/or psychological in nature. An aggregation of a series of incidents can constitute sexual harassment even if one of the incidents considered on its own would not be harassing.

Volunteers are prohibited from harassing other volunteers whether or not the incidents of harassment occur on Lubec Community Outreach Center 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 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 Executive Director.
- All incidents of sexual harassment or inappropriate sexual conduct must be reported regardless of their seriousness.

Substance Use Policy

Smoking or any kind of substance is not permitted on the premises.

Alcohol is not permitted on the premises.

Vaping is not permitted on the premises.

Illicit drug use will not be tolerated on the premises.

If any of the above rules are violated the volunteer will immediately be let go and appropriate authorities will be notified if necessary.

Solicitation Policy

Solicitation of anyone, staff or otherwise for any reason is not permitted on LCOC property.

Volunteer's Code of Conduct

All patrons must be treated with patience and respect. If you are experiencing difficulty with a patron, please call on another staff person or the Executive Director to intervene.

- Be courteous, friendly and cooperative.
- You must follow the food distribution plan for the day you are volunteering. This plan was developed to help us ensure we are able to continue to provide similar amounts of food on an ongoing basis.
- Any injury, accident, or incident where you might have experienced harm while volunteering must be reported to the Lubec Community Outreach Center Executive Director.
- Please let us know if you have any restrictions that 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.

The following behaviors are not permitted. Individuals who exhibit any of these behaviors will be asked to leave and will not be allowed to volunteer in the future.

- Offensive or derogatory comments or jokes, including epithets or slurs
- Yelling, intimidation, or threats
- Pushing, hitting or any physical contact with a client, staff or other volunteer
- Questioning a client's right to food distribution or preventing a client from receiving food
- Questioning a clients right to household items and clothing or preventing a client from receiving needed items.

Volunteer Registration & Orientation

Please contact Lubec Community Outreach Center to discuss volunteer options.

Facebook: <https://www.facebook.com/LubecOutreach.org/>

Email: manager@lubecoutreach.org

Phone: 207-733-5262

All volunteers will read the volunteer handbook and will be provided an orientation with tour of facility.

Volunteer Positions:

Food Pantry

- **Storage Assistant & Stocker-** Moving, sorting, organizing food boxes and organizing and stocking food on shelves. This can be heavy work and you must be able to lift 50 pounds. As a storage assistant, you have less public interaction, and this job tends to be more physically demanding.
- **Receptionist-** Greet and register our food pantry patrons. This position requires accuracy, speed, friendliness, and discretion. This role will require you to provide direction to patrons and gather information.
- **Bagger-** A bagger will help each patron pack their food selections as they shop.

- **Car Helper-** Walk with patrons, pull food cart, and help put food into the car.
- **Food Deliverer-** Deliver boxes of food to homes within the greater Lubec area. Must be able to lift 50lbs. and have reliable transportation.
- **Inventory-** Maintain and record food
- **Reporting-** Enter monthly food pantry use into on-line database

Thrift/Housewares Store

- **Donation Sorter-** Receive donations during thrift store hours, rejecting or approving items according to “Donation Procedure List” and assigning items to correct location within center. This position typically does not require heavy lifting, but does require a volunteer with the ability to be kind and decisive.
- **General Help-** Fold, straighten, organize, and clean/dust clothes & housewares items
- **Thrift Store Front Desk-** Cash out patrons, bag items and have a general knowledge of item location to assist customer in finding items.

Facilities Associate- Help maintain upkeep and cleanliness of the community center including tasks such as:

- Clean floors
- Clean rooms
- Repair small items
- Landscaping
- Facility projects

Community Meals Assistant- Coordinate, set up and/or breakdown/clean the kitchen/dining room area for the monthly community meals. Food safety training is provided. Coordination of meals include contacting local organizations and business to sponsor a meal and/or identifying volunteers to cook, set up and breakdown/clean.

Office/Admin Support- Assist with administrative tasks such as:

- Data entry
- Identifying/scheduling workshops/classes
- Minute taking
- Filing
- Website updates & maintenance
- Writing newspaper articles, creating newsletters, community flyers, posters and other printed materials

Committee Member- Participate in committee work including:

- Board of Directors
- Finance Committee
- Youth Committee
- Senior Wellness Committee
- Facility Improvement and Maintenance Committee
- Fundraising Committee

Class Facilitator- Setup, attend and breakdown workshops/classes being held at the center.

Youth Programs- Assist with youth programming tasks such as:

- Identify/coordinate activities and community presentations

- Present a skill, activity or lead an outing
- Youth program day helper
 - *** on-going youth volunteering will require fingerprinting

Open and Close Procedures

- When you first arrive please find the “Volunteer Sign In Sheet”, mark your name, date and duration of time spent at the center.
- Check in with your volunteer leader to be assigned a task for the day
- Before you sign out scan your surroundings and make sure to tidy up the space. Use the campfire rule of “leave things better than you found them”
- Upon completing your shift, sign out on volunteer sign in sheet and communicate to volunteer leader

Volunteer Leaders:

Our volunteer leaders are people you can go to during your shift for direction and task assignment. Each leader has a specific knowledge base, but is well versed in the overarching protocol of LCOC. They will help you navigate the system and have fun!

LCOC Office number: (207) 733-5262

Eleody Libby- Executive Director director@lubecoutreach.org

Linda Pendarvis- Thrift Store and Facilities Manger manager@lubecoutreach.org

Anna Williams- Youth Programs Coordinator youthcoordinator@lubecoutreach.org

Ed Harrison- Facilities Committee President/Food Pantry

Joe Piscado- LCOC Board Member/ Food Pantry

Please feel free to reach out to the leaders with questions regarding protocol or location of items.

Locations:

This section is to give each volunteer a general knowledge of where to find useful items for your shifts.

- **Cleaning Supplies:** Industrial cleaning supplies for floors and large jobs can be found in the janitorial closet at the end of the hall between the bathrooms. Small cleaning supplies, including sanitizing sprays, can be found under the sinks in the kitchen or on the shelves in the chest freezer room of the food pantry.
- **First Aid Kit:** FAK can be found in the office bathroom on the shelf to the left of the door. The AED can be found at the door of the dining room.
- **Sign in Sheet:** The sign-in sheet for the thrift store can be found in the entrance of the women’s clothing section. The sign-in sheet for the Food Pantry can be found in the middle room on a small table to the left. Youth programs sign-in sheet is on the shelf to the left of the door. Facilities and admin sign-in sheet is located on the chalkboard to the left when entering the main office. Lunch/breakfast/kitchen sign-on sheet is located on the bulletin board in the kitchen by the door.
- **Bathroom:** Located at the end of the hall to the right. If the men’s bathroom night is not on, the light is located in the janitor’s closet.

Locations for assignment specific tasks will be given to you by a volunteer leader.

Acknowledgement of Volunteer Handbook

I agree to adhere to all of Lubec Community Outreach Center's guiding principles.

I understand that I must follow all policies within the volunteer handbook and may be subject to disciplinary action as outlined in the manual if I do not comply with the policies.

Employees, volunteers and board members of Lubec Community Outreach Center may be exposed to information which is confidential and/or privileged and proprietary in nature. It is the policy of LCOC that such information must be kept confidential both during and after volunteer service.

I agree to treat as confidential all information about any food pantry clients or former clients, youth and their families that I may learn during the performance of my duties as a volunteer. I understand that it would be a violation of policy to disclose such information to anyone without written permission.

Signature _____

Print Name _____

Date _____

Email _____

Phone _____

Address _____

Please complete the information below so we can get to know you better!

Date: _____ Volunteer Start Date (If different from current date): _____

Date of Birth: (month & day only) _____

Name: _____

Address: _____

Phone #1: _____ Phone #2: _____

Email: _____

Emergency Contact and Phone Number: _____

Please explain why you want to volunteer at the community center? If you are a current volunteer, why do you like volunteering at the community center?

Please tell us a little bit about yourself (hobbies, interests, where you have lived/traveled, what you do or have done, family members etc.)

I am interested in volunteering in the following:

- | | |
|--|---|
| <input type="checkbox"/> Food pantry | <input type="checkbox"/> Food delivery |
| <input type="checkbox"/> Thrift Store | <input type="checkbox"/> ASP Program |
| <input type="checkbox"/> Summer Rec & Enrichment Program | <input type="checkbox"/> Community Garden |
| <input type="checkbox"/> Facilities Improvements & Maintenance | <input type="checkbox"/> Leading a workshop, training, or class |
| <input type="checkbox"/> Fundraising Committee | <input type="checkbox"/> Youth Committee |
| <input type="checkbox"/> Board of Directors | <input type="checkbox"/> Facilities Committee |
| <input type="checkbox"/> Senior Wellness Committee | <input type="checkbox"/> LCOC Office |
| <input type="checkbox"/> Workshop facilitator | <input type="checkbox"/> Workshop Coordinator |
| <input type="checkbox"/> Community Meals | <input type="checkbox"/> Communications/Media |