

VOLUNTEER HANDBOOK



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ABOUT ONE22 RESOURCE CENTER

WELCOME TO ONE22 RESOURCE CENTER!

Thank you for your interest in volunteering; we are happy you are here! The time and energy you share with One22 will make an important impact on the lives of thousands in our community. The purpose of the Volunteer Handbook is to share background on One22 and our service model, outline mutual expectations, provide information about the process of becoming a volunteer and share the policies and practices of volunteering. The policies in this handbook are guidelines only, and One22 reserves the right to change them at any time. It is understood that volunteering at One22 is “at will,” and One22 and volunteers have the right to end the arrangement at any time, with or without notice.

One22 believes in fostering partnerships, supporting and co-creating solutions so that individuals and families thrive.

PURPOSE: One22 believes in fostering partnerships, supporting and co-creating solutions so that individuals and families thrive.

VISION: A diverse Greater Teton Community, with opportunities for all residents to thrive.

MISSION: One22 invests in and supports our neighbors who face financial and cultural challenges.

OUR CORE VALUES

- We value collaboration, both with individuals and other organizations, to equip our neighbors with the proper tools to succeed.
- We respond to the needs of individuals and the Greater Teton community. We strive to maintain reliable, consistent, and transparent communication with those we serve.
- We support the empowerment of every individual to develop lasting autonomy and stability.
- We treat the community we serve with dignity and respect, celebrating diversity of thought, background, and lived experience. We seek to actively listen and learn from each other at every opportunity.
- We foster a culture of integrity and strive for organizational excellence in all forms.

History of One22 Resource Center

One22 Resource Center was formed in 2016 as the result of three human services organizations coming together – The Community Resource Center, Latino Resource Center, and El Puente. These organizations had established histories of helping community members meet basic needs in the Greater Teton Area through emergency financial assistance, immigrant services, and medical interpretation for non-English speakers.

Coming together to form One22 Resource Center paved the way to create wraparound case services, providing community members with support in addressing financial, housing, health and other challenging life situations that are often intertwined. In 2020, the Jackson Cupboard, the local food pantry with a nearly 20 year history, was integrated into One22. With the Jackson Cupboard program, One22 expanded its scope of supportive wraparound services and grew the community's capacity to address food insecurity.

As an organization, our strength lies in the ability to assist community members navigate through crises, towards greater stability, and ultimately thriving. Our work is done in partnership and draws on the program resources of our organization, as well as collaboration and referrals to the community of human service organizations in our area. Our partnership extends to our clients. Every day, in addition to connecting clients to resources, we support them in advocating for themselves. One22 remains nimble and committed to serving our neighbors and responding to evolving needs.

Why One22 Resource Center?

The "One" in our name symbolizes our dedication to improving the quality of life for each and every person who comes through our doors. Additionally, "one" shows our commitment to one Greater Teton community where each of our neighbors can thrive. The "22" refers to the number for Teton County, where the majority of our clients live and/or work. Lastly, our work includes directing our neighbors to resources locally, regionally, and nationally. This role as a

central point of contact is reflected in “Resource Center.”The One22 Team

The One22 Team

Board of Directors

Bob Hartman, Chair
Jeff Willemain, Vice Chair
Dick Jaquith, Treasurer
Lisa Carlin
Cindy Corona
Sara Flitner
Ian Johnston
Mike Randall
Margot Snowdon
Paul Vogelheim
Missy Whelan

Staff

Sharel Lund, Executive Director
Jessica Coakley
Marissa Diaz
Sarah Duggan
Yanet Garcia Perez
Emily Gomez
Marcela Gonzalez
Ash Hermanowski
Karla Jimenez
Sarah Johnston

Lindley Kunce
Elizabeth Martinez
Alicia Montiel
Kiersten Moses
Shelby Read
Matt Shlim
Carey Stanley
Isabel Zumel

Who We Serve

One22 serves those who live and/or work in Teton County. The majority of our programs are designed to serve those who are at or below 80% of median family income. This touches a fairly broad cross section of our community. For example, a household with one child and two adult wage earners each earning \$44,000 a year falls into our service group.

Many of our clients first reach out to One22 for economic assistance. For some, it's to help their family with youth activity or child care costs due to the elevated cost of living in our area. Others seek assistance during off-season when service industry work subsides. Still others come in the midst of an unexpected emergency event or health need that stretches their finances and living situation beyond their normal capacity. Some One22 clients face complex challenges that interconnect: health issues, inadequate income, mental health, housing instability, food insecurity, limitations with language or education.

One22 staff are skilled at partnering with clients in identifying resources and navigating options our clients choose in order to improve their immediate and longer term needs and aspirations. When issues present, we work in partnership with clients to connect them to human service organizations which specialize in services at the root of their challenge. Our services and programs are provided in English and Spanish.

HOUSEHOLDS

Greater Teton Area

Live or work in Teton County, WY

At or below 80% of Median Family Income

Majority of recipients of assistance are working

LANGUAGE PREFERENCE

English: 37%

Spanish: 54%

Not indicated: 9%

FINANCIAL SNAPSHOT

47% of financial assistance applicants in 2021 were unbanked

47% of financial assistance applicants in 2020 had less than \$500 in saving

26% of financial assistance applicants in 2020 had no savings at all

Programs & Services







One22’s programs fall into two categories:

1. Emergency and Basic Needs Programs, designed for individuals and households up to 80% of Median Family Income (MFI); and
2. Empowerment Programs, serving individuals and households up to 120% of MFI.

These program categories are complementary and work along a continuum of services, yet each has distinct outcomes.

Below is a summary of what each of our programs provides:

EMERGENCY AND BASIC NEEDS PROGRAMS	EMPOWERMENT PROGRAMS
<p>Emergency Assistance Food Assistance/Jackson Cupboard Rent Assistance Child Care Assistance First/Last/Deposit Assistance</p>	<p>Youth Activity Scholarships Financial Empowerment Series Lending Circles Tax Preparation & ITIN Support Language Access Capacity Building*</p>
<p>Outcomes to achieve by 2026</p> <p>Households with emergency needs will receive support.</p>	<p>Outcomes to achieve by 2026</p> <p>Households accessing assistance with basic needs will participate in a stabilization and empowerment program.</p> <p>Households in a stabilization and empowerment program will make progress toward self-sufficiency, measured by such things as establishing a financial footprint or reaching a planning and savings goal.</p> <p><i>*Outcomes are to build community capacity and support entrepreneurship for community interpreters.</i></p>

BASIC NEEDS	 Direct Financial Assistance	Emergency Assistance Rent Assistance and First/Last/Deposit Assistance Child Care Financial Assistance
	 Food Assistance	Jackson Cupboard no-cost groceries Satellite Cupboards
	 Specialized Emergency Response	Floods, wildfires, power outages, house fires, pandemics or landslides, collaborative emergency response support is available
EMPOWERMENT	 Financial Empowerment	Financial Education and Empowerment Series Lending Circles - savings and credit building Tax preparation and ITIN support
	 Immigrant Services	Community Interpreter International Training Language Access Capacity Building Assistance with documents; Consular visits
	 Youth Activity Scholarships	Extracurricular scholarships Summer scholarships

One22 also provides crisis response services in collaboration with many partners in Voluntary Organizations Active in Disaster (VOAD). This may include housing, food and relocation assistance.

Finally, One22 coordinates community building opportunities including school supplies, food, household goods and holiday gift drives, as well as cultural celebrations such as Día de los Muertos.

Service Model

Choice

A client's path through One22 can take many forms and is always based on the client's wishes and needs. All of our programs and services are entry points to other supports we provide internally. Clients are invited to participate in any of our other programs, and they choose the programs with which to engage. We also give clients the choice to work with other human service partners for more in-depth case management or therapies and make the connection and warm introduction when the client expresses interest and readiness.

Trauma-Informed

In all situations, One22 strives to partner with clients in a trauma-informed way. Trauma-informed care recognizes the prevalence of trauma in all of our lives. This recognition shifts our perspective and service mindset so that our interactions with clients and each other do not inadvertently re-traumatize those who seek assistance (clients and community members) and those who provide services (staff and volunteers).

WHAT IS TRAUMA-INFORMED CARE?

A shift in perspective from *“What is wrong with this person?”* to *“What happened to this person?”*

Service mindset from a deficit perspective to recognizing and working from strengths

Guiding Principles: Safety, Choice, Trust, Collaboration, Empowerment

VOLUNTEER OPPORTUNITIES



One22's Food Assistance Program

The Jackson Cupboard opened its doors in 2001 as part of an Eagle Scout project and served as Teton County's first food pantry focused on nourishing the community. For nearly twenty years, it operated as an all-volunteer organization, supported by dedicated and passionate community members. The Jackson Cupboard merged with One22 in October 2020 in the midst of the COVID-19 pandemic and became a program of One22. Since joining with One22, it has greatly

increased its capacity with expansion of hours and variety of food and household goods. One22 is honored to continue the Jackson Cupboard tradition and contribute to addressing food insecurity, a top health concern in our county.

Today, the Cupboard is the backbone of One22's food access program. Its goal is to ensure that individuals and households facing difficulty affording food or reducing their intake due to cost have access to nutritious food. Individuals and households who live or work in Teton County, Wyoming may register for membership to shop online for no-cost groceries and essential household and personal care items.

- Cupboard members may place advance, online orders based on points provided. Points are determined by the household size. The points allotted allow a household to place a "full" order which equates to about 75% of grocery needs for a week.
- Immediate food assistance is available through Satellite Cupboards at the Rec Center and the Library. Satellite Cupboards, which provide basic staples, do not require membership and can be used as needed.

Volunteer Opportunities at the Jackson Cupboard

Volunteers play a large role in our food access program, with some of the most interaction with clients and community members. For this reason, One22 feels that it is important for you as a volunteer and team member to be informed and compassionate when it comes to lived experiences of our community members and the realities of their situations.

Shopping Clerks

Shopping Clerks fill online orders in the late morning and early afternoon, in time for clients to pick up in the late afternoon and early evening. Shopping Clerks prepare and pack grocery bags based on the household's online order list received.

Skills Needed: Able to lift 25 lbs.; bending and reaching items on shelves; enjoys working with the other volunteers and staff, organizing, tidying and recycling

Time commitment: This position is available 6 days a week, scheduled in two-hour shifts, in the late morning and early afternoon.

Distribution Clerks

Distribution Clerks promote a safe and welcoming environment for clients picking up their online orders. Distribution Clerks retrieve and bring online orders to clients in a drive-through pick-up model. They complete orders by packing cold and refrigerated items. Finally, they assist with drive-through set up and take down by setting up free carts of items and informational sheets, placing directional signage and generally keeping the space tidy and organized.

Skills Needed: Able to lift 25 lbs.; bending and reaching items on shelves; enjoys working with the public, organizing, tidying and recycling

Time commitment: This position is available 6 days a week, scheduled in two-hour shifts. On weekdays, shifts are 3:30-6:00 p.m. On Saturdays, shifts are in the morning.

Inventory Receivers and Shelf Stockers

Inventory Receivers and Shelf Stockers do lots of heavy lifting, unboxing, storing and facing products onto our shelves. This helps us maintain organization of the space, control of inventory and allows ease of shopping for Shopping and Distribution Clerks.

Skills Needed: Able to lift 50 lbs.; bending and reaching to place and organize items on shelves; enjoys organizing

Time commitment: We have availability for inventory stocking and receiving 4 days a week in the morning, before open hours. This position may be open some evenings for the right candidates.

Satellite Cupboard Stockers

Satellite Cupboard Stockers keep the satellite locations at the Jackson/Teton County Recreation Center, Teton County Library, and Pioneer Homestead Apartments fully stocked and tidy, while occasionally interacting with the public. Volunteers check inventory at the satellite location, come to the Jackson Cupboard to pull items for stocking, and return to the satellite location to restock.

Skills Needed: Able to lift 25 lbs.; may work alone or with another volunteer; able to use your own vehicle to transport food or request permission to use the organization's vehicle.

Locations: Pioneer Homestead Apartments, Teton County Library, Jackson/Teton County Rec Center

Time commitment: Currently, the Library and Rec Center satellite Cupboards are stocked 5 days a week, in the morning. Pioneer Homestead Apartments are stocked 1 day a week; there is flexibility on the day of the week based on volunteer availability.

Daily Hole Food Rescue Pick-Up

Rescue volunteers pick up rescued food from Hole Food Rescue and deliver it to the Jackson Cupboard. Upon arrival at the Jackson Cupboard, the items are stocked in their respective places. Personal vehicles are preferred for this job, but exceptions can be made for the right person.

Skills Needed: Able to lift 25 lbs.; may prefer to work alone; able to use your own vehicle to transport food or request permission to use the organization's vehicle.

Location: Hole Food Rescue Hub

Time commitment: This position requires at least one hour per shift. Rescue happens daily Monday through Thursday, between 10am and 12pm.

Youth and Family Opportunities

Due to the nature of the work involved, many of our shifts are not appropriate for children, but we have a few opportunities for minors (under the age of 18) to volunteer at the Jackson Cupboard. Please see specific details for each age group below. Students or student groups seeking community service hours are accepted on a case-by-case basis depending on availability and need. Please reach out to jacksoncupboard@one22jh.org for potential volunteer opportunities.

16 & 17 years old:

- Minors ages 16 & 17 are generally eligible for all shifts without a parent or guardian
- Anyone 16 or older can sign up online using their personal site after attending an orientation with a guardian and completing a youth waiver.

13-15 years old:

- Minors ages 13-15 may volunteer at any shift as long as they are accompanied by an adult.
- A parent or guardian (this may include team leaders of a youth group) must attend orientation with a 13-15 year-old.
- The Jackson Cupboard will share shifts open to minors and arrange scheduling.

9-12 years old:

- Minors ages 9-12 can attend some shifts as long as they are accompanied by an adult.

Other Opportunities

Occasionally, One22 has seasonal volunteer opportunities. Please indicate on your volunteer interest form if you would like to be contacted about seasonal opportunities.

- Holiday meal distributions
- Food drives or collections
- Special service days that may include sorting, storing or portioning items
- Special events
- Maintenance and special hands-on projects



VOLUNTEER PROGRAM

Volunteer Program Mission and Goals

One22 believes in the power of volunteering to create valuable opportunities for building community, inspiring a sense of belonging, and uniting diverse sectors of our community around common goals.

Volunteer Program Mission

To provide hands-on opportunities for community members to contribute to One22's mission of supporting neighbors who face financial and cultural challenges.

Volunteer Program Goals

1. To integrally support One22's capacity to consistently provide our programs and services year-round.
2. To understand One22's role in the community and serve as ambassadors for the critical services One22 and other human service organizations provide in Teton County.

Becoming a Volunteer

Application Process

1. Go to one22jh.org/volunteer to read the overview of opportunities available and frequently asked questions about volunteering. Then complete a volunteer interest form. The link to the form is found at the bottom of the volunteer page.
1. You will receive an email acknowledging and thanking you for your interest in volunteering. The email will inform you of the timing of the next step, a meet-up with the Volunteer Coordinator and manager of the program receiving volunteers. You will be prompted to get started right away by viewing our "Get to know One22" page.
1. One22's Volunteer Coordinator will contact you to schedule a meet-up to learn more about your interests, inspiration to volunteer and your availability.
1. After the meet-up, you will be contacted by the Volunteer Coordinator via email. If there is a current volunteer opportunity that matches your interest and availability, you will be invited to an orientation.
1. Attend the volunteer orientation. The orientation will provide an overview of One22, our service approach and the nuts and bolts of volunteering.

Onboarding

After completing the volunteer orientation, you will be asked to schedule an onsite training for your preferred volunteer opportunity.

1. You will get acquainted with your volunteer site, including a tour, procedures for signing up for volunteer shifts, and training on software or other recordkeeping tools you will use as a volunteer.
2. You will learn how the program you are supporting plays a role in One22's mission, the impact

of the program on the community and how your volunteer role contributes to the overall impact.

3. You will meet One22 staff and other volunteers involved in the program. One22 staff often work in multiple program areas so it's likely that you will get to meet a number of people on the One22 team.
4. For volunteers at the Jackson Cupboard or supporting satellite cupboards, you will shadow at least one shift with a volunteer mentor or other team member. Know that staff and other volunteers are here to help and will give you the shadowing opportunities you need to become comfortable with your volunteer role.
5. You will receive the contact information and directions for communicating with your volunteer point people. This will most likely be the Volunteer Coordinator and the manager of the program for which you're volunteering. They will be available to you for any questions or concerns, to communicate scheduling, and for you to share feedback and ideas on the volunteer assignment.

Managing Your Shifts

Signing Up for a Shift

- Click on the date and shift you would like to sign up for.
- On the next page, select "sign up" next to the shift you would like to sign up for.
- Enter your contact information and click "sign up."

Mon	Tue	Wed	Thu	Fri	Sat
8:30a Inventory Receiver - Receptor de entregas de inventario (Full)	8:30a Inventory Receiver - Receptor de entregas de inventario (Full)	8a Satellite Stocker at the Library/ Repositor Despensa satélite en la biblioteca	8:30a Inventory Receiver Receptor de entregas de inventario	8:30a Inventory Receiver - Receptor de entregas de inventario	10a Pick and Packers - Repositor (Full)
11a Satellite Stocker at the Library/ Repositor Despensa satélite en la biblioteca (Full)	11a Pick and Packers - Empacador y Repositor	11a Hole Food Rescue pickup - Recolección HFR (Full)	8a Satellite Stocker at Rec Center/ Repositor Despensa satélite (Full)	11a Satellite Stocker at the Library/ Repositor Despensa satélite en la biblioteca	11a Satellite Stocker at Rec Center/ Repositor Despensa satélite (Full)
8:30a Satellite Stocker at Rec Center / Repositor Despensa satélite (Full)	12p Hole Food Rescue pickup - Recolección HFR (Full)	11:30a Satellite Restocker at PIONEER Homebased	11a Hole Food Rescue pickup - Recolección HFR (Full)	11a Pick and Packers - Empacador Repositor (Full)	11a HOLE-REMOVED Satellite Inventory - Líder de turno de HFR
10a Hole Food Rescue pickup - Recolección HFR (Full)	3:30p Distribution Clerk - Asistente de entregas (Full)	12:30a Satellite Stocker at Rec Center / Repositor Despensa satélite	11a Pick and Packers - Empacador y Repositor (Full)	11a Pick and Packers - Empacador Repositor (Full)	10a Satellite Stocker at Rec Center/ Repositor Despensa satélite (Full)
11a Pick and Packers - Empacador y Repositor			3:30p Distribution Clerk - Asistente de entregas (Full)	3:30p Distribution Clerk - Asistente de entregas (Full)	11:30a Distribution Clerk - Asistente de entregas (Full)
3:30p Distribution Clerk - Asistente de entregas					

- [sign up](#) Friday 5/5/2023 11:00 AM - 1:00 PM
- [sign up](#) Saturday 5/6/2023 10:00 AM - 11:30 AM
- [sign up](#) Monday 5/8/2023 11:00 AM - 1:00 PM
- [sign up](#) Tuesday 5/9/2023 11:00 AM - 1:00 PM
- [sign up](#) Thursday 5/11/2023 11:00 AM - 1:00 PM
- [sign up](#) Friday 5/12/2023 11:00 AM - 1:00 PM
- [sign up](#) Saturday 5/13/2023 10:00 AM - 11:30 AM
- [sign up](#) Monday 5/15/2023 11:00 AM - 1:00 PM
- [sign up](#) Tuesday 5/16/2023 11:00 AM - 1:00 PM
- [sign up](#) Thursday 5/18/2023 11:00 AM - 1:00 PM
- [sign up](#) Friday 5/19/2023 11:00 AM - 1:00 PM
- [sign up](#) Saturday 5/20/2023 10:00 AM - 11:30 AM
- [sign up](#) Monday 5/22/2023 11:00 AM - 1:00 PM
- [sign up](#) Tuesday 5/23/2023 11:00 AM - 1:00 PM
- [sign up](#) Thursday 5/25/2023 11:00 AM - 1:00 PM
- [sign up](#) Friday 5/26/2023 11:00 AM - 1:00 PM
- [sign up](#) Saturday 5/27/2023 10:00 AM - 11:30 AM
- [sign up](#) Monday 5/29/2023 11:00 AM - 1:00 PM
- [sign up](#) Tuesday 5/30/2023 11:00 AM - 1:00 PM

Volunteer Sign Up

First Name*

Last Name*

Email*

Number of Volunteers*

Inventory Receiver - Receptor de entregas de inventario
Friday 4/14/2023 8:30 AM - 10:30 AM

Time Commitment

Please make sure to arrive on time and stay for the entire shift. Exceptions can be made ahead of time for specific circumstances. Please simply do your best to communicate with us about any issues that may arise with shifts. We really appreciate your cooperation and understanding of this need. We want this to be a rewarding experience for all involved, and communication is key.

Shift Cancellation

If you need to cancel a shift for any reason, please let us know as soon as possible. The best way to cancel is through the volunteer site. If you need to cancel within 24 hours of your shift, please contact the Volunteer Coordinator or the program/project lead team member by phone.

Ongoing Training Opportunities

As they arise, you will be invited to training opportunities that are relevant to your volunteer role. Some of the training may be required. For example, training on food safety for volunteers working at the Jackson Cupboard. We will let you know of any mandatory training requirements and ensure that you have the support to complete them.

Other training opportunities are voluntary and you may participate if you're interested. Examples may include understanding more about trauma-informed care, food safety, year-end wrap up presentations about One22 programs, or presentations on topics of interest in our community such as periodic Teton County Health Assessments. These voluntary training opportunities will most likely tie back to One22's services in the context of what is happening in the Greater Teton community.

Volunteer Feedback and Evaluation

We want to be sure that the volunteer experience is mutually beneficial and encourage open lines of communication. You are invited to share observations, feedback or concerns with the project lead for your volunteer assignment and the Volunteer Coordinator. We will also share feedback or guidance during the course of your assignment, as well as schedule more formal feedback conversations at least two times during your first year. At any time, either One22 or you as a volunteer may choose to pause or end the volunteer relationship.

Volunteer Code of Conduct

This Code of Conduct is intended to promote awareness of your legal and ethical responsibilities as a volunteer of One22. Staff and volunteers are expected to conduct themselves according to generally accepted standards of behavior. Volunteers may support each other by informing others about the policies and procedures, but volunteers will not enforce them.

General Volunteer Responsibilities

- Be open-minded regarding cultural, economic and social differences
- Possess patience
- Be flexible and adaptable
- Complete application and screening procedures
- Complete mandatory orientation and training sessions
- Arrive on time to any scheduled shift, assignment or event
- Honor One22's procedures and policies
- Communicate in a timely manner, especially if you will be unable to make a shift

Confidentiality

Any information related to One22 clients or their families, including their names, is strictly CONFIDENTIAL. Never divulge any information about One22 clients outside of our sites or discuss with anyone other than One22 staff. Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves the organization, staff, other volunteers, or any other person involved with One22 business.

Record Keeping

Volunteers are asked to track and log the number of hours spent volunteering at One22, as well as assist with other recordkeeping during their volunteer shift as directed. Training on recordkeeping systems, software and procedures will be provided. This may include:

- Weighing purchased and donated inventory at the Jackson Cupboard
- Making notations of orders and other requests filled and picked up
- Scanning and uploading forms
- Safety and wellness survey

Attire

One22 practices a casual dress code and makes no distinctions or preferences based on gendered clothing. Footwear should be safe and appropriate for the volunteer assignment. At times, volunteers may be required to wear a One22 Resource Center t-shirt, which will be provided. It may be necessary for One22 to request specific attire to accommodate the needs of certain events. These requests will be communicated to volunteers in advance, and volunteers may decline a shift or event with no negative impacts on their volunteer record.

Unless considered a safety hazard, choices about the following are left to individual volunteers' judgment:

- Haircut, style, and color
- Tattoos, piercings, and other body art
- Religious & culture-specific attire & jewelry

Boundaries

Taking an interest in a client or their family builds trust when guided by appropriate, professional boundaries. The following are not appropriate for volunteers:

- Lending money to a client or their family
- Proselytizing or discussing religion
- Advocating unsolicited political opinions
- Giving inappropriate or expensive gifts
- Inappropriate physical contact
- Transporting clients or their family in your personal vehicle

This is not intended to be an exhaustive list, but to establish the parameters of acceptable behavior.

Adherence to One22 Policies

Volunteers are an integral part of One22. Thus, volunteers are subject to all One22 policies, including those related to safety and security; harassment and discrimination; weapon-free and drug-free workplace. One22 policy states that carrying, bringing, using, or possessing a dangerous weapon in the course of volunteering for One22 is a serious offense for which expulsion may be mandatory.

Conflict of Interest

Information gathered and developed by One22, including financial and program materials, is intended for use in providing products and services to our clients, and is the property of One22. No staff member or volunteer may disclose any such information outside One22 without One22's consent, or use such information for personal benefit. Staff members or volunteers may not act on One22's behalf in any transaction involving persons or organizations with which they or their family has any significant connection or financial interest without prior written approval from One22's Board of Directors. No staff member or volunteer may use One22's name in connection with any outside activity without prior approval from the Board of Directors.

Speaking on Behalf of One22 Resource Center

No volunteer may act as an official spokesperson for One22 without designation by the Board of Directors or Executive Director. Volunteers are encouraged to promote One22's work in formal and informal settings, which do not include media interviews. If volunteers are asked to speak about their work with One22 at a formal event, they shall inform a staff member and seek

information on current client trends, any upcoming promotional events, or current fund-raising goals.

Social Media Statement

Volunteers are encouraged to share their experience with friends, family and networks. One22 can be found on Facebook and Instagram, and social media is a great place to share experiences. Follow, like and tag One22 and share photos and status updates to show the world what it's like to volunteer at One22.

Volunteer Privacy Policy

One22 values your willingness to participate and support the organization's efforts to provide for those that are food insecure and those in need of other support services. We are committed to protecting your privacy, as volunteers play a critical role in our success.

Protecting Your Privacy

One22 takes great care to ensure that your information is only used by those authorized agents of the organization and in accordance with your preferences. One22 does not sell, exchange, or rent your personal information to any organization or individual. The organization will not give your personal information to any other organization or individual other than that which is necessary for the operations of One22 services and activities. Information regarding your attendance and hours donated are collected to create aggregate statistics, which are used for grant writing, donation solicitation and organizational reporting. These statistics and documents will not include any personal identifying information. If you have not volunteered with the organization for a period of time, we may consider you as "inactive" and you may have to complete new application, contact and waiver forms. We keep personally identifying information in a secure place.

Volunteer Recognition

Community Building Opportunities and Appreciation

Annually, One22 will celebrate you through a volunteer appreciation event. Throughout the year, we may also invite volunteers to come together, socialize and build community. We are open to your ideas for both appreciation and community building events or activities!

One22 will share periodic updates highlighting the impact of our work, news about the organization, volunteer stories and successes we reach together.

Volunteer Program Contacts

Carey Stanley, Director of Programs, carey@one22jh.org, (307) 201-4470

Isabel Zumel, Director of Education and Outreach, isabel@one22jh.org, (307) 249-3012



VOLUNTEER FORMS

Volunteer Agreement

Confidentiality Agreement

Information and Representation Requests Agreement

Release of Liability

Photo Release



VOLUNTEER AGREEMENT

Thank you for your support and participation in One22 Resource Center’s volunteer program! The guidelines laid out in One22’s Volunteer Handbook have been established to foster a community of dedicated volunteers, and to promote a safe, inclusive environment.

I, _____, have received and read the Volunteer Handbook, and agree to the following as a One22 volunteer:

- Refrain from the use of drugs/substances or alcohol while performing duties at the Jackson Cupboard, One22 offices or offsite as part of One22.
- Dress appropriately according to safety/cleanliness guidelines.
- Notify supervising staff and the Volunteer Coordinator as soon as possible if delayed or unable to attend your scheduled shift. (Email supervising staff or Volunteer Coordinator with at least one day advance, or call supervising staff or Volunteer Coordinator if less than 24 hours notice.)
- Accurately record volunteer hours by scheduling shifts through the “sign-up” website.
- Report injuries, concerns, questions or issues to the supervising staff, Volunteer Coordinator or Program Manager. All and any injuries should be reported using the Incident and Accident Form provided by the supervisor.
- Treat all others (staff, volunteers, participants) with respect, dignity, and compassion. No form of harassment will be tolerated.
- Refrain from smoking, or eating in undesignated areas. Eating is allowed only in designated areas, space, or on the porch, outdoors.
- Request permission and fill documentation before using any company vehicle or equipment.

In return One22 Resource Center agrees to:

- Provide adequate operational training to volunteers.
- Provide adequate space and working conditions for carrying out your duties.
- Maintain record of all volunteer hours.
- Provide references and/or confirmation of hours worked (with advance notice)
- Maintain the privacy of your personal information. We will not share your contact with any other entities.
- The Volunteer Coordinator or Program Manager(s) will provide further information on these and other policies through the Volunteer Handbook. All volunteers may request a printed copy or view it [here](#).

PRINT NAME

DATE

SIGNATURE



CONFIDENTIALITY AGREEMENT

I understand that One22 Resource Center (“Organization”) uses and will use proprietary and confidential information when performing the services offered by the organization and that such information (referred to herein as “Confidential Information”) may include but is not limited to: information regarding clients and prospective clients, the services clients obtain or inquire about using, financial information of clients and the Organization, personnel contact information and any other information that is not made readily available to the public. I understand that in the course of volunteering, I may come into contact with Confidential Information and agree that I will keep this information strictly confidential. I understand that any Confidential Information concerning any potential, current or past client may not be released other than to authorized volunteers and staff.

Specifically, I agree that:

1. I will not reveal the identity, services received, reason for seeking One22 services, or destination of anyone who requests assistance from the Organization unless authorized by the executive director;
2. I will not participate in any discussion that reveals Confidential Information pertaining to One22 clients while off duty, and will discourage any such discussions by others;
3. I will share Confidential Information about clients only when vital to staff inquiries, and then only with One22 staff or other One22 volunteers;
4. I will respect the anonymity of all One 22 staff and volunteers by not disclosing their personal information to anyone without expressed prior consent;
5. I will not make use of any Confidential Information for my own benefit or for the benefit of anyone other than the Organization; and
6. Upon termination of my volunteer relationship with the Organization or at any time upon the Organization’s request, I will promptly return any materials that may contain Confidential Information to the Volunteer Coordinator.

PRINT NAME

DATE

SIGNATURE



INFORMATION AND REPRESENTATION REQUESTS AGREEMENT

I understand and agree that I am not authorized to speak on One22 Resource Center's behalf and that only the Executive Director (or his or her appointee) will be authorized to speak on behalf of the Organization to the public.

I understand and agree that any requests for information or representation regarding the Organization must be referred to the Executive Director. These requests include, but are not limited to: tours of the Jackson Cupboard or any facilities or programs of the Organization, media inquiries such as newspapers or television stations, calls for speakers, use of the Organization logo, and solicitation for volunteers, participation in community or local governmental activities or sponsorships. Any inquiries regarding employees' work histories or volunteers' histories must be referred to the Executive Director.

PRINT NAME

DATE

SIGNATURE



RELEASE OF LIABILITY

1. I hereby agree to hold harmless and waive any and all claims or causes of action against One22 Resource Center arising out of any cause, including but not limited to the negligence or intentional conduct of its employees, volunteers or agents.
2. I affirm that I am physically fit and have no physical limitations that prevent me from performing the tasks assigned to me as a volunteer at One22.
3. I shall not use my personal vehicle for volunteer activities with the exception of certain tasks.
4. I understand that One22 Resource Center is not responsible for the loss or damage to my personal property.

PRINT NAME

DATE

SIGNATURE



PHOTO RELEASE STATEMENT

I grant permission to One22 Resource Center, its affiliates, licenses, and successors the right to use and publish photographs showing you, your family, and/or property. This release shall extend to any and all use and publications of said photograph.

PRINT NAME

DATE

SIGNATURE