

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 Resource Center 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.

OUR MISSION: Invest in and support our neighbors facing financial and cultural challenges.

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

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 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 was founded in 2016 through the merger of three legacy organizations—the Community Resource Center, Latino Resource Center and El Puente. This consolidation allowed us to streamline our operations and enhance our ability to provide comprehensive case management and support to our clients. In 2020, One22 welcomed the Jackson Cupboard into our organization, expanding our resources even further.

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 and ONE interconnected Greater Teton community. The “22” refers to the number for Teton County. Lastly, “Resource Center” reflects our work directing our neighbors to resources locally, regionally and nationally.

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 area.

Many of our clients first reach out to One22 for financial assistance. For some, it’s to help their family with youth enrichment scholarships. Others seek assistance during the off-season when service industry work subsides or in the midst of an unexpected emergency event 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 and/or limitations with language or education.






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

PROGRAMS & SERVICES

One22’s programs fall into two categories:

1. 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.

BASIC NEEDS	 Financial Assistance	Rent Assistance First/Last/Deposit Emergency Assistance
	 Food Assistance	Jackson Cupboard no-cost groceries Satellite Cupboards
EMPOWERMENT	 Financial Empowerment	In-person Financial Education Workshops Virtual self-paced Financial Education series Lending Circles – savings and credit building
	 Language Access	Interpreter training and support Navigation and support for individuals with Limited English Proficiency
	 Youth Enrichment Scholarships	Extracurricular scholarships Summer scholarships

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. Since becoming a program of One22, it has greatly increased its capacity with an expansion of hours and a greater 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 a wide selection of groceries at no-cost. Individuals and households who live or work in Teton County, Wyoming may register to shop online at the Jackson Cupboard.

- 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: Picking and Packing

Volunteers work to pick and pack advanced online food orders. Groceries are properly labeled and packed for ease of distribution to Cupboard shoppers later in the day. Volunteers may replenish inventory on shelves if time allows. This is a great family and youth friendly role.

Skills Needed: Ability to lift 25-50 pounds; comfortable bending and reaching items on shelves; enjoys working with other volunteers and staff, organizing, tidying and recycling

Time commitment: This position is available four days a week (weekdays), from 11 am – 1 pm.

Distribution Clerks

Distribution Clerks promote a safe and welcoming environment for Cupboard shoppers 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.

Skills Needed: Ability to lift 25-50 pounds; comfortable bending and reaching items on shelves; enjoys working with the public, organizing, tidying and recycling

Time commitment: This position is available four days a week (weekdays), from 3:30 pm – 6 pm.

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 publicly representing the mission of One22 Resource Center. 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. This is a great family and youth friendly role, or even a friend team of two!

Skills Needed: Ability to lift 25-50 pounds; may work alone or with another volunteer; ability to use your own vehicle to transport food.

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

Time commitment: Currently, the Library and Rec Center satellite Cupboards are stocked five days a week. Pioneer Homestead Apartments are stocked one day a week.

Youth and Family Opportunities

Due to the nature of the work involved, some of our shifts are not appropriate for children, but we have 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 questions about 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 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 like:

- Food drives or collections
- Special service days that may include sorting, storing or portioning items
- Special events (school supply drives, holiday gift drives)
- 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 fill out our volunteer interest form.
2. You will receive an email acknowledging and thanking you for your interest in volunteering.
3. One22's Volunteer Coordinator will contact you to schedule a meet-up to learn more about your interests and availability, and to orient you to our food access program.
4. During (or after) the meet-up, the Volunteer coordinator will work with you to schedule your first shadow shift.
5. After completing your shadow shift, you will receive access to your personal link on our volunteer site to sign up for volunteer shifts.

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
27	28	29	30	31	
8:30a Inventory Receiver - Receptor de entregas de inventario (full)	8:30a Inventory Receiver - Receptor de entregas de inventario	9a 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 - E y Repositor (full)
9a Satellite Stocker at the Library/ Repositor Despensa satélite en la Biblioteca (full)	11a Pick and Packers - Empacador y Repositor	10a Hole Food Rescue pickup - Recolección HFR (full)	9a Satellite Stocker at Rec Center / Repositor Despensa satélite (full)	9a Satellite Stocker at the Library/ Repositor Despensa satélite en la Biblioteca	10a Satellite Stocker at t Repositor Despensa saté Biblioteca (full)
9:30a Satellite Stocker at Rec Center / Repositor Despensa satélite (full)	12p Hole Food Rescue pickup - Recolección HFR (full)	10:30a Satellite Restocker at PIONEER Homestead	10a Hole Food Rescue pickup - Recolección HFR (full)	10a Satellite Stocker at Rec Center / Repositor Despensa satélite (full)	10a RESERVED: Saturd Mentor - Líder de turno s (full)
10a Hole Food Rescue pickup - Recolección HFR (full)	3:30p Distribution Clerk - Asistente de entregas (full)	10:30a Satellite Stocker at Rec Center / Repositor Despensa satélite	11a Pick and Packers - Empacador y Repositor (full)	11a Pick and Packers - Empacador y Repositor (full)	10a Satellite Stocker at R / Repositor Despensa sa
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 (fu
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* 1

Inventory Receiver - Receptor de entregas de inventario

Friday 4/14/2023 8:30 AM - 10:30 AM

Sign Up

Cancel

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.

No Show Policy

If a volunteer does not show up for their scheduled shift and has provided no notice, the absence will be considered a No Show. Two (2) no shows may result in the termination of the volunteer from the program.

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. 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 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. This may include:

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

Attire

One22 practices a casual dress code and makes no distinctions or preferences based on gendered clothing. Footwear should be closed-toed, safe and appropriate for the volunteer assignment. 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. 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 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 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.