



BakerRipley

Volunteer Handbook

Overview of BakerRipley

Our Mission is to bring resources, education, and connection to emerging neighborhoods.

Our Vision is to disrupt inequities by maximizing the assets of the communities where we operate.

BakerRipley, formerly Neighborhood Centers, brings resources, education and connection to nearly 500,000 people throughout Texas each year. For more than 100 years, we have aspired to empower our neighbors to build a more promising tomorrow for themselves and their families. This aspiration is at the heart of our purpose and work. As a community development organization, we embrace that everyone – regardless of race, ethnicity, economic status, zip code, or age – all share the same aspirations. Through our programs, partnerships, and interventions, we provide the opportunity to optimize every neighbor's earning potential, learning opportunities, sense of belonging, and health and well-being. To learn more about our history and impact, visit www.BakerRipley.org.

We exist to keep our region a place of opportunity.

BakerRipley was founded in Houston's Second Ward in 1907 during the Houston Settlement House movement by Alice Graham Baker, and other women who firmly believed that all people are entitled to a quality of life. Today, BakerRipley hosts a network consisting of more than 40 locations that helps Houstonians reach their full potential each year within seven program areas: Regional Initiatives, Health and Wellness Initiatives, Workforce Initiatives, Early Childhood Education, Community Initiatives, BakerRipley Charter Schools, Economic Initiatives.

You can't build on broken. BakerRipley looks beyond the discouraging statistics and builds upon the dreams, aspirations, natural leadership and all other positive elements that are already working in every neighborhood. Our organization helps residents drive the city's economic development by providing community members access to the regional opportunities that allow them to advance economically. By continuously working with the community and engaging in conversations with residents, we create real and lasting change.

We create relevant solutions that matter and meet our neighbors' emerging needs and aspirations. As the Houston metropolitan area continues to grow and new issues emerge, we are constantly evolving. We build upon what works. Economic growth depends on our ability to stand on the edge of innovation and harness the human capital that already exists with the 6.2 million residents in our region.

BakerRipley brings people together to give each other the strength to move toward self-sufficiency. Simply put, we help our neighbors reach the first rungs on the ladder of opportunity. The organization's core competency is our holistic approach that ensures individuals and families have all of the resources they need to gain financial stability and live fulfilling lives.

Appreciative Inquiry

Appreciative Community Building is BakerRipley's model of engaging with our neighbors and communities by uncovering their strengths and assets and leveraging them for greater impact. Aimed at empowering people and communities to discover their inner resources and use them to realize their individual and collective aspirations, Appreciative Community Building provides a way for them to own their future. Every five years, we collect data from our communities through focus groups, surveys, and conversations with

community members to understand their assets, strengths, and aspirations. These conversations are an integral part of how we serve and plan programs and services for our neighborhoods and their contexts.

BakerRipley Program Areas

Community Initiatives:

- **Adult Education:** BakerRipley offers working adults the opportunity to gain the skills needed to take advantage of better job opportunities or move into higher education. Our highly qualified teachers provide a variety of adult education classes such as High- School Equivalency exam preparation (GED) classes and English as a second language (ESL) classes at several of our locations. Flexible schedules that include morning, afternoon and evening courses make going back to school convenient.
- **Small Business and Entrepreneurship:** We provide professional one-to-one business coaching, business workshops, technical assistance and connection to capital sources. Designed to close the opportunity gap for lower-income entrepreneurs who often do not have access to mentorship, financial capital, or educational opportunities to succeed, Entrepreneur Connection is the only small business program targeting Spanish-speaking, early-stage entrepreneurs that provides targeted, evidence-informed resources as well as connections to partners that enable future and existing business owners to master the technical, managerial, entrepreneurial, and professional skills required to compete and grow their business.
- **Learning and Innovation Centers:** BakerRipley's Learning and Innovation Centers are designed to be places of inspiration that offer unique learning experiences, tools and opportunities. From 3D printing, laser cutters, and engraving machines to editing videos, recording podcasts and exploring robotics, each of our four centers offers opportunities for K-12 students and adults.
 - **Gulfton and East End Learning Centers:** BakerRipley has partnered with Verizon to promote and enhance technology-centered learning that focuses on STEM and STEAM education, professional development, small business, and digital skills opportunities. The Gulfton Learning Center and East End Learning Center feature community-based events, workshops and independent work opportunities.
 - **Fab Lab Houston:** Fab Lab Houston is located at BakerRipley's East Aldine Campus. One of only 10 Fab Labs in the United States, this 5,000 square foot facility is a maker space for youth and adults to enjoy a safe environment as they engage in creative pursuits and hands-on learning opportunities. Designed to cultivate a community of makers in Houston, Fab Lab Houston provides resources and opportunities for collaboration, entrepreneurship, STEM/STEAM education and professional development. It's a maker space for youth and adults to enjoy a safe environment to engage in creative pursuits as well as hands-on learning opportunities. The Fab Lab was established as a partnership and collaboration supported by Chevron and the Fab Foundation.
- **Community Centers –** We deliver many of our programs and services through our community centers. These centers are unique as the communities they serve because they were created with

the people who live there. At our centers you can find classes, information, resources, and a place to belong.

- **BakerRipley Gulfton Campus:** 6500 Rookin, Houston, TX 77074
- **BakerRipley East Aldine Campus:** 3000 East Aldine Campus
- **BakerRipley Pasadena Campus:** 720 Fairmont Pkwy, Pasadena, TX 77054
- **BakerRipley Ripley House:** 4410 Navigation, Houston, TX 77011
- **Immigration and Citizenship Program:** The BakerRipley Immigration and Citizenship Program offers quality immigration services at subsidized costs to families living in the Houston area for processes such as Naturalization, Renewal of Permanent Residence Cards, Adjustment of Status, and Crime Victim cases among others.
 - Services: Our immigration programs broaden legal pathways to citizenship and civic engagement opportunities through providing consultations to community members, hosting monthly Citizenship forums, and offering Citizenship classes. Our services fall into four categories:
 1. One-on-one immigration legal consultations for a variety of issues or processes.
 2. Citizenship Forums – where we partner with other local agencies to provide immigration assistance to people who want to apply for naturalization.
 3. We offer in-house direct services, which means that we formally represent individuals in immigration cases, both with United States Citizenship and Immigration Services (USCIS) and with the immigration courts.
 4. Education forums such as immigration orientations and Know Your Rights presentations.
- **Civic Engagement:** At BakerRipley, our work is about igniting and supporting our neighbor's voices. An essential part of strengthening communities is showing individuals ways to use their voices to express their opinions and usher in change. We do this through:
 - Civic Education
 - Leadership Training and Development
 - Voter Engagement

Early Childhood Education Head Start Programs, founded in 1965, provide continuous, intensive, and comprehensive child development and family support services to low-income pre-school children and their families. Our Head Start and Early Head Start staff includes certified teachers and assistants, family development workers, and family services managers. These teams focus strategically on working with the family to develop goals and a plan, so they are equipped with tools for their children's success and their own.

Community Schools: We provide learning opportunities that ignite curiosity and engage every learner. We also ensure our students and families have access to resources that support their needs outside of the classroom. Our goal is to develop both the academic skills and character traits that ensure every student has access to the future and their choice. This is why our school days are filled with imagining possibilities, investigating ideas and designing understanding; all while insisting on building and celebrating the strengths of our students, families, teachers and community.

Health and Wellness Initiatives: Health and wellness is about much more than how a person is doing physically. Wellness is also about someone's emotional well-being, their mental health, their cognitive status, and their sense of purpose and belonging. With this in mind, we offer a variety of health and wellness programs and initiatives.

- **Health and Food Distribution Fairs** Once a month, at our community centers, we distribute fresh produce and other food for free to neighbors in need. We also host regular fairs with seminars, activities, and biometric screenings.
- **Physical, Emotional, and Well-Being Initiatives** Programs and initiatives include exercise classes for seniors, adults, and students, yoga, evidence-based courses focused on nutrition and chronic diseases management.
- **Senior Centers** BakerRipley offers a new perspective on aging. Growing older should be something to look forward to. We are bringing new opportunities to older

Regional Initiatives BakerRipley serves nearly 500,000 across the region. We offer the following specialized services to accommodate specific needs.

- **Tax Preparation** – Our volunteers give working families a chance to build a financial future by helping them claim all the credits for which they are eligible. We offer year-round free tax preparation services for families and individuals earning up to \$58,000 serving over 35,000 neighbors annually.
- **Disaster Recovery** – Our experience with disaster recovery has taught us individualized case management is the foundation of our work and it is at the core of how people in a region recover. BakerRipley continues to help communities move forward in four distinct ways: disaster case management, unmet needs funds, home restoration, and neighborhood restoration centers.
- **Utility Assistance** – Our Utility Assistance program helps families and individuals in Harris County with the payment of their electricity and gas bills.
- **Weatherization Assistance Program (WAP)** – The goal of this program is to lower your household's energy costs by installing materials to make the home more comfortable and energy efficient.
- **Veteran Assistance:** Supportive Services for Veteran Families is a permanent housing program, with a primary focus on rapidly rehousing veterans experiencing homelessness and prevention for those at imminent risk of becoming homeless.

Workforce Initiatives: BakerRipley connects people to better paying jobs so they can earn more, keep more of what they earn, and develop new skills that will help them earn a living wage. We help employers meet their human resources needs and individuals build careers, so both can compete in the global economy.

Purpose of Volunteer Handbook:

This volunteer handbook will provide a reference source of general information about BakerRipley and Volunteer Policies and Procedures. It is the responsibility of each volunteer to review and comply with all policies included in this handbook.

Volunteer Requirements:

All potential volunteers must complete the following training and documentation before being placed in a volunteer position with the Agency or any of its programs.

Every potential volunteer 18 years of age or older must:

- Attend Volunteer Orientation.
- Complete a Volunteer Application, Volunteer Agreement, Volunteer Liability, Confidentiality, Conflict of Interest Waiver and Media Release.
- Provide online consent to allow BakerRipley to conduct a criminal background check.
- Provide the results of a current TB skin test if applicable to placement. (Head Start specific)

Every potential volunteer under the age of 18 must:

- Attend Volunteer Orientation.
- Complete a Volunteer Application.
- Have parent or guardian complete a Volunteer Agreement Form, Volunteer Liability, Confidentiality, Conflict of Interest Waiver and Media Release.
- Have a parent or guardian complete the online Parental Consent Form.
- Provide the results of a current TB skin test if applicable to placement. (Head Start specific)

Every potential volunteer 14 years and under must complete all the above requirements and be accompanied by a parent or guardian. Volunteers 14 and under who are also participants of agency programs may be accompanied by an Agency trained and approved staff member instead of a parent or guardian.

Why are volunteers needed?

Volunteers are integral to the success of BakerRipley. We depend on the special knowledge, skills and dedication that volunteers bring. Volunteers provide additional support to staff, increasing efficiency and overall effectiveness. Volunteers strengthen the provision of services we offer to our neighbors.

Your role as a volunteer:

At BakerRipley, we appreciate our volunteers for donating valuable time to our agency and, while our continued success depends on volunteers like you who are willing to give of their time, resources, talents and creativity, volunteerism is also a privilege and a responsibility. All BakerRipley volunteers are expected to adhere to the policies and procedures followed by everyone at this agency.

Types of volunteers:

- Board and Committee Volunteers
- Advisory Board Volunteers
- Food Fair Volunteer
- Volunteer Tax Preparer
- Volunteer Exercise Instructor for Senior Centers
- Immigration Forum Volunteer
- Community Events Volunteer
- Translator
- Urban Farm Volunteer
- Resource/Guest Speaker
- Administrative Volunteer (typing, filing, etc.)
- Voter Empowerment

New Volunteer Orientation:

All volunteers are required to attend New Volunteer Orientation before volunteering at BakerRipley. The purpose of orientation is to introduce potential volunteers to BakerRipley, provide valuable information on our policies and procedures as well as your rights and responsibilities as a volunteer, and stress the importance of our commitment to volunteerism.

Types of Volunteer Orientation:

Individual Orientation: An orientation given to a single volunteer assigned to a long-term volunteer project
Example: The volunteer will tutor a child over six months.

Group Orientation – An orientation given to a group of volunteers on a set date and time. Example: A group of volunteers who are going to become e-mentors for a year or a corporate partner is sponsoring a day of volunteering at one of our sites.

Ongoing Training – Volunteers will receive training prior to and on a continuous basis from your assigned supervisor. Volunteers are encouraged to take advantage of all appropriate training that the Agency and partner agencies offer.

Volunteer Supervision:

There will be a Volunteer Supervisor assigned to each volunteer at each location. Any questions or concerns will be directed to this individual. If the Volunteer Supervisor is not available, please contact the Manager of Volunteer Engagement at 713-816-4954 or Volunteer@BakerRipley.org.

Hours for Volunteering:

Volunteer schedules vary depending on the program and facility. Volunteers are not permitted to work in areas other than those to which you are assigned except with the permission from your assigned supervisor. If you wish to change your schedule or to add additional hours, please communicate this information to your assigned supervisor.

Absences:

Volunteering requires a firm commitment. We ask each of you to develop a schedule with your assigned supervisor and to agree to serve based on that schedule. Please do not accept an assignment unless you have given serious thought to any demands it may place on you. Excessive absences may result in termination of the volunteer relationship.

Identification:

Once you have completed your orientation and passed background check, you will be issued a volunteer photo id badge. You are required to wear this id badge at all times while serving as a BakerRipley volunteer to demonstrate you have gone through the proper vetting processes.

Steps to Volunteering:

1. **BakerRipley Volunteer Account:** Create volunteer account at volunteer website: **Volunteer.BakerRipley.org.**
2. **Sign up for Orientation** – Sign up for the agency's New Volunteer Orientation through volunteer website.
3. **Attend Orientation** – You will take a head shot for your name badge, verify your photo id, and go over policies and procedures.
4. **Background Check** – Background check application will be ordered at the end of the orientation, volunteers will receive background check application via email from Sterling Volunteers. You will be notified of the results via email.
5. **Register for Opportunities** – Sign-up for the opportunities you want to learn more about. Connect directly to each program.
6. **Additional Training** – Depending on the opportunity you sign up for it may be required to go through additional training.
7. **Receive Name Badge** – You will receive badge via mail to the address listed on your volunteer account after completing the New Volunteer Orientation.
8. **Time to Volunteer** – Get ready to volunteer! Make sure you are on time, that you have your badge, and you sign in and out.

Drug Abuse Prevention and Tobacco Use:

The Agency is committed to maintaining a drug-free environment and will not tolerate the use of alcohol, tobacco products or illegal drugs while serving as a BakerRipley Volunteer. Volunteers who use or are under the influence of alcohol or illegal drugs, as defined by the Texas Controlled Substances Act, during working hours are subject to immediate termination of the volunteer relationship. Smoking or using tobacco products are prohibited on all agency-owned property. This includes all buildings, playground areas, parking facilities, and facilities used for athletics and other activities. Notices stating that smoking is prohibited and punishable by a fine are displayed in prominent places in all buildings.

Possession of Firearms and Weapons:

It is prohibited to bring firearms, knives, or other weapons onto the premises of any BakerRipley site or other site while serving as a BakerRipley Volunteer.

Conflict of Interest:

No volunteer shall knowingly take any action or make any statement intended to influence the conduct of BakerRipley in such a way as to confer any financial or personal benefit on a member of his/her family or of any corporation in which he/she is employed or has a significant interest as stockholder, director, or officer. In the event that a volunteer is involved in any manner that raises a potential conflict of interest, the individual shall disclose the conflict of interest to the Volunteer manager or supervisor in charge of the volunteer's direct service as soon as he/she becomes aware of it.

Privacy and Client Confidentiality:

As a volunteer, you may come into contact with information belonging to one or more of the children, senior citizens or other neighbors we serve through our volunteer sites. BakerRipley takes seriously the privacy and confidentiality of our clients and the information we maintain on their behalf (this holds true for employee and corporate information, as well) and we require our volunteers take all reasonable actions to protect the privacy and confidentiality of information belonging to those we serve. Information comes in many forms; we will focus on three of those forms—paper, electronic, and verbal, and provide guidance on how you can protect confidential information from being accidentally or deliberately exposed.

Electronic information is found on desktop and laptop computers; computer disks, thumb drives and cameras; on the internet and intranets; and in email and voicemail messages, just to name a few. If not encrypted or password-protected, such information is susceptible to loss or theft. To protect electronic information, you must:

- Lock your computer screen with a password-protected screen saver whenever you step away from the computer you are using;
- Secure laptops and tablets in locked cabinets when not in use;
- Not share your passwords with employees or other volunteers (at some point, you may need to give your site supervisor access to the password-protected documents you are working on!)
- Never collect more information than you are asked to collect;
- Never take client photos unless authorized;
- Use strong passwords
- Be wise to identity theft scams like *phone phishing* (anonymous caller claims to need additional information in order to fulfill an agency order or request—by collecting pieces of seemingly harmless information over time, identity thieves can collect enough information to steal an individual's identity) or *spear phishing* (email containing information that makes the emails look legitimate but instead sends any information entered directly to the identity thief); never open attachments or click on links within emails that you did not expect to receive or look in any way “not quite right.”
- Always encrypt files containing *Personally Identifiable Information* (PII). PII is information that can be used on its own or with other information to identify, contact, or locate a single person, or to identify an individual in context. PII is defined as any information about an individual maintained by an agency, including:
 - Any information that can be used to distinguish or trace an individual's identify, such as name, social security number, date and place of birth, mother's maiden name, or biometric records; and,
 - Other information that is linked or linkable to an individual, such as medical, educational, financial, and employment information;
 - Medical information about an individual's past, present or future physical or mental health condition, the healthcare they receive, and any payments made for that healthcare. This type if

information is also known as protected health information (PHI). never download software to Agency computers; all software must be approved by the IT department;

- Never disable firewalls or other security features;
- Avoid personal internet surfing, and accessing of personal financial accounts while you are volunteering;
- Contact your site supervisor immediately if you notice any activity or non-secure conditions like an unknown person snooping around desks or an unlocked door that should be locked.

Paper Information is found in client charts, reports, filing cabinets, desktops, unattended purses and workbags, boxes, and on photocopiers and fax machines, just to name a few of the places where paper lands. Paper information often starts out as electronic information, and vice versa. To protect paper information, you must:

- Shred paper containing confidential information when it is no longer needed, place the information in a shred bin; you may need to consult with your supervisor first depending on the information;
- When working directly with a client's information in any form, look out for "shoulder skimmers"—people you do not know who are looking over your shoulders;
- If provided access to paper documents (or USBs, disks, tapes, etc.), make sure you always maintain control of them, and return them to the appropriate person promptly;
- Secure information in a cabinet or drawer when not actively working on a project involving confidential information; if provided a key, keep it securely on your person and out of sight as much as possible.

Verbal information is created wherever two or more individuals are engaged in conversation. Information can be shared in elevators, hallways, offices, nail salons, grocery stores, and anywhere two or more people are in communication either in person or over cell phone. Never give out client or student information over the phone or in person unless approved by your supervisor. To protect verbal information, you must:

- Be wary of others listening in on your conversations. It is never appropriate to discuss confidential client information in a place where you can be overheard, or with others not actively working with you regarding your volunteer duties.

Finally, remember the Golden Rule of Privacy. *Do unto the privacy and security of others' information as you would have them do unto yours.* If you have any questions or concerns about your duties to protect the privacy and confidentiality of client information, let your supervisor know.

Discrimination and Harassment:

It is the policy of BakerRipley to provide a work environment that allows each individual to attain his or her highest potential. The agency expressly prohibits any form of discrimination or harassment based on age, disability, genetic information, national origin, pregnancy, race, color, religion, sex, sexual orientation, gender identity, political affiliation or belief, veteran status, or any basis prohibited by law.

All volunteers are responsible for respecting the rights of others and must avoid any action or conduct which could be viewed as discriminatory or harassment of any kind.

Reporting All Suspected Child/Elder Abuse:

BakerRipley is required by state law to immediately report any suspected child or elder abuse or neglect. BakerRipley staff and volunteers are required to file a report with the Department of Family Protective Services (DFPS) as soon as possible, but no later than 24 hours from the event that led to the suspicion. Under state law, any person reporting or assisting in the investigation of reported child abuse or neglect is immune from liability unless the report is made in bad faith or with malicious intent. Volunteers who suspect child abuse or neglect should immediately report their concern to DFPS and alert their assigned supervisor.

Media Engagement Policy:

At BakerRipley, we value open communication and transparency. However, in the event of a crisis or significant incident, it is crucial to handle media inquiries in a coordinated and controlled manner. This section of the volunteer handbook provides guidelines for interacting with the media during such situations. Remember, our goal is to ensure accurate and consistent messaging while safeguarding the privacy and well-being of those involved.

Refer Media Inquiries to Authorized Personnel:

- As a volunteer, your primary role is to assist and support individuals in need. If approached by the media regarding an event or incident, kindly inform them that you are unable to provide any statements or comments.
- Direct all media inquiries to authorized BakerRipley staff members or designated spokespersons. They have the necessary training and experience to handle media interactions effectively.

Maintain Confidentiality and Privacy:

- Respect the confidentiality and privacy of individuals affected by the event. Avoid discussing personal information or sharing details about specific incidents without explicit consent from the appropriate BakerRipley staff members.
- Refrain from sharing photos, videos, or any other form of documentation related to the incident on social media or with the media. These actions can compromise privacy and may hinder the organization's ability to manage the situation.

Stay Focused on Your Volunteer Duties:

- During a crisis or event, it is important to remain focused on your assigned tasks and responsibilities. Engaging with the media can divert attention and compromise your ability to complete your volunteer assignment.
- If approached by the media while volunteering, kindly inform them that you are occupied with your assigned duties and unable to provide any comments. Direct them to the appropriate BakerRipley staff members or spokespersons for further information.

Report Media Contacts:

- If you are approached by the media, promptly report the interaction to your volunteer supervisor or BakerRipley staff member. Provide them with details of the encounter, including the media outlet, the reporter's name, and any specific questions asked. This information will help the organization assess the media landscape and respond accordingly.

Social Media Guidelines:

- Avoid discussing or posting about any incident or crisis on your personal social media accounts. Even if well-intentioned, unofficial statements can easily be misinterpreted or magnified, potentially leading to confusion or misinformation.
- Instead, share approved messages and updates provided by BakerRipley's official social media accounts or through internal communication channels. This helps ensure consistency and accuracy in the information shared with the public.

By following these guidelines, we can ensure that the organization maintains control over its messaging and protects the privacy and well-being of those we serve. If you have any questions or concerns regarding media interactions, please consult with your volunteer supervisor or a BakerRipley staff member.

Safety and Security:

The Agency has developed and promotes a comprehensive safety program to ensure the safety of our staff and volunteers that includes guidelines and procedures for responding to emergencies and activities to help reduce accidents and injuries. To prevent or minimize injuries to staff and volunteers, and to protect and conserve the Agency, everyone must comply with the following requirements:

- Familiarize yourself with the safety policies and procedures of your assigned site before beginning work, including evacuation routes, muster stations, and locations of First Aid kits and defibrillators.
- Keep work areas clean and orderly.
- Immediately report all accidents or “near misses” to your supervisor.
- Operate only equipment or machinery for which you have received training and authorization.

Emergency Situations: In the event of an emergency, it is crucial to act swiftly and appropriately to ensure the well-being of everyone involved. Please familiarize yourself with the following procedures and guidelines:

- Know the emergency exits and assembly points: Take the time to locate the emergency exits in the facility where you are volunteering. Familiarize yourself with the evacuation routes and assembly points designated for emergencies. If you are unsure of the exit routes or assembly points, ask your supervisor or a staff member for clarification. You can ask your volunteer supervisor to connect you to the safety officer at the volunteering location for an emergency safety tour.
- Follow instructions from staff and emergency responders: In the event of an emergency, promptly follow any instructions provided by BakerRipley staff members or emergency responders. They are trained to handle emergencies and will provide guidance on evacuation procedures, sheltering in place, or any other necessary actions.
- Stay calm and assist others: Keep calm during an emergency and help others around you remain calm as well. If someone requires assistance, provide aid within your capabilities, keeping in mind your own safety. Encourage those around you to follow the established emergency procedures and cooperate with emergency responders.
- Report emergencies immediately: If you witness or become aware of an emergency, promptly report it to your supervisor or staff member immediately. Provide accurate and detailed information about the nature of the emergency, its location, and any immediate hazards. Time is of the essence in emergency situations, so do not hesitate to report any concerns.
- Do not return to the facility without clearance: Once you have evacuated the premises due to an emergency, do not re-enter the facility unless you have received explicit instructions or clearance from emergency responders or designated BakerRipley staff members. Returning to the building prematurely can jeopardize your safety and hinder the response efforts.
- Maintain personal safety and security: While volunteering, always prioritize your personal safety and security. Be aware of your surroundings and report any suspicious activities or individuals to the appropriate authorities or BakerRipley staff members. If you feel unsafe or encounter any safety concerns, communicate them to your supervisor or a staff member immediately.

Volunteer Offboarding Process for Policy Violations:

At BakerRipley, we strive to maintain a safe and inclusive environment for all volunteers and the individuals we serve. Our volunteer policies are in place to ensure the well-being of everyone involved. In the event that a volunteer violates BakerRipley's volunteer policies, BakerRipley may take the following actions.

Verbal Warning:

- If a volunteer violates BakerRipley volunteer policies, their volunteer supervisor will meet with them privately, if possible, to ensure they understand the relevant policies and importance of following them. During this meeting, the supervisor will discuss the policy violation, provide feedback, and issue a verbal warning. The purpose of this warning is to make the volunteer aware of the policy breach and to give them an opportunity to correct their behavior going forward. A verbal discussion and warning, however, may not be appropriate in all situations. If a volunteer engages in threatening or discriminatory behavior that is antithetical to BakerRipley's values for example, BakerRipley may terminate the volunteer without warning.

Termination of Volunteer:

- If the policy violation is too egregious to justify a verbal warning or if the behavior persists despite a verbal warning, BakerRipley may terminate the volunteer's position. The decision to terminate a volunteer's service will be made after careful consideration and consultation with relevant stakeholders. The volunteer will be notified via email stating the reason(s) they are unable to continue volunteering with BakerRipley.

Return of Materials:

- Following the termination of their volunteer position, the volunteer must return any BakerRipley property, materials, or resources in their possession. This includes badge, equipment, or any other items provided for their role as a volunteer.

Regardless of the circumstances of a volunteer's departure, BakerRipley remains committed to treating all volunteers with dignity and respect throughout the offboarding process. Please note that BakerRipley reserves the right to modify this offboarding process on a case-by-case basis, as deemed appropriate, while adhering to the organization's core values and principles.

We expect all volunteers at BakerRipley will uphold our policies and guidelines, to help ensure a positive experience for everyone involved. It is our collective responsibility to create a safe and welcoming environment where we can work together to achieve our mission and make a meaningful impact on the communities we serve.

Dress Code and Personal Appearance:

Clothing – Volunteers should dress with their comfort and safety in mind as appropriate to the volunteer setting or event. Clothing should be clean and in good condition, free of holes, tears, or rips. Help us create an environment where everyone feels safe and comfortable by avoiding clothing with messages or images that may be offensive to others. Your clothing, while casual, should show common sense and professionalism.

Jewelry – Volunteers are encouraged to avoid large jewelry pieces or accessories that could be a source of distraction or a safety hazard.

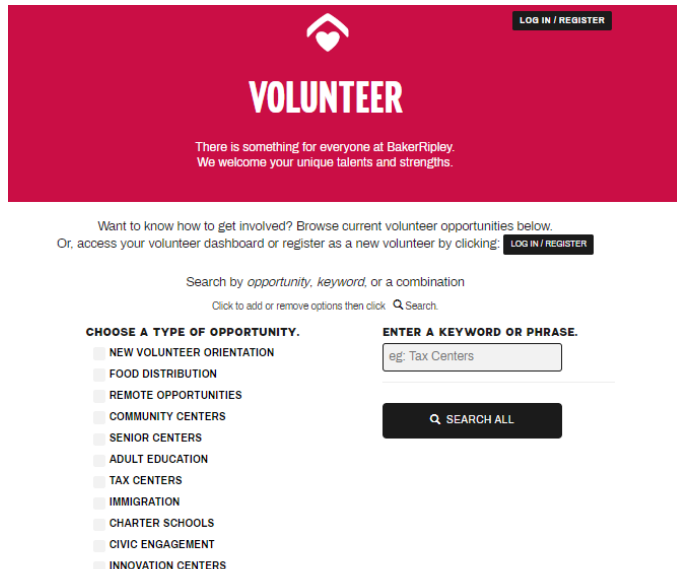
Footwear – Appropriate footwear must be worn at all times. Closed-toe shoes with backs are strongly encouraged for most activities for safety reasons. Sandals with backs exposing toes or slip on shoes may be acceptable depending on the location and task. Please do not wear flip flops.

Personal Hygiene and Grooming – Volunteers are responsible for keeping their body clean, well-groomed and free from odors and excessive scents. All volunteers entering the kitchen and assisting with non-packaged food preparation and/or distribution must wear a hairnet.

Violations of Dress Code – Initial dress code violation(s) will be discussed discreetly with the volunteer to ensure they understand the Agency's dress and appearance standards. A violation may result in the volunteer being asked to go home and change clothing before being allowed to participate in a volunteer

Volunteer Website User Guide

The BakerRipley volunteer website works best on Google Chrome, Safari, and Firefox browsers. To log in, go to Volunteer.BakerRipley.org. You will see this landing page where you can search and browse volunteer opportunities:



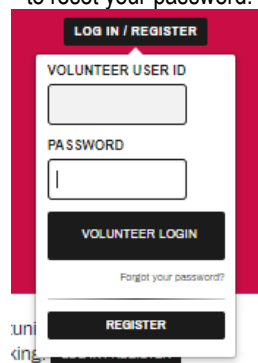
The screenshot shows the BakerRipley Volunteer website landing page. At the top, there is a red header with a white house icon and the word "VOLUNTEER" in white. Below the header, there is a black button labeled "LOG IN / REGISTER". The main content area is white and contains the following elements:

- A welcome message: "There is something for everyone at BakerRipley. We welcome your unique talents and strengths."
- A link to the volunteer dashboard: "Want to know how to get involved? Browse current volunteer opportunities below. Or, access your volunteer dashboard or register as a new volunteer by clicking: LOG IN / REGISTER"
- A search bar with the text "Search by opportunity, keyword, or a combination" and a "Search" button.
- A section titled "CHOOSE A TYPE OF OPPORTUNITY." with a list of categories: NEW VOLUNTEER ORIENTATION, FOOD DISTRIBUTION, REMOTE OPPORTUNITIES, COMMUNITY CENTERS, SENIOR CENTERS, ADULT EDUCATION, TAX CENTERS, IMMIGRATION, CHARTER SCHOOLS, CIVIC ENGAGEMENT, and INNOVATION CENTERS.
- A section titled "ENTER A KEYWORD OR PHRASE." with a text input field containing "eg: Tax Centers" and a "SEARCH ALL" button.

Logging in

All BakerRipley volunteers are required to fill out an online application.

- **Returning Volunteers:** Returning volunteers will sign in using the username and password they created in the volunteer application using the log-in button at the top right of the screen. A drop-down menu to the right will appear.
 - **Reclaiming account:** if you had a BakerRipley volunteer account in our previous system, you can still access your old account by resetting your password using the “forgot password?” link. Use the email tied to your old volunteer account to reset your password.



The screenshot shows the BakerRipley Volunteer website login and registration form. It features a red header with a white house icon and the word "VOLUNTEER" in white. Below the header, there is a black button labeled "LOG IN / REGISTER". The form is white and contains the following elements:

- A text input field for "VOLUNTEER USER ID".
- A text input field for "PASSWORD".
- A black button labeled "VOLUNTEER LOGIN".
- A link labeled "Forgot your password?".
- A black button labeled "REGISTER".

- **New Volunteers:** If you have not been notified that you have an account already in the system or have not created an account yet, you will need to fill out your volunteer application. Click “Register” to begin the application process.

Volunteer Application

All volunteers are required to consent to the following forms:

1. Permission for BakerRipley to run a Criminal Background Check
 - a. Note that only volunteers ages 18 and older will require a background check. All volunteers ages 17 and under will be automatically approved as minors.
2. Volunteer Liability
3. Media Release
4. Volunteer Agreement

Please fill out the volunteer application as thoroughly as possible. While we encourage you to complete all fields that pertain to you, the following fields are the only required fields to complete your application:

1. First Name
2. Last Name
3. Date of Birth
4. Home Phone (Your main phone number)
5. Home Address
6. Email Address
7. Emergency Contact Name
8. Emergency Contact Phone Number
9. Question: "Have you ever been arrested or convicted of any criminal offense?"

****Note:** While "Attachments" is not a required field, this is a great way for us to get to know you! You can add your resume or certifications you think might be helpful for us to know. The more information the better! To add an attachment:

1. Click on the file name under the attachment list (Resume or Certification)
2. Click "Choose File" and choose the file you would like to attach.
3. Click the "Upload" button.

LANGUAGES

Please enter any languages other than English that you can speak, read, or write

[Click to add](#)

ATTACHMENTS

Attachment List

Attachment
- Resume
- Certification

To Delete a File

1. Select an Attachment Type
2. Delete the File

DELETE

To Upload a File

1. Select an Attachment from the Attachment List on the left
2. Select a File
[Choose File](#) No file chosen
- 3 MB maximum per attachment
3. Upload the File

UPLOAD

Image Preview



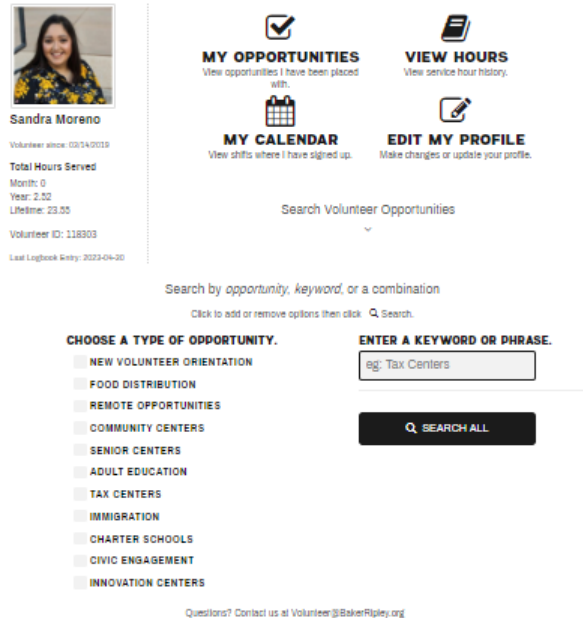
SUBMIT MY VOLUNTEER APPLICATION

****Make sure you click the “SUBMIT APPLICATION” button at the bottom to save your application****

My Dashboard

Every time you log in to the volunteer website, you will be brought to the Volunteer Dashboard. This is where you can manage your volunteer experience. On the left of your dashboard, you will see your volunteer picture and a brief summary of your logged volunteer hours (hours this month, hours this year, overall lifetime hours) and volunteer ID.

DASHBOARD



Sandra Moreno
Volunteer since: 03/14/2018
Total Hours Served
Month: 0
Year: 2.52
Lifetime: 23.25
Volunteer ID: 118803
Last Logbook Entry: 2023-04-20

MY OPPORTUNITIES
View opportunities I have been placed with.

VIEW HOURS
View service hour history.

MY CALENDAR
View shifts where I have signed up.

EDIT MY PROFILE
Make changes or update your profile.

Search Volunteer Opportunities

Search by opportunity, keyword, or a combination
Click to add or remove options then click Search.

CHOOSE A TYPE OF OPPORTUNITY.

- ☐ NEW VOLUNTEER ORIENTATION
- ☐ FOOD DISTRIBUTION
- ☐ REMOTE OPPORTUNITIES
- ☐ COMMUNITY CENTERS
- ☐ SENIOR CENTERS
- ☐ ADULT EDUCATION
- ☐ TAX CENTERS
- ☐ IMMIGRATION
- ☐ CHARTER SCHOOLS
- ☐ CIVIC ENGAGEMENT
- ☐ INNOVATION CENTERS

ENTER A KEYWORD OR PHRASE.
eg: Tax Centers

Q. SEARCH ALL

Questions? Contact us at Volunteer@BakerRipley.org

There are also several icons you can use to help you easily navigate the website:

- **My Opportunities** - This will list the opportunities you have applied for.
- **View Hours** – You can view the history of all logged hours as a BakerRipley volunteer.
- **My Calendar** – This will bring up a calendar where you can view your referrals, your placements, and scheduled volunteer shifts you have registered for.
- **Edit My Profile** – You can update your personal information here at any time, including your userID and password. Please keep this information updated when you change addresses, phone numbers, email addresses, or employers. We want to make sure we can keep in contact with you!
- **Search Opportunities** – If you scroll down, the search opportunities tool is readily available as soon as you log in. This is how to indicate interest in volunteer opportunities. There are always new opportunities, so make sure you check this page often to see how you can stay involved. You can search opportunities by type, keyword, distance from zip code, or search all opportunities by clicking “Search All.”

Search by *opportunity*, *keyword*, or a combination

Click to add or remove options then click Search.

CHOOSE A TYPE OF OPPORTUNITY.

- ☐ NEW VOLUNTEER ORIENTATION
- ☐ FOOD DISTRIBUTION
- ☐ REMOTE OPPORTUNITIES
- ☐ COMMUNITY CENTERS
- ☐ SENIOR CENTERS
- ☐ ADULT EDUCATION
- ☐ TAX CENTERS
- ☐ IMMIGRATION
- ☐ CHARTER SCHOOLS
- ☐ CIVIC ENGAGEMENT
- ☐ INNOVATION CENTERS


ENTER A KEYWORD OR PHRASE.

SEARCH ALL

Registering for Opportunities

After completing your search criteria, you will be able to view all available volunteer opportunities that fit those specifications. Browse information on each opportunity by clicking on the tabs at the top of the listing including Description, View Schedule, Location, Contact Info, and Documents:

*New Volunteer Orientation BAKERRIPLEY CENTRAL



VIEW SCHEDULE IN LIST

VIEW SCHEDULE IN CALENDAR

Description View Schedule Location Contact Info Documents

Training

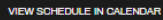
Volunteers are required to complete this agency orientation. Volunteers will learn more about BakerRipley programs, volunteer policies and procedures, will have their picture taken for volunteer badge, and verification of ID. Background checks will ...[more](#)

- **Description** – Includes details on the volunteer opportunity including requirements, skills needed, time commitment, etc.
- **View Schedule** – When the volunteer opportunity will take place.
- **Location** – Where the volunteer opportunity will take place. There is also a convenient link to google maps to easily identify the location of the opportunity and search directions.
- **Contact Info** – This will be your point of contact for this volunteer opportunity if you have any questions. There is always an email address and sometimes a phone number, depending on the opportunity.
- **Documents** – This tab will include any additional instructions, directions, or supporting documents pertinent to the volunteer opportunity.
- **Training** – Includes training materials that the volunteer opportunity requires.

If an opportunity does not have a shift schedule, you can simply click on “Sign up” and you will be contacted about that opportunity. To unregister, click the “REMOVE ME” button. You will receive a confirmation email for every opportunity you register for with the information pertinent to that specific opportunity.

- If you have not been to a new volunteer orientation, please register for one today! All BakerRipley Volunteers must attend New Volunteer Orientation.

***New Volunteer Orientation**
BAKERRIPLEY CENTRAL



Volunteers are required to complete this agency orientation. Volunteers will learn more about BakerRipley programs, volunteer policies and procedures, will have their picture taken for volunteer badge, and verification of ID. Background checks will ...**more**

Some volunteer opportunities have weekly, daily, and hourly schedules. For those opportunities, you will schedule yourself by shifts through our Opportunity Calendar. When you click “VIEW SCHEDULE IN CALENDAR” the schedule for that specific opportunity will appear:

NOVEMBER 2023

PREV MONTH TODAY NEXT MONTH

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	31	1	2	3	
	2022 OR Guilford Sharpshooters Campus Tax Preparer Shift 1 11:00 am-11:00 am Available: 6 Shift 2 11:00 am-12:00 pm Available: 6 Shift 3 12:00 pm-1:00 pm Available: 6 Shift 4 1:00 pm-2:00 pm Available: 6 Shift 5 2:00 pm-3:00 pm Available: 6 Shift 6 3:00 pm-4:00 pm Available: 7 Shift 7 4:00 pm-5:00 pm Available: 7	2022 OR Guilford Sharpshooters Campus Tax Preparer Shift 1 11:00 am-11:00 am Available: 6 Shift 2 11:00 am-12:00 pm Available: 6 Shift 3 12:00 pm-1:00 pm Available: 6 Shift 4 1:00 pm-2:00 pm Available: 6 Shift 5 2:00 pm-3:00 pm Available: 7 Shift 6 3:00 pm-4:00 pm Available: 7 Shift 7 4:00 pm-5:00 pm Available: 7	2022 OR Guilford Sharpshooters Campus Tax Preparer Shift 1 11:00 am-11:00 am Available: 6 Shift 2 11:00 am-12:00 pm Available: 6 Shift 3 12:00 pm-1:00 pm Available: 6 Shift 4 1:00 pm-2:00 pm Available: 6 Shift 5 2:00 pm-3:00 pm Available: 6 Shift 6 3:00 pm-4:00 pm Available: 7 Shift 7 4:00 pm-5:00 pm Available: 7	2022 OR Guilford Sharpshooters Campus Tax Preparer Shift 1 11:00 am-11:00 am Available: 6 SIGN UP Shift 2 11:00 am-12:00 pm Available: 6 SIGN UP Shift 3 12:00 pm-1:00 pm Available: 6 SIGN UP Shift 4 1:00 pm-2:00 pm Available: 6 SIGN UP Shift 5 2:00 pm-3:00 pm Available: 6 SIGN UP Shift 6 3:00 pm-4:00 pm Available: 6 SIGN UP Shift 7 4:00 pm-5:00 pm Available: 6 SIGN UP	2022 OR Guilford Sharpshooters Campus Tax Preparer Shift 1 12:00 pm-1:00 pm Available: 2 SIGN UP Shift 2 1:00 pm-2:00 pm Available: 2 SIGN UP Shift 3 2:00 pm-3:00 pm Available: 7 SIGN UP Shift 4 3:00 pm-4:00 pm Available: 7 SIGN UP	
5	6	7	8	9	10	
	2022 OR Guilford Sharpshooters Campus Tax Preparer Shift 1 11:00 am-11:00 am Available: 7 SIGN UP Shift 2 11:00 am-12:00 pm Available: 7 SIGN UP Shift 3 12:00 pm-1:00 pm Available: 7 SIGN UP Shift 4 1:00 pm-2:00 pm Available: 7 SIGN UP	2022 OR Guilford Sharpshooters Campus Tax Preparer Shift 1 11:00 am-11:00 am Available: 7 SIGN UP Shift 2 11:00 am-12:00 pm Available: 7 SIGN UP Shift 3 12:00 pm-1:00 pm Available: 7 SIGN UP Shift 4 1:00 pm-2:00 pm Available: 7 SIGN UP	2022 OR Guilford Sharpshooters Campus Tax Preparer Shift 1 11:00 am-11:00 am Available: 7 SIGN UP Shift 2 11:00 am-12:00 pm Available: 7 SIGN UP Shift 3 12:00 pm-1:00 pm Available: 7 SIGN UP Shift 4 1:00 pm-2:00 pm Available: 7 SIGN UP	2022 OR Guilford Sharpshooters Campus Tax Preparer Shift 1 11:00 am-11:00 am Available: 7 SIGN UP Shift 2 11:00 am-12:00 pm Available: 7 SIGN UP Shift 3 12:00 pm-1:00 pm Available: 7 SIGN UP Shift 4 1:00 pm-2:00 pm Available: 7 SIGN UP	2022 OR Guilford Sharpshooters Campus Tax Preparer Shift 1 12:00 pm-1:00 pm Available: 2 SIGN UP Shift 2 1:00 pm-2:00 pm Available: 2 SIGN UP Shift 3 2:00 pm-3:00 pm Available: 7 SIGN UP Shift 4 3:00 pm-4:00 pm Available: 7 SIGN UP	

- A. Once you have narrowed down your search, simply click “SIGN UP” on your preferred shift
 - a. Shifts will include times and available positions.

- b. If you would like to know more details, you can click the link “...Details” within the shift. It will bring you to the bottom of the page with more specifics on that particular volunteer shift.

Fri

3

2023 BR Gulfon Sharpstown
Campus Tax Preparer
Shift 1
12:00 pm-1:00 pm
Available: 2...Details

SIGN UP


- c. There are some opportunities that are restrictive. **If you cannot see a particular opportunity listed in the calendar or if you receive a message that says you are not eligible for this opportunity, contact your volunteer manager and let them know. You may need to still go through your background check, certification, or other requirement before you can be eligible to volunteer.**

Volunteer Hours:

Volunteers are required to sign in utilizing one of the methods below:

Physical Sign-in Sheets

Many of our programs utilize physical sign-in sheets to capture volunteer hours. Volunteers will fill out the timesheet provided by the supervisor with the information requested (name, check-in/out times, date). Volunteer supervisors will add your volunteered hours to your volunteer account within two weeks of shift.



BakerRipley |

Volunteer Time Sheet and Volunteer Liability, Confidentiality,
Conflict of Interest Waiver and Media Release

Location: _____ Event/Volunteer Opportunity: _____

Volunteer Supervisor: _____

	Volunteer Name (Please Print)	Company/ Organization	Email Address	Time In	Time Out	Signature	Date
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							

By signing this sheet, I abide by the Volunteer Liability, Confidentiality, Conflict of Interest Waiver and Media Release conditions on the back of this Time Sheet. (See Back)

Sign-In Stations

Some programs will use a clock in and clock out system to verify hours. This will document the actual time volunteers have spent completing their jobs. Communicate with your supervisor to verify if this process applies to your program.

1. Locate your volunteer supervisor when you arrive to sign in to the system.
2. Your supervisor will pull up the assigned sign-in portal. Use the same User ID and password you created when completing your Volunteer Application.
3. Click the “Continue” button, then select the opportunity or volunteer shift you are signing into by selecting the green “sign In” button.



Tax - Gulfton Sharpstown Campus

1:50:17 PM
2 Nov 2023

Username/password ▼

*Username

*Password

Continue



Sign-In Station

Hello, Sandra Moreno

Select an opportunity to sign-in for:

2023 BR Gulfton Sharpstown Campus Tax Preparer

Sign In

Go Back

4. If you have registered for more than one opportunity, you may need to choose which opportunity you are at our facility to volunteer for that day. Once you have made your selection, click the “Sign In” button to proceed.
5. When you are finished with your shift, you will repeat steps 1-4. You will input your User ID and password to sign out of the opportunity and end the time clock that is tracking your hours by selecting the red “Sign Out” button.



Sign-In Station

Hello, Sandra Moreno
1:56:45 PM

Sign out of the opportunity 2023 BR Guilford Sharpstown Campus Tax Preparer.

Sign out

Go Back

6. If there are any errors or issues with your hours, please contact your Volunteer Manager who can edit them.
7. Volunteers won't be able to report their own hours. All hours will be tracked through this system or manually by the Volunteer Manager.

Helpful Hint:

Forgetting your User ID or password can be frustrating and slow your registration process. Write your log in information below and keep this document in a safe place for reference:

User ID: _____

Password: _____