



BakerRipley

Volunteer Handbook

Dear Volunteer:

Welcome to BakerRipley. Thank you for choosing to donate your valuable time and resources to the important work of community development. You are joining more than 7,700 Houstonians who gave over 236,000 hours of service in 2016. Volunteers taught in classrooms, prepared tax returns, distributed food, served on boards and advisory councils, and taught English to nearly 600,000 people we serve annually.

Please take a moment to review the BakerRipley Volunteer Handbook to learn more about our mission and purpose. In it, you will find an outline of our history and programs, as well as volunteer policies and procedures. Our goal is to match your passion with community aspirations to build a valued, successful, and long-lasting partnership.

If you have questions, please contact Lauren Duplessis, Manager of Volunteer Engagement, at 713-669-5246 or by email at Volunteer@BakerRipley.org.

Volunteers are essential to the success of BakerRipley, that's why we strive to make sure your volunteer experience is rewarding and enriching.

Thank you for your time and commitment and welcome to our team!

Sincerely,

Angela Blanchard
President and CEO

Overview of BakerRipley

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

Our Vision is for individuals and communities to live up to their full potential.

We are people transforming communities. FOR GOOD.

BakerRipley, formerly Neighborhood Centers, brings resources, education and connection to nearly 600,000 people throughout Texas each year. For more than a century, BakerRipley has offered innovative solutions to help low-income families in emerging neighborhoods get a foothold in the region's economy. The organization works with residents in more than 70 service locations to help them discover the strengths and skills necessary to become productive, prosperous and self-sufficient. Building on the strengths of individuals and communities, BakerRipley is transforming them. FOR GOOD. BakerRipley is a United Way Agency. For more information, 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 former Secretary of State James A. Baker, III's grandmother, 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 70 locations throughout 60 state counties that helps Houstonians reach their full potential each year within four distinct divisions: Community Based Initiatives, Choices in Education, Public Sector Solutions and Sheltering Arms Senior Services.

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 would allow them to advance economically. By continuously working with the community and engaging in conversations with residents, we are able to create real and lasting change. We are able to transform communities. FOR GOOD.

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. Every day we face new challenges for which solutions do not yet exist, but we figure it out. 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 better lives. Through our integrated community-based efforts,

- ◆ We connect people to jobs.
- ◆ We help individuals achieve full civic participation.
- ◆ We provide education for entire families.
- ◆ We give neighbors access to financial assistance and healthcare services.

Neighborhoods are the bridges to opportunity and people can transform communities.

We believe that what makes Houston – and all great metropolitan areas – dynamic are its neighborhoods. We will continue to expand our efforts. To go where we are invited to go and do what we are asked to do. Our history and experience has afforded us the opportunity to learn what really works. We know what's right and we do it – we figure it out. When we invest in all who are driven by a desire to create a better life, our entire country advances and become stronger. We are people helping people and together we are building neighborhoods that work.

BakerRipley Divisions

Community Based Initiatives builds on the unique economic and social assets of individuals and their neighborhoods, moving them to self-sufficiency and an improved quality of life. Largely supported by private philanthropic investment, our community-based programs engage and connect individuals to the resources that meet their emerging needs and aspirations. We provide a continuum of services including free tax preparation, family health and education, immigration and citizenship services, financial assistance and programs for youth and seniors.

Choices in Education provides an integrated holistic education system for families and their children ages six months through eighth grade. The Choices in Education division oversees the early childhood education programs, including 22 Head Start centers, and the BakerRipley Schools, including three community-based elementary schools, one middle school, and a “New Neighbor” school for refugee children – all of which reside within our community centers. Our holistic approach to educating the entire family allows us to create a stronger and more positive impact in the community. Both children and their parents gain access to education and broader community resources to prepare them for a successful degree and/or career.

Public Sector Solutions manages childcare subsidies in support of working parents throughout 60 counties in Texas, provides long-term recovery services for people affected by disasters, manages utility assistance for low-income individuals, and manages eleven Workforce Solutions career offices across the region. Programs in this division are funded by public contracts, and our reputation as an efficient and reliable steward of our tax dollars has seen this division grow over the years.

Sheltering Arms Senior Services offers a continuum of care for Houston's older adults and their caregivers to ensure they have the support to live with dignity, independence and quality of life. Seniors wish to stay active, continue to enjoy learning, have meaningful relationships, and above all, age in place – in their homes and neighborhoods – in familiar surroundings. We are committed to supporting their needs and aspirations to live better lives through twenty senior centers, a dementia-specific day center, and in-home services.

For additional information about specific programs or sites, please contact Lauren Duplessis, Manager of Volunteer Engagement, at 713-669-5246 or by email at Volunteer@BakerRipley.org.

Purpose of Volunteer Handbook:

This volunteer handbook will provide a reference source of general information about BakerRipley and Volunteer Policies and Procedures.

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.

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.

Every potential volunteer 14 years and under must complete all of the above requirements, and must also be accompanied by a parent or guardian at all times. 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/Categories of volunteers:

- ◆ Board and Committee Volunteers
- ◆ Advisory Board Volunteers
- ◆ Short-term/One-time/Event Volunteers
- ◆ Long-term Volunteers

Short-term volunteers – Short term volunteers may work a specific special event or project, while long-term volunteers may work as a tutor over a period of six months.

Long-term volunteers – In order to be considered a long-term volunteer, they are invested in the mission, commit to a regular schedule, and volunteer at least 50 hours within a 6 month period, but ideally commit for years. If a long-term volunteer misses three consecutive weeks (without an excuse), long-term status is revoked and that volunteer will no longer be considered for a long-term volunteer award. Below is a list of various short and long-term volunteer opportunities:

Food Pantry Volunteer
Volunteer Tax Preparer
Telephone Reassurance Volunteer
Volunteer Exercise Instructor for Senior Centers
Teacher Assistant
After School Tutor
Immigration Forum Volunteer
Translator
Resource/Guest Speaker
Office Assistant (typing, filing, etc.)

New Volunteer Orientation:

New Volunteer Orientation is held twice monthly, typically one daytime and one evening session. 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 important 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 the course of 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 at all times. 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 713-669-5246 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:

While volunteering, you should be identified as a volunteer at all times. This may be a name tag, t-shirt, lanyard, or other form of identification.

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 identify 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 of 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, desk tops, 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 don't know who are looking over your shoulders;
- ◆ If provided access to paper documents (or USBs, disks, tapes, etc.), make sure you maintain control of them at all times, 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. Designated staff is required to file a report with a law enforcement agency or Children's Protective Services within 48 hours of 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 their assigned supervisor.

Safety:

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 at all times.
- ◆ Immediately report all accidents or “near misses” to your supervisor.
- ◆ Operate only equipment or machinery for which you have received training and authorization.

If you have questions or concerns relating to safety issues, please contact your assigned supervisor.

Dress Code and Personal Appearance:

Clothing – Volunteers are to wear clothing that is neat and clean. Volunteers are not to wear clothing that is tight, revealing, short, torn, tattered, dirty, excessively faded, or with visual, written, or implied messages or logos that are likely to disrupt the work environment.

Jewelry – Jewelry and accessories that could create noise, distraction or cause a safety hazard may not be worn.

Footwear – Footwear must be worn at all times. Loafers, boots, flats, closed-toe shoes, or sandals with a secure back must be worn. Sandals and or slippers exposing toes may be acceptable depending on agency location and task. Flip-Flops are never acceptable.

Hair and Nails – Hair and nails should be neat, clean, well groomed and not distracting. All volunteers entering the kitchen and assisting with food must wear a hairnet.

Personal Hygiene – Volunteers are responsible for keeping their body clean, well-groomed and free from odor and excessive scent.

Violations of Dress Code – The first violation of the dress and personal appearance standards will result in a verbal warning, followed by a review of the Agency’s dress and appearance standards. A violation may result in the volunteer being asked to go home and change clothing.

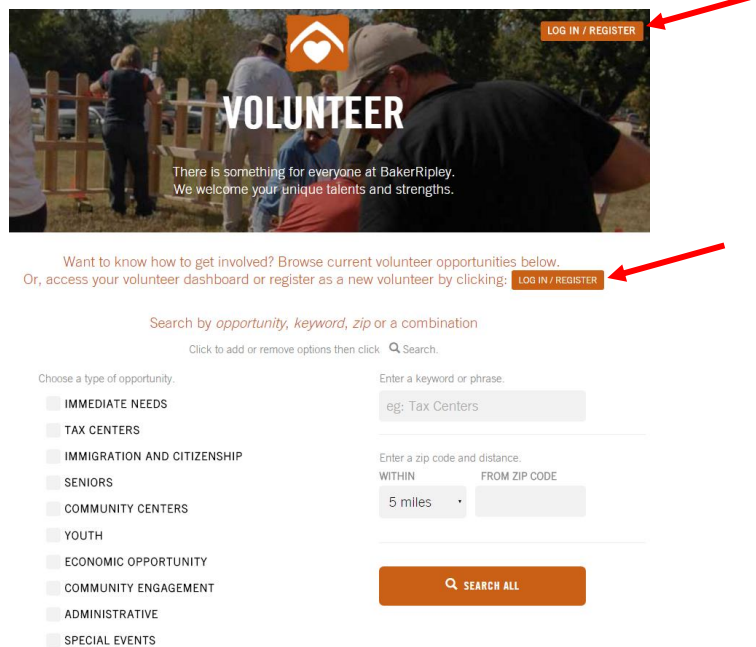


BakerRipley

Volunteer Website User Guide

Requirements

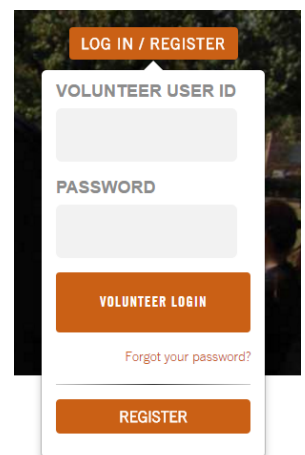
The BakerRipley volunteer website works best on Google Chrome, Safari, and Firefox browsers. To log in, go to volunteer.bakerripley.org. You will see this landing page where you can search and browse volunteer opportunities:



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 above where the red arrow is pointing. The drop-down menu to the right will appear. If you have forgotten your password, you can click “forgot password” under the log in fields and you will be sent instructions on how to retrieve or reset your password.
- **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 17 and older will require a background check. All volunteers ages 16 and under will be automatically approved as minors.
2. Volunteer Liability, Confidentiality, and Conflict of Interest Waiver
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. User ID
8. Password
9. Emergency Contact Name
10. Emergency Contact Phone Number
11. 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.

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
 No file chosen
- 3 MB maximum per attachment
3. Upload the File

Upload

Image Preview

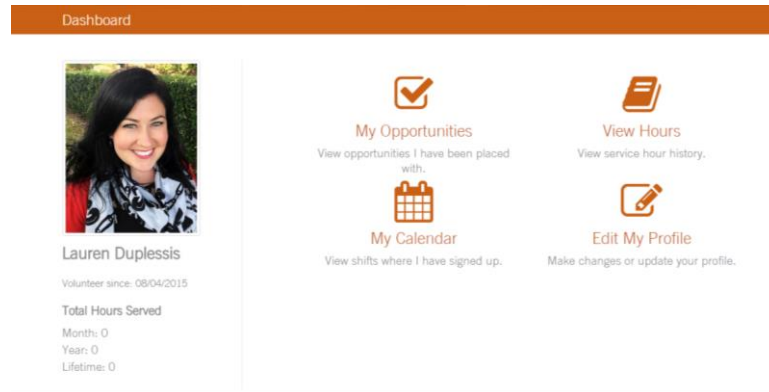


SUBMIT MY VOLUNTEER APPLICATION

****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 history:



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. 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, zip or a combination

Click to add or remove options then click Search.

Choose a type of opportunity.

- IMMEDIATE NEEDS
- TAX CENTERS
- IMMIGRATION AND CITIZENSHIP
- SENIORS
- COMMUNITY CENTERS
- YOUTH
- ECONOMIC OPPORTUNITY
- COMMUNITY ENGAGEMENT
- ADMINISTRATIVE
- SPECIAL EVENTS

Enter a keyword or phrase.

eg: Tax Centers

Enter a zip code and distance.

WITHIN FROM ZIP CODE

5 miles

▾

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



Description

View Schedule

Location

Contact Info

Documents

All BakerRipley prospective volunteers are required to attend a mandatory Volunteer Orientation prior to beginning their volunteer service. Volunteer Orientation will provide you with pertinent information about our agency.

VIEW SCHEDULE IN LIST

VIEW SCHEDULE IN CALENDAR

Bookmark and Share

- **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.

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 volunteer orientation, please register for one today! All BakerRipley Volunteers must attend New Volunteer Orientation.
 - **** Note -- Tax Center volunteers are the only volunteers who go to a separate training. All other volunteers must attend New Volunteer Orientation.**
- If you have been to volunteer orientation, you will be contacted by the volunteer manager listed as the contact for your opportunity.

New Volunteer Orientation

BAKERRIPLEY



Description

View Schedule

Location

Contact Info

Documents

All BakerRipley prospective volunteers are required to attend a mandatory Volunteer Orientation prior to beginning their volunteer service. Volunteer Orientation will provide you with pertinent information about our agency.

VIEW SCHEDULE IN LIST

VIEW SCHEDULE IN CALENDAR

Bookmark and Share

If an opportunity does have a shift schedule, you can either view the schedule slots in a list or in the calendar view. To view the calendar, click “VIEW SCHEDULE IN CALENDAR” on the opportunity.



Opportunity Calendar

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:

A. Once you have narrowed down your search, simply click “SIGN UP” on your preferred shift and you should see a red “REMOVE ME” button which means you have successfully registered.

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.

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.

Shift 3
12:00 pm-1:00 pm
Available: 2...Details

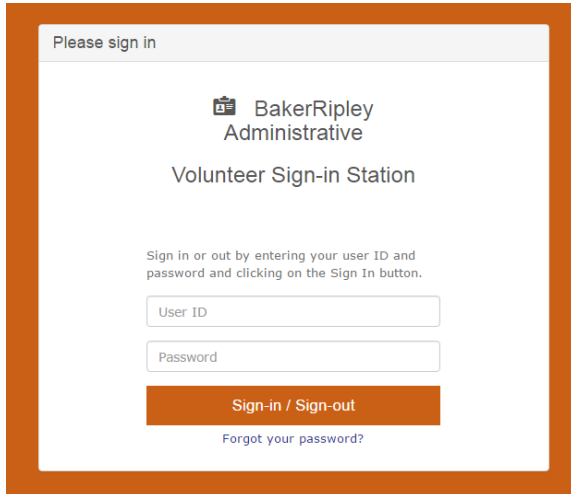
SIGN UP

Helpful Hint:

If you access the calendar to register for shifts often, save the link to your favorite opportunity as a bookmark so you can access it quickly and easily.

Volunteer Hours

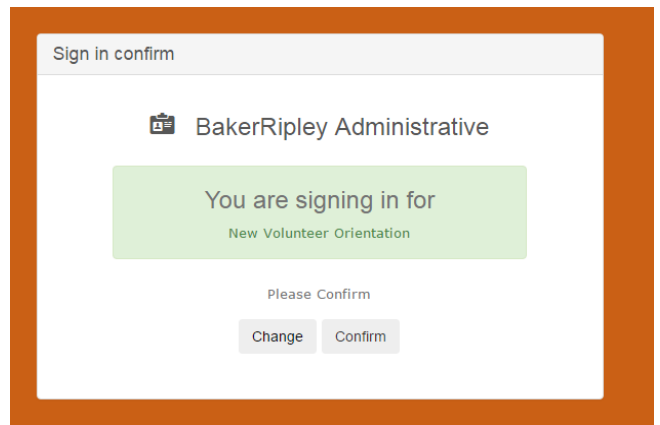
Most programs will use a clock in and clock out system to verify hours. This will document the actual time volunteers have spent completing their jobs. There may be some exceptions, but this will be the most frequent form of volunteer hour verification at BakerRipley.



The screenshot shows a web page titled "Please sign in" for BakerRipley Administrative. The main heading is "Volunteer Sign-in Station". Below this, there is a brief instruction: "Sign in or out by entering your user ID and password and clicking on the Sign In button." There are two input fields: "User ID" and "Password". Below the fields is a large orange button labeled "Sign-in / Sign-out" and a smaller blue link that says "Forgot your password?".

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. If you have forgotten your password, you can click "Forgot your password?" and follow the steps to retrieve it. Your Volunteer Manager can also assist you with this process.
4. Click the "Sign-in/Sign-out" button.
- 5.

6. 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 "OK" button to proceed.
7. If you are only signed up for one opportunity, you can just click the "OK" button to proceed.
8. When you are finished with your shift, you will repeat steps 1-5. You will input your User ID and password to sign out of the opportunity and end the time clock that is tracking your hours.
9. If there are any errors or issues with your hours, please contact your Volunteer Manager who can edit them.



The screenshot shows a web page titled "Sign in confirm" for BakerRipley Administrative. A green box in the center says "You are signing in for New Volunteer Orientation". Below this, it says "Please Confirm" and there are two buttons: "Change" and "Confirm".

10. 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: _____