



Volunteer Handbook

Policies & Waivers

Edited October 2015



LOAVES,
FISHES &
COMPUTERS, INC.

Since 2009

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A Message from Christian Mendelsohn, Founder

Thank you for choosing to volunteer your time with LFC. Our primary objective is to provide low-cost, complete working computer systems to every in-need citizen of Monterey County. We believe that everyone is entitled to benefit from the many rewards a home-based computer can offer.

No matter what kind of contribution you make at LFC, from cleaning keyboards to running full diagnostics on a computer, the work that you do is critical to our mission. We hope you will enjoy your time with us, sharing your time and talents, learning new skills and making new friends. Welcome to the LFC family!

A handwritten signature in black ink that reads "C. Mendelsohn". The signature is written in a cursive style.

About this handbook

This volunteer handbook has been prepared to help familiarize you with some of LFC's guidelines, policies and procedures. LFC reserves the right to revise its policies, at any time without advance notice. LFC also reserves the right to make individual exceptions to these policies and procedures, though such an exception does not restrict LFC's right to insist on adherence to the policy or practice in the future.

Please be sure to review this handbook today and sign and return the last two pages to the Volunteer Coordinator or the Front Desk. You may address any questions or suggestions you may have to them at any time. This handbook is yours to take home or to keep with you at the shop as a reference.

Volunteer Positions

Technician

Troubleshoots general computer problems for clients. Wipes hard drives, images computers, runs software etc. Organizes donations, salvages and e-wastes parts. Some technical knowledge helpful.

Front Desk & Administration

Greets visitors and determines client and donor needs. Helps with applications, and computer sales. Answers phones, responds to email as required. Office experience preferred. Bilingual is a plus.

Refurbisher

Takes old computers and makes them like-new again. Refurbishers replace drives, software, test memory and more - you'll be trained and mentored before you begin to work.

Equipment Processing

As donations are received, organizing them for processing. Testing and cleaning donations to ensure they work in preparation for pairing with computer systems, for sale. An eye for detail is a plus.

Marketing & Sales

Promotes our work through media outlets, schools, local businesses and other non-profit organizations. Contributes to FB and blog. Organizes special events. Strong writing skills and bilingual a plus.

And Others ...

Grant Writer
Fund Development
Efficiency Engineer
Survey Manager
Product Innovation
Programmers

Let us know if you have special skills!

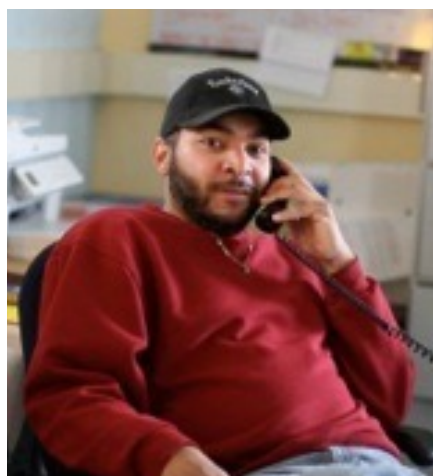
It Feels Good to Give! Our Accomplishments Since 2009

We're proud to say that we have distributed over 1650 computer systems to local folks right here in Monterey County.

From finding employment, getting an education, learning new skills, connecting with friends and relatives or accessing social services, it's been our pleasure to provide technology that enables people to help themselves.

Building Partnerships

LFC is proud to have working partnerships with many Monterey County organizations, schools, colleges, and agencies. Through these partnerships, we've provided hands-on training for volunteers in the repair and refurbishing of computer components, and free or very low



cost computers to folks who really need them.

Media Coverage & News

The dedicated efforts of our volunteers have appeared in The Monterey Herald, Monterey County Weekly, Carmel Magazine and other local publications. These stories helped us to spread the word about our organization

and led to our expansion into our much larger facility in Salinas! And to KSBW's "Best Nonprofit" Award 2015.

Tons of E-waste Saved & Reused

We have saved an estimated 70,000 pounds (35 tons!) of computer equipment from being dumped into already over-stressed waste facilities.

Grants & Community Support

We've received financial-assistance grants awards from the Community Foundation for the Monterey Peninsula, the Nancy Buck Ransom Foundation, the Yellow Brick Road and the Monterey Peninsula Foundation. Their support has enabled us to do even more for the Monterey County residents we serve.

Our Mission: To provide low-cost, usable computers to in-need residents of Monterey, San Benito, and Santa Cruz Counties. We especially want to help low-income households with children, non-profit organizations and schools in our area.

Volunteer Code of Conduct

AS VOLUNTEERS WE MUST:

- Respect confidentiality
- Be accountable for our actions
- Be committed to LFC's mission
- Ask for support when you need it
- Be courteous to clients, volunteers and donors
- Value and support other team members
- Show up on time and ready to work



Volunteer Policies

Purpose of Volunteer Policies

The following policies are written to provide overall guidance and direction to staff and volunteers engaged in volunteer involvement and management efforts. These policies do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. LFC reserves the exclusive right to change any of these policies at any time. If you have any questions please contact the a manager or the Executive Director.

Volunteers Under 18

If you are under 18, your parent's permission via their signature on the volunteer waiver will be required before you begin volunteering with LFC. Your parents are invited to call, e-mail or stop by with any questions or comments about our program.

Definition of 'Volunteer'

A "volunteer" is anyone who, without contemplation of pay or expectation of compensation beyond reimbursement, performs a task at the direction of and on behalf of the agency. A "volunteer" must be accepted and enrolled by the agency prior to performance of the task. Unless specifically stated, volunteers shall not be considered as "employees" of the agency.

Our Location:

938 S. Main St., Salinas
Telephone: 393-9260

Ample parking available

We are open to the public:
11am-5pm,
Tuesday thru Saturday
and by appointment.

This is where:

- donated equipment can be dropped off
- computers are refurbished
- clients can purchase computers
- technical assistance is offered by our volunteers

Important Contacts:

Christian Mendelsohn,
Executive Director
christian@
loavesfishescomputers.org
(831)383-0412

Jose Sanchez Barajas
Volunteer Coordinator
jose@loavesfishescomputers.org

Jordan Azevedo
Programs & Operations Manager
jordan@loavesfishescomputers.org

Junior Munoz
Refurbishing Manager
junior@loavesfishescomputers.org

Thomas Lepingwell
Tech Support & Server Manager
thomas@loavesfishescomputers.org

Volunteer Policies (cont'd)

Service at the Discretion of LFC

LFC accepts the service of all volunteers with the understanding that such service is at the sole discretion of the agency. Volunteers agree that the agency may at any time, for whatever reason, decide to terminate the volunteer's relationship with the agency.

Screening/Reference Checks

For some jobs requiring cash handling or supervision of minors, volunteers must submit a background check and/or references. Background checks will be paid for by LFC.

Confidentiality

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed, whether this information involves staff, volunteers, clients, or other person or involved in overall LFC business.

Equal Opportunity

LFC provides equal volunteering opportunity for all of the protected classes - Race, Color, Religion, National origin, Age, Sex, Pregnancy, Citizenship, Familial status, Disability status, Veteran status and

Genetic information - under the law that do not prohibit performance of essential job functions.

Harassment

Harassment has no place in the workplace and should not be tolerated. Harassment based on on any of the above named classes must cease immediately. If you raise a concern it will be treated seriously, carefully, quickly and confidentially. Incidents should be reported verbally or in writing to the Executive Director or Board President immediately.

Misconduct/Violations

The following are examples of violations for which corrective counseling or other disciplinary action may be taken. Performance issues include, but are not limited to:

- Excessive absenteeism, tardiness or failure to come to work;
- Failure to meet performance and work quality standards;
- Abusive or unauthorized use of LFC supplies and equipment;
- Failure to adhere to safety/security regulations, procedures and policies;
- Failure to immediately report an accident or job-related injury.

Inappropriate behavior and misconduct include, but are not limited to:

- Reporting to work intoxicated/under the influence of alcohol or non-prescribed drugs;
- Possession and/or consumption of alcoholic beverages and/or non-prescribed drugs while engaged in LFC business;
- Failure to maintain the confidentiality of Company information or business records;
- Discrimination;
- Harassment, verbal, sexual or otherwise;
- Fighting or otherwise physically assaulting another employee, patron or vendor;
- Use of obscene, abusive, or threatening language and/or gestures;
- Theft, embezzlement, or misappropriation of property from co-workers, patrons, LFC or visitors of LFC;
- Possession, sale or use of firearms or other weapons on Company premises or while on Company business;
- Deliberate concealment of another employee's misconduct;
- Refusal to follow management's directions or instructions concerning any job-related function;
- Violation of or failure to adhere to the rules of operation or conduct established by LFC;

Nothing here limits LFC's ability to dismiss a volunteer for any reason or for no reason at all. Volunteers serve at the discretion of the organization.

Important Things to Know at LFC

Kitchen Use

Volunteers are welcome to the coffee and snacks provided in the kitchen and should feel free to use the refrigerator. Since many people come and go throughout the day, please mark what's yours with your name and a date. Please wash your own dishes.

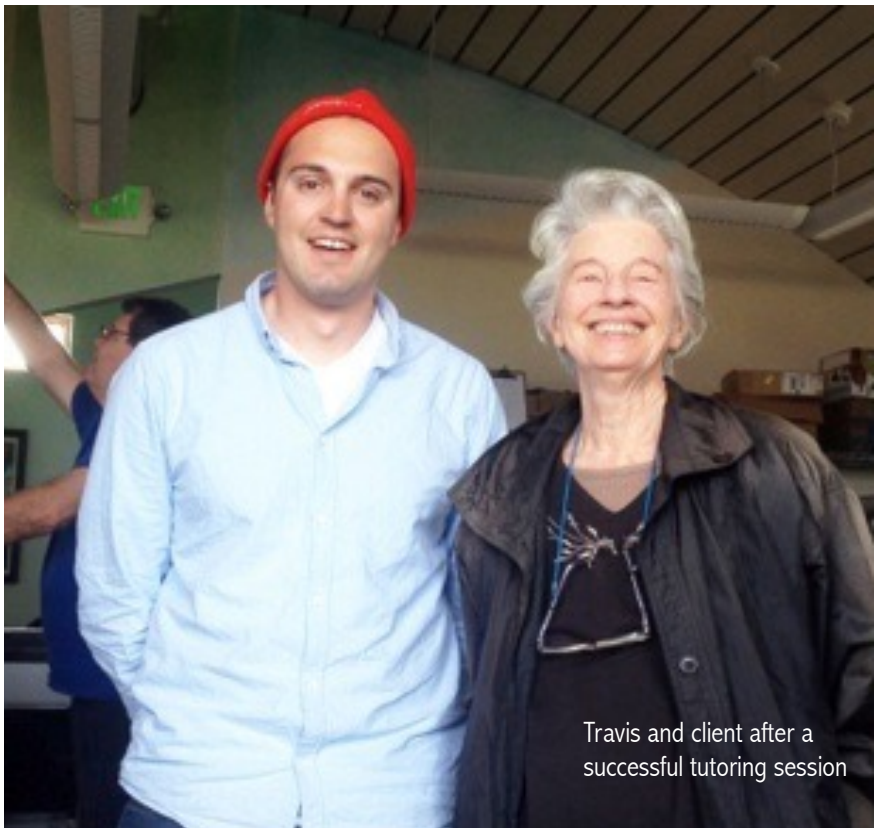
Appearance

Volunteers are expected to carry themselves in a professional manner at all times. Our dress code is casual, however please keep the following in mind:

- No flip flops
- No torn, frayed or dirty clothes
- Minimize the use of perfume or cologne

Volunteer Discounts

After 30 days of volunteering in good stead volunteers get 25% off of the fair market value of parts and equipment. This policy applies to low income and non-low-income



Travis and client after a successful tutoring session

Emergency Procedures / Safety

All volunteers are required to be familiar with and aware of LFC's safety rules and/or policies.

- Report any unsafe conditions or practices immediately to the Shop Manager;
- Report all personal injuries; no matter how minor the incident may seem;
- Alert the Shop Manager if you become sick while at work;
- Volunteers and employees are required to keep their work area clean and free from hazard;
- Please reserve 15 minutes before your shift ends to clean up your station and prepare for a fresh start the next day;
- For safety reasons, alcohol consumption of any kind is prohibited while volunteering in the office, at festivals, and events;
- Know your limits. If something is too heavy to pick up, ask for assistance. Remember to always lift with your legs, not with your back;
- Never reach into a computer that is plugged in, electrical shock can be experienced and that would be bad;
- You may not work on computers unless you have had training;
- If you smell smoke, unplug!
- Do not mix chemicals, including cleaning supplies;
- Computers and their components have chemical coatings. Wash your hands after refurbishing and before eating;

Helpful Hint:



Our website has all kinds of information on it- applications, directions, our history... take a minute to check out loavesfishescomputers.org

Your copy of:

**Loaves, Fishes & Computers, Inc.
Waiver and Release of Liability**

Waiver and Release of Liability: In connection with my voluntary involvement in activities undertaken for, and / or with the participation and support Loaves, Fishes & Computers, Inc., I, the undersigned, hereby agree, for myself, my heirs, executors, administrators or assigns to release and discharge Loaves, Fishes & Computers, Inc., its officers and directors, members, partners, funders, employees, agents, and volunteers (Releasees) from all claims, demands, and actions from injuries sustained to my person and/or property as a result of my involvement in such activities, whether or not resulting from negligence.

I agree to release and hold Loaves, Fishes & Computers, Inc. and its Releasees harmless from any cause or action, claims or suit arising there from. I hereby attest that my attendance and involvement in such activities is voluntary, that I am participating at my own risk and that I have read the foregoing terms and conditions of this release. I understand that I will receive no payment for my services at Loaves, Fishes & Computers, Inc. I agree that I will perform activities that I am comfortable performing and will follow all instructions. I also grant full permission for Loaves, Fishes & Computers, Inc. and their Releasees, to forever use photographs, videos, audios or quotations from me in legitimate accounts and promotion of Loaves, Fishes & Computers, Inc. activities, without identification of me by name (or with name, at your discretion), and without compensation.

I have read the above release and state that I have understood it and that I am voluntarily signing it without any inducement or representation from any member of the staff. I understand that I will not be held liable for any action, wrongdoing, or unintended damage to property of Loaves, Fishes & Computers, Inc. I further understand that I am free to stop all volunteering at my discretion and that I can be dismissed of my volunteering opportunity at any time for any reason or for no reason whatsoever.

I have read all the above and agree to abide by the policies of Loaves, Fishes & Computers (Initial) _____

LFC's copy of :

**Loaves, Fishes & Computers, Inc.
Waiver and Release of Liability**

Waiver and Release of Liability: In connection with my voluntary involvement in activities undertaken for, and / or with the participation and support Loaves, Fishes & Computers, Inc., I, the undersigned, hereby agree, for myself, my heirs, executors, administrators or assigns, to release and discharge Loaves, Fishes & Computers, Inc., its officers and directors, members, partners, funders, employees, agents, and volunteers (Releasees) from all claims, demands, and actions from injuries sustained to my person and/or property as a result of my involvement in such activities, whether or not resulting from negligence.

I agree to release and hold Loaves, Fishes & Computers, Inc. and its Releasees harmless from any cause or action, claims or suit arising there from. I hereby attest that my attendance and involvement in such activities is voluntary, that I am participating at my own risk and that I have read the foregoing terms and conditions of this release. I understand that I will receive no payment for my services at Loaves, Fishes & Computers, Inc. I agree that I will perform activities that I am comfortable performing and will follow all instructions. I also grant full permission for Loaves, Fishes & Computers, Inc. and their Releasees, to forever use photographs, videos, audios or quotations from me in legitimate accounts and promotion of Loaves, Fishes & Computers, Inc. activities, without identification of me by name (or with name, at your discretion), and without compensation.

I have read the above release and state that I have understood it and that I am voluntarily signing it without any inducement or representation from any member of the staff. I understand that I will not be held liable for any action, wrongdoing, or unintended damage to property of Loaves, Fishes & Computers, Inc. I further understand that I am free to stop all volunteering at my discretion and that I can be dismissed of my volunteering opportunity at any time for any reason or for no reason whatsoever.

(Print name above)

Signature of Applicant

Date

Parent/Guardians of Minors

I, _____ am the parent or guardian of a minor volunteer,
(Print parent/guardian's name above)
under eighteen (18) of age. I consent to my child volunteering for Loaves, Fishes & Computers, Inc. and agree to the terms and conditions as stated above:

(Print name of child above)

Signature of Parent/Guardian

Date

