

Skoolie Foundation

Volunteer Policies & Procedures Manual

Effective: March 22, 2026 | Approved by Raymond Arce & Brandon
Simmons

Skoolie Foundation — Volunteer Policies & Procedures

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1. Volunteer Lifecycle

Application → Approval → Onboarding → Active → Appreciation → Legacy

Step 1: Application - Volunteer visits apply.skooliefoundation.org - Fills out application: name, email, phone, city, county, programs of interest, availability - Application auto-creates GHIL contact and sends notification to Raymond via Telegram - Application appears in admin dashboard (checkin.skooliefoundation.org/admin)

Step 2: Review & Approval - Admin reviews application via Telegram inline buttons (Approve/Reject) - Or via admin dashboard - Approval triggers: - GHIL contact updated to "Approved" status - Volunteer added to check-in system - Welcome email/message sent

Step 3: Onboarding - Volunteer receives welcome packet (see Section 2) - Assigned to orientation session (in-person or virtual) - Introduced to program lead for their chosen area - Given access to check-in system

Step 4: Active Service - Volunteer checks in/out via checkin.skooliefoundation.org - Hours automatically tracked - Follows program-specific procedures (Section 3)

Step 5: Appreciation - Monthly recognition - Volunteer of the Month award - Milestone celebrations (50, 100, 250, 500 hours) - Annual volunteer appreciation event

Step 6: Legacy - Long-term volunteers invited to leadership roles - Legacy giving conversations (wills, stock dividends) - Generational engagement (families, grandchildren)

2. Onboarding Process

Welcome Packet Contents

1. **Welcome letter** from Raymond & Brandon
2. **Mission overview** — The Big Five populations we serve
3. **Program descriptions** — what each program does and needs
4. **Code of conduct** (Section 5)
5. **Safety guidelines** (Section 6)
6. **Check-in instructions** — how to use checkin.skooliefoundation.org
7. **Contact information** — program leads, emergency contacts
8. **FAQ** — common questions new volunteers have

Orientation Agenda (1 hour)

1. Welcome & introductions (5 min)
2. Foundation history & mission (10 min)
3. Tour of facilities/operations (15 min)
4. Program overview & sign-up (10 min)
5. Safety briefing (10 min)
6. Check-in system walkthrough (5 min)
7. Q&A (5 min)

First Shift

- New volunteer paired with experienced "buddy" volunteer
 - Buddy walks them through the specific program tasks
 - Check-in at midpoint to answer questions
 - Debrief at end of shift
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3. Program-Specific Procedures

3.1 Food Preparation & Distribution (Bags of Hope)

Before Shift: - Wash hands, put on gloves - Check supply inventory (water, bread, fruit, PB&J, snacks) - Report any shortages to shift lead

During Shift: - **Assembly line setup:** Each person handles one item - **Bag count:** Track number of bags assembled - **Quality check:** Each bag gets visual inspection before sealing - **Storage:** Completed bags stored in designated area, temperature-appropriate

Bag Contents (Standard): - 1 water bottle (Moon Glaciers) - 1 bread item (Franz) - 1 fruit item - 1 PB&J packet - 1 snack item - 1 resource card with 211 info

Distribution: - Bags distributed during outreach events - Never throw — always hand directly to recipient - Greet every person with dignity: "Hi, would you like a bag?" - Track number of bags distributed

After Shift: - Clean workspace - Report remaining inventory to shift lead - Log distribution numbers

3.2 Hygiene Services & Shower Days

Before Shift: - Inspect shower trailer (water, propane, cleanliness) - Set up hygiene bag distribution area - Ensure towels and supplies are stocked - Set up privacy screening if outdoors

During Shift: - **Check-in:** Sign in each person using the shower (name/count only — no ID required) - **Time management:** 15-minute shower slots, respectful reminders - **Hygiene bags:** One per person, hand directly - **Towels:** One clean towel per person, collect used towels in laundry bin - **Safety:** Always two volunteers present, never leave trailer unattended

Hygiene Bag Protocol: - Small bottles → homeless outreach (portable) - Large bottles → Resource Center for housed families - Track bags distributed

After Shift: - Clean shower trailer thoroughly - Inventory remaining supplies - Separate towels for laundry - Report counts (showers served, bags given)

3.3 Thrift Store Assistance

Before Shift: - Clock in, review any special instructions from store manager - Check assigned section/task

Tasks: - **Sorting:** Organize donations by category (clothes, household, electronics) - **Pricing:** Apply price tags per pricing guide - **Stocking:** Place items on display - **Register:** Process sales (training required) - **Customer service:** Greet customers, assist with finding items - **Receiving:** Accept donations, provide tax receipt to donors

After Shift: - Tidy assigned area - Report any notable donations to manager - Clock out

3.4 Event Setup & Teardown

Before Event: - Arrive 1 hour before event start (or as directed) - Review event layout plan - Set up tables, chairs, signage, supplies per plan - Test audio/visual equipment if applicable

During Event: - Staff assigned station - Assist attendees as needed - Maintain cleanliness of area

After Event: - Break down all equipment - Sort trash/recycling/compost - Return equipment to storage - Final walkthrough to ensure area is clean

3.5 Skoolie Maintenance/Building

Safety First: - Closed-toe shoes REQUIRED - Safety glasses when cutting/drilling - Gloves for material handling - No loose clothing around power tools - Buddy system — never work alone

Before Shift: - Safety briefing from build lead (mandatory, even for returning volunteers) - Review today's tasks and assignments - Inspect tools for damage

During Shift: - Follow build lead instructions - Ask before using any power tool you haven't been trained on - Report any injuries immediately, no matter how small - Stay hydrated

After Shift: - Clean tools and return to designated storage - Clean work area (sweep, organize materials) - Report progress to build lead

3.6 Outreach & Community Engagement

Before Outreach: - Review route/locations for the day - Prepare supplies (bags, resource cards, hygiene kits) - Charge phones, bring first aid kit - Brief all team members on safety protocol

During Outreach: - **Approach:** Always approach people respectfully. "Hi, we're from Skoolie Foundation. Can we offer you some food/supplies?" - **Never force:** If someone declines, thank them and move on - **Listen:** If someone wants to talk, listen. Connect them to resources - **Document:** Track number of contacts, bags/items distributed, any urgent needs - **Buddy system:** Always go in pairs, never alone

After Outreach: - Debrief with team - Report any urgent needs (medical, safety) to Raymond/Brandon immediately - Log numbers (contacts, bags, referrals)

3.7 Bags of Hope (Dedicated Program)

Same as Food Preparation & Distribution (Section 3.1) with additional focus on: - Weekly assembly schedule - Community drop-off points - School district distribution when applicable

4. Check-In / Check-Out Protocol

How It Works

1. Go to checkin.skooliefoundation.org
2. Search for your name

3. Tap **Check In** at shift start
4. Tap **Check Out** at shift end
5. Hours automatically calculated and logged

New Volunteers (Not Yet in System)

1. Tap **+ New Volunteer** on the check-in page
2. Enter name, email, phone, county, city, program interest
3. You're now in the system — check in normally

Rules

- **Always check in/out** — even for short shifts
- If you forget to check out, notify the shift lead
- Admin can adjust hours if needed (via admin dashboard)
- Hours are tracked for appreciation milestones and reporting

Admin Dashboard (checkin.skooliefoundation.org/admin)

- View all active check-ins
- See total hours by volunteer
- Manage volunteer profiles
- View pending applications
- Run hour reports

5. Code of Conduct

Core Values

1. **Dignity** — Treat every person we serve with respect and compassion
2. **Safety** — Protect yourself, your fellow volunteers, and those we serve

3. **Integrity** — Be honest, reliable, and accountable
4. **Teamwork** — Support each other, communicate openly
5. **Service** — We're here to help, not to judge

Expected Behavior

- Show up on time for scheduled shifts
- Follow program-specific procedures
- Communicate absences in advance when possible
- Maintain confidentiality about people we serve
- No photography of people we serve without explicit consent
- No alcohol or drugs during shifts
- Professional language and behavior at all times

Zero-Tolerance

The following result in immediate removal: - Harassment or discrimination of any kind - Theft from the organization or people we serve - Violence or threats - Showing up under the influence - Sharing personal information about people we serve

Conflict Resolution

1. Try to resolve directly with the person (respectfully)
2. If unresolved, bring to shift lead
3. If still unresolved, bring to Raymond or Brandon
4. All complaints will be addressed within 48 hours

6. Safety & Emergency Procedures

General Safety

- Know the location of first aid kits

- Know the location of fire extinguishers
- Report all injuries immediately — no matter how minor
- Stay hydrated, take breaks, know your limits
- Wear appropriate clothing for your program (closed-toe shoes for building)

Emergency Contacts

- **Raymond Arce:** (201) 249-1373
- **Brandon Simmons:** [TBD]
- **911** for life-threatening emergencies

Medical Emergency

1. Call 911 if life-threatening
2. Administer basic first aid if trained
3. Do NOT move an injured person unless danger is present
4. Notify Raymond/Brandon immediately
5. Complete incident report within 24 hours

Severe Weather

- Move operations indoors if lightning, severe wind, or extreme heat
- Shift lead makes the call to cancel/modify outdoor activities
- Safety > schedule, always

Vehicle Safety (for outreach, food truck, mobile units)

- Only authorized drivers operate foundation vehicles
- All passengers wear seatbelts
- No cell phone use while driving
- Report any vehicle issues immediately

7. Volunteer Appreciation & Retention

Monthly Recognition

- **Volunteer of the Month** — announced at first event of the month
- Certificate + small gift (budget permitting)
- Social media shoutout

Milestone Awards

Hours	Recognition
50	Certificate + pin
100	Skoolie Foundation t-shirt
250	Personalized thank you from leadership
500	Special recognition at annual event
1,000	Lifetime volunteer plaque

Annual Appreciation Event

- Once per year, celebration for all active volunteers
- Food, awards, speeches, community
- Budget: financed through sponsor program

Retention Strategies

- **Regular communication** — monthly newsletter or group update
- **Voice their input** — quarterly feedback survey
- **Growth opportunities** — train for new roles, leadership positions
- **Flexibility** — accommodate schedule changes, don't guilt-trip absences

- **Community** — foster friendships between volunteers, social events

Why Volunteers Leave (and how to prevent it)

1. **Don't feel appreciated** → Recognition program (above)
 2. **Unclear expectations** → Onboarding + procedures (this document)
 3. **Bad experience** → Buddy system, conflict resolution
 4. **Schedule doesn't work** → Flexible shifts, multiple programs
 5. **Lost interest** → Rotate programs, leadership opportunities
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8. Roles & Responsibilities

Volunteer Coordinator (Staff)

- Manage volunteer recruitment pipeline
- Conduct orientations
- Assign volunteers to programs
- Track hours and milestones
- Handle appreciation program
- First point of contact for volunteer issues

Program/Shift Lead (Experienced Volunteer)

- Lead daily operations for their program
- Brief volunteers at start of shift
- Handle on-the-ground issues
- Report to Volunteer Coordinator
- Ensure safety protocols are followed

Volunteer (General)

- Show up on time

- Follow procedures for assigned program
- Check in/out every shift
- Communicate issues to shift lead
- Represent Skoolie Foundation positively

Admin (Raymond / Brandon)

- Final authority on volunteer issues
 - Approve/reject applications
 - Handle escalated conflicts
 - Set strategy and priorities
 - Manage relationships with partners
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9. Policies

9.1 Attendance

- Volunteers are expected to honor their committed schedule
- If unable to attend, notify shift lead or coordinator as early as possible
- No-shows 3 times without notice → conversation with coordinator
- Extended absence (2+ weeks) → check in with coordinator on return

9.2 Confidentiality

- Information about people we serve is CONFIDENTIAL
- No sharing names, stories, photos, or details on social media
- No discussing specific cases outside of the organization
- Violation = immediate removal

9.3 Social Media

- Volunteers may share their OWN experience volunteering

- Must NOT include identifiable information about people served
- Must NOT claim to speak for the foundation unless authorized
- Use hashtags: #SkoolieFoundation #ServingWithDignity

9.4 Dress Code

- Clean, weather-appropriate clothing
- Closed-toe shoes for building/maintenance programs
- Foundation t-shirt when available (after 100 hours)
- No offensive language/imagery on clothing

9.5 Background Checks

- Required for volunteers working directly with minors
- Required for volunteers handling finances
- Foundation covers the cost
- Results are confidential

9.6 Minor Volunteers (Under 18)

- Must have parental/guardian consent form signed
- Must be accompanied by an adult volunteer at all times
- Limited to age-appropriate tasks (no power tools, no driving)
- Maximum 4-hour shifts

9.7 Grievance Policy

- Any volunteer may file a grievance in writing
- Grievances reviewed within 48 hours
- Response provided within 7 days
- All grievances are confidential
- No retaliation for filing a grievance

9.8 Termination

- Volunteers may resign at any time — no hard feelings
 - Foundation may terminate volunteer status for:
 - Code of conduct violations
 - Repeated no-shows without communication
 - Safety violations
 - Any zero-tolerance behavior (Section 5)
 - Terminated volunteers may appeal to Raymond/Brandon within 14 days
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