



**RESOURCE DEPOT**

*turning waste into wonder*

# VOLUNTEER HANDBOOK

Last Revised: September 2024

# WELCOME TO RESOURCE DEPOT!

We're excited to have you join our team and deeply appreciate your commitment to supporting our mission. Your time, skills, and enthusiasm are essential in helping us create meaningful change. This handbook is here to guide you through your volunteer journey and ensure that your experience is both enjoyable and impactful. If you have any questions, don't hesitate to reach out.

## Purpose of This Handbook

This Volunteer Handbook provides an overview of the policies, responsibilities, and procedures for volunteering with Resource Depot. Please keep it handy for reference throughout your time with us. We will inform you of any updates. While this handbook is not a binding contract, Resource Depot reserves the right to make changes as needed. For any questions, feel free to contact the Executive Director.

## Key Contact Information

Depending on your volunteer activities, you may need to contact one or more of the following:

- Jennifer O'Brien, Executive Director: [jobrien@resourcedepot.org](mailto:jobrien@resourcedepot.org)
- Chelsea Odum, Director of Education & Artist Relations: [codum@resourcedepot.org](mailto:codum@resourcedepot.org)
- Andrea Trainor, Director of Retail Operations & Communications: [atrainor@resourcedepot.org](mailto:atrainor@resourcedepot.org)
- Brooke Keppy, Director of Creative Reuse: [bkeppy@resourcedepot.org](mailto:bkeppy@resourcedepot.org)

You will be assigned one of these key staff as your Volunteer Supervisor after onboarding process.

## Our Mission and Values

Resource Depot is committed to education through imagination and fostering a creative, sustainable future. Since 1999, we've been addressing Palm Beach County's waste problem by rescuing unwanted materials and redistributing them to support arts, education, and community programs. We inspire creative reuse and environmental stewardship through our TreasuRE and Material Marketplace, and GalleRE programs.

## Code of Ethics

We value respect, fairness, and integrity. All staff, Board Members, and volunteers are expected to act with honesty and openness, ensuring our activities serve the public good and benefit our communities.

## Hours of Operation

- Office Hours: Tuesday - Thursday: 9am-5pm; Friday: 9am-4pm
- Shopping Hours: Tuesday - Thursday: 11am-5pm; Saturday: 9am-2pm
- Donations: By appointment during shopping hours only.

Volunteer hours will be scheduled during hours of operation by your Volunteer Supervisor. Opportunities to volunteer outside these hours may be available for special events or activities.

# HOW TO BECOME A VOLUNTEER AT RESOURCE DEPOT

We actively seek volunteers through various methods, including our website, local partnerships, and community groups. Potential volunteers will be assessed to avoid conflicts of interest with their current employment.

Resource Depot welcomes individuals from all backgrounds who share a passion for creativity, sustainability, and community engagement. There are various ways to get involved based on interests and availability.

Volunteers should:

- Be courteous, friendly, and cooperative.
- Be dependable, punctual, and self-directed.
- Show initiative, attention to detail, and a willingness to learn.
- Be committed to Resource Depot's mission.

## Application Process

After reviewing this volunteer handbook, prospective volunteers must apply by registering for a volunteer orientation, which serves as the application. Orientations are held on the third Saturday of each month and registration is available on our website. Providing false information on applications will result in disqualification. Qualified applicants may be interviewed by Resource Depot staff to assess their capacity to serve and to determine the best placement within the organization.

If tracking volunteer hours is required for any reason, please notify your Volunteer Supervisor before beginning your service.

## Volunteering for Minors (Under 17 Years of Age)

Resource Depot accepts applications to volunteer from youth ages 14 yrs and up. Minors must have a signed permission form/waiver from a parent or guardian. Minors are limited to volunteer no more than 3 hours on school days and no more than 8 hours on non-school days. They will be assigned low-risk tasks and supervised by an adult.

## Orientation and Assignment

At the volunteer orientation, volunteers will receive a general orientation covering Resource Depot's history, staff, roles, and policies. Once a volunteer schedule has been determined, additional position-specific training will be provided.

## Background Screening

Certain volunteer positions may require background screenings. Those working with vulnerable populations must complete a Level II fingerprint background check, while others may need a Level I online check. If a background check is needed, your Volunteer Supervisor will guide you through the process.

## Placement and Training

Volunteers may serve in various capacities and placements will be based on mutual suitability, interest and needs of the organization. After onboarding, each volunteer will be assigned a Volunteer Supervisor who will communicate with volunteers to set schedules and tasks during their time with the organization. Volunteers should communicate any concerns regarding placements to their assigned Volunteer Supervisor, and if necessary, the Executive Director.

Volunteers will be placed into one of two categories:

#### Category A: Temporary Volunteers

- Volunteers with less than 10 hours of service per month and/or have volunteered with the organization for a less than 3 consecutive months.
- Tasks completed under the supervision of a Resource Depot staff member.
- No access to Resource Depot systems or specialized tasks.
- A signed waiver is required for youth 14-17 years of age.
- Includes short-term or group volunteers.
- Includes group volunteering or special events.

#### Category B: Seasoned Volunteers (Trained/Specialized)

- Volunteers with more than 10 hours of service per month, and/or who are identified by Resource Depot staff as having the capacity to handle more independent or specialized tasks.
- Includes long-term volunteers who have completed specific on-site training and orientation for specialized roles and tasks.
- Mostly work without direct supervision and may have access to Resource Depot systems or sensitive tasks.
- Certain volunteer roles in this category may require a completed background check and signed waiver, specifically those involving cash handling, customer data and directly working with youth.
- Minors must have parental permission to move to Category B volunteer status.

## VOLUNTEER RESPONSIBILITIES

### Volunteer Schedule & Courtesies

Your volunteer hours will be scheduled based on program needs and your availability. Most often, communication will occur via email or phone with your Volunteer Supervisor. Notify your Volunteer Supervisor of any absences or schedule changes. Please update Resource Depot with any changes to your contact information or emergency contacts promptly.

### Volunteer Hours

Volunteers are required to record their hours at the end of each shift at Resource Depot in our volunteer log system. It is recommended that if a record of volunteer hours is required, that each individual volunteer also keep a separate record of their volunteer service.

### Volunteer Conduct and Work Rules

Expectations include:

- Providing accurate information. When you don't know - ASK!
- Avoiding theft or misuse of property.
- Abstaining from substance abuse.

- Avoiding violence or disruptive behavior.
- Maintaining respect and confidentiality.
- Avoiding safety violations and unauthorized use of equipment.

### Representation of Resource Depot

Represent Resource Depot only in your assigned role. Do not make public statements or enter into agreements on behalf of the organization without prior consent from the Executive Director.

### Acceptance of Gifts

Volunteers should not solicit or accept any gift, loan, discount, or item of significant value from anyone doing or seeking business with the organization. Even well-intentioned gifts can create the appearance of impropriety. Cash and gift cards are never acceptable.

### Computer and Internet Usage

Use Resource Depot's computers and internet for official tasks only. Do not access unauthorized files or systems. All online communications must be professional.

### Workplace Safety

Adhere to all safety rules. Report unsafe conditions or accidents immediately. Failure to follow safety protocols may result in disciplinary action.

### Standard of Appearance

Dress professionally and appropriately for assigned tasks. Closed-toe shoes are recommended. Consult your Volunteer Supervisor if in doubt.

### Smoking Policy

Smoking is prohibited on Resource Depot premises and during events, except in designated outdoor areas.

### Workplace Violence

Resource Depot does not tolerate any form of violence. Violations will result in disciplinary action, including dismissal.

### Confidentiality

Maintain confidentiality regarding Resource Depot's internal operations and discuss confidential matters only with authorized personnel.

## YOUR VOLUNTEER EXPERIENCE: SUPPORT AND SUPERVISION

### Ongoing Support & Guidance

Volunteers should seek guidance from Resource Depot staff for successful task completion. On-site training and guidance will be provided for specialized tasks as required.

### Monitoring

Volunteers are informally monitored throughout their engagement. Evaluations include personal conduct, client interactions, and work quality. Additional training, reassignment, or dismissal may be considered if needed.

### Dismissal of a Volunteer

Volunteers may be dismissed for not adhering to rules or failing to perform satisfactorily. Volunteers will have the opportunity to discuss any potential dismissal with staff before a final decision is made.

### Resignation of a Volunteer

Volunteers may resign at any time but are requested to provide written notice and a reason for departure.

## RESOURCE DEPOT'S RESPONSIBILITIES FOR VOLUNTEERS

### Access to Resources & Training

Volunteers will have access to necessary materials and equipment. Training will be provided for any equipment used in your role.

### Liability Insurance

Resource Depot provides liability insurance for all volunteers while engaged in official activities.

### Open Door Policy

We encourage open communication. Volunteers should address concerns with their Volunteer Supervisor. If you are uncomfortable discussing concerns with your Volunteer Supervisor or are unsatisfied with the response, submit a written grievance to the Executive Director, who will review and resolve the issue.

### Whistleblower Policy

Report any suspected illegal or unethical conduct confidentially or anonymously. Retaliation against those who report in good faith is prohibited. Examples include forgery, fraud, or misuse of resources.

### Equal Opportunity & Non-Discrimination

Resource Depot is committed to equal opportunities and does not discriminate based on protected characteristics. Discrimination or retaliation is not tolerated. Request reasonable accommodations for disabilities from your Volunteer Supervisor.

### Sexual and Unlawful Harassment Policy

Address inappropriate behavior directly if possible. If unresolved, report to your Volunteer Supervisor, Executive Director, or Board Chair. All reports will be investigated thoroughly, ensuring no retaliation.

## RESOURCE DEPOT VOLUNTEER POSITION DESCRIPTIONS

Resource Depot offers a variety of volunteer opportunities, from assisting in the sorting area or marketplace to engaging with the public during our events both on and off site. On occasion, there may be tasks that may be able to be completed working remotely on your own schedule. While we've listed a few examples below, your role may differ depending on your interests, skills, and availability.

### CATEGORY A - TEMPORARY VOLUNTEER OPPORTUNITIES

#### Sorting & Stocking

Assist with processing donations and organizing items and sort items by type or theme in the sorting area for merchandising. May be asked to help restock specific marketplace areas below:

- **Office Expert** - Help stock and organize our office aisle. Things you might be working with: folders, binders, paperclips, staples, envelopes, desk organizers, adding machines, power cords, and key boards.
- **Arts & Craft Extraordinaire** - Help stock and organize our arts and craft section. Things you might be dealing with: paint, brushes, pens pencils, markers, stickers, beads, ribbon, yarn, Popsicle sticks, and odds and ends.
- **Fabulous Fabric** - Help stock and organize our fabric aisle. We try and organize our fabric by color. Things you might be dealing: with cut offs from projects, end rolls of fabric, fabrics samples, and fabric sample books.
- **Happy Holidays** - Help stock and organize our Holiday section. We try and organize by holiday. Things you might be dealing with: Holiday decorations, and party items.
- **Card Carrier** - Help stock and organize greeting cards. We try and sort them by type of card and used cards can be taken apart and put in our collage section.
- **Framed Up** - Help stock and organize our Frames and Mat-board Section. We try to roughly organize by size. Things you might encounter: picture frames with and without glass, frames with pictures in them, mat-board, foam core, canvases.
- **Toy Talisman** - Help stock and organize our Toy/Game section. We try and group like objects together. Things you might encounter: puzzles, board games, card games, outdoor games, kids toys and trinkets. If toys break they can be disassembled and added to our broken bits section for reuse in art.
- **Plastic Purveyor** - Help organize bottle caps by color and stock them. Help take apart broken items and organize them by color into broken bits drawers. Help stock and organize our Recyclable section. Things you might encounter: egg crates, water jugs, water bottles, foam trays, plastic cutlery, produce netting, jars, Styrofoam coolers, bottles, and lids.

**Talented Tidier** - Help with general housekeeping like sweep, vacuum, mop, dust. Also help stock and organize bags & boxes that are used by our shoppers for taking home their goods.

#### **Shopping Assistant**

Assist shoppers with finding items of interest. Help REtail staff at check out and assist with helping carry items to vehicles.

#### **TreasuRE Tagger**

Add price tags to items designated for TreasuRE section and assist in putting on display in TreasuRE.

#### **Prep "Hero"**

Help prepare materials for events, workshops, and kits, including tasks such as cutting, organizing, and assembling materials.

#### **Creative Master**

Use your creativity to make items for events, project samples, or other unique displays.

#### **Event Assistant**

Assist at on-site Resource Depot GalleRE and special events. Tasks may include assisting with check-in, serving refreshments, and general event support for guests.

### **CATEGORY B - SEASONED VOLUNTEER OPPORTUNITIES**

#### **Welcome Committee**

Greet those new to Resource Depot and answer general questions. This role requires a friendly and outgoing personality and some physical mobility for guest tours.

Hours: 2-4 hour segment during current shopping hours, scheduled weekly

Reports to: Director of Retail Operations & Communications

#### **Donation Intake**

Assist with intake of donations and donor relations. Help process and sort items by type or theme in the sorting area for merchandising. This role requires organization skills and physical capability to frequently lift and move heavy objects.

Hours: 2-4 hour segment during current shopping hours, scheduled weekly

Reports to: Director of Creative Reuse

#### **Marketplace Merchandiser**

Curate marketplace sections, create displays, and display materials by type or theme. This role requires attention to detail and an interest in unique objects.

Hours: Fridays or other specified days, usually outside of shopping hours

Reports to: Director of Creative Reuse



### TreasuRE Merchandiser

Curate TreasuRE displays and assist in researching valuable or vintage items for pricing. Previous retail experience is required.

Hours: Fridays or other specified days, usually outside of shopping hours

Reports to: Director of Retail Operations & Communications

### REtail Check Out Assistant

Assist with shopper check out at register. Previous retail experience is required. If using POS system, a background check will be required.

Hours: 2-4 hour segment during current shopping hours, scheduled weekly

Reports to: Director of Retail Operations & Communications

### Event Liaison

Represent Resource Depot at events, workshops, and fundraisers. This role requires an engaging personality, ability to set up and break down, and reliable transportation. Background check may be required for certain tasks.

Hours: Varies by event, often evenings and weekends; some event prep tasks may be completed remotely

Reports to: Executive Director/Director of Education & Artist Relations

## APPENDICES

1. **Volunteer Receipt of Handbook & Drug Free Workplace Statement (ALL VOLUNTEERS)**
2. **Photo Release Form (18+ VOLUNTEERS)**
3. **Minor Volunteer Parent Waiver & Release Form (VOLUNTEERS AGES 14-17)**

**RESOURCE DEPOT**  
**VOLUNTEER RECEIPT OF HANDBOOK FORM**

I acknowledge that I have received and reviewed a copy of the Resource Depot Volunteer Handbook, which includes the policies and procedures for volunteering with this nonprofit organization. I understand that these policies provide only a general reference and that Resource Depot reserves the right to update, change or delete any portion of this Volunteer Handbook at its sole discretion without prior notice.

I understand that my volunteer service with Resource Depot is at-will and that the Volunteer Handbook is not intended to be, nor constitutes, a contract or guarantee of continued volunteer engagement.

I understand that I am subject to complying with all of the policies and procedures outlined in this document. I further acknowledge that I have been given the opportunity to ask any questions I may have about the application of these policies to my engagement as a volunteer of Resource Depot and will return my copy of the Volunteer Handbook to Resource Depot upon termination of my volunteer engagement.

### DRUG FREE WORKPLACE STATEMENT

I acknowledge that I have received a copy of the Volunteer Handbook for Resource Depot which includes the organization's policies regarding the unlawful manufacture, distribution, possession, and/or use of unlawful drugs or alcohol in the workplace, or while conducting work related to my responsibilities as a volunteer of Resource Depot.

I fully understand that any volunteer of Resource Depot who possesses, distributes, manufactures or is found to be under the influence of unlawful drugs or alcohol while on the premises, or at any point in time when representing Resource Depot in the community, will be subject to disciplinary action as appropriate within current policies, up to and including dismissal.

I fully understand that any volunteer who reports to a volunteer engagement under the influence of unlawful drugs or alcohol will not be permitted to enter the premises.

Print Name:-----

Signature:-----Date:-----

Parent/Guardian Name:-----

Parent/Guardian Signature: -----Phone Number:-----

### RESOURCE DEPOT

**PHOTO RELEASE FORM**  
Permission to Use Photograph

I grant to Resource Depot the right to take photographs of me and my family in connection with volunteering. I authorize Resource Depot its assigns and transferees to copyright, use and publish the same in print and/or electronically.

I agree that Resource Depot may use such photographs of me with or without my name and for any lawful purpose, including for example such purposes as publicity, illustration, advertising, and Web content. I have read and understand the above:

Volunteer Signature \_\_\_\_\_ Date:\_\_\_\_\_

Volunteer Printed name \_\_\_\_\_

This form must be completed and submitted to Resource Depot before any minor (Ages 14-17) is permitted to volunteer.

**Volunteer Information:**

Minor's Name: \_\_\_\_\_ Date of Birth: \_\_\_\_/\_\_\_\_/\_\_\_\_

Minor's School \_\_\_\_\_ Grade (Current School Year) \_\_\_\_\_

Phone Number: \_\_\_\_\_ (used for all communication)

Volunteer Email Address: \_\_\_\_\_ (used for all communication)

Parent/Guardian Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Parent/Guardian Email: \_\_\_\_\_

**Acknowledgment of Volunteer Responsibilities:**

I, the undersigned parent or legal guardian of the minor listed above, give permission for my child to volunteer at Resource Depot and engage in the activities associated with the volunteer role. I understand that the duties may involve physical activities, such as lifting and sorting, working with various materials, and interacting with the public under adult supervision.

I acknowledge and agree to the following:

- 1. Supervision and Safety:** Minors will be supervised by an adult while performing volunteer tasks. Resource Depot staff and supervisors will take all reasonable precautions to ensure the safety of the minor volunteers.
- 2. Volunteer Hours:** I understand that minors may volunteer up to 3 hours on school days and up to 8 hours on non-school days, in compliance with child labor laws.
- 3. Restricted Tasks:** Minors will be assigned low-risk tasks and will not be permitted to use heavy equipment, dangerous tools, or engage in any hazardous activity.
- 4. Assumption of Risk:** I understand that volunteering may involve inherent risks, including but not limited to the risk of physical injury. I accept these risks and hold harmless Resource Depot and its staff, volunteers, and affiliates from any claims, liabilities, or damages arising from participation in volunteer activities.
- 5. Medical Authorization:** In the event of a medical emergency, I authorize Resource Depot to seek medical care for my child if I cannot be reached immediately. I understand that I am responsible for any medical expenses incurred as a result of my child's participation.

6. Photographic/Media Release: I grant permission for Resource Depot to use photos or videos taken during volunteer activities that may include my child for promotional purposes, including social media, print materials, and the Resource Depot website. (Initial if you do not give permission\_\_\_\_\_).

7. Confidentiality: I acknowledge that my child may be privy to certain confidential information while volunteering, and I agree that both my child and I will respect Resource Depot's confidentiality policies.

8. Release of Liability: I, the undersigned, voluntarily agree to release, indemnify, and hold harmless Resource Depot, its staff, volunteers, and affiliates from any and all claims, demands, actions, or causes of action of any kind, including those resulting from negligence, which may arise from my child's participation in volunteer activities.

By signing below, I certify that I have read, understood, and agree to the terms outlined above. I further acknowledge that my child is participating in the volunteer activities with my full consent and that I have the legal authority to sign this release form on their behalf.

Parent/Guardian Signature: \_\_\_\_\_ Date:\_\_\_\_\_

Minor Volunteer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**\*\*Resource Depot Staff Use Only:\*\***

Volunteer Supervisor:\_\_\_\_\_ Start Date:\_\_\_\_\_

Transition to Category B Volunteer Status:  Permission Granted by Parent:      Date\_\_\_\_\_