

# **Crosshatch Center for Art & Ecology**

## **VOLUNTEER MANUAL**

*“The contribution of volunteers to the voluntary and community sector,  
public services, and to society as a whole is invaluable.”*  
*NCVO of England*

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# Crosshatch Center for Art & Ecology

## VOLUNTEER MANUAL

### MISSION STATEMENT

Crosshatch Center for Art & Ecology builds strong communities through the intersections of art, farming, economy and ecology.

### BE A PART OF THE VISION

Crosshatch envisions communities that are grounded in place: where people connect through stories, music, art, shared work, and food, and where the economy and culture are rooted in restoration of the earth and its people.

### CORE VALUES:

- **Respect:** Encourage openness and respect for others' ideas and opinions, for each other, the environment and acknowledgement of the interconnectedness of all things.
- **Empowerment:** Invest in human potential and support community self-reliance and re-skilling.
- **Connection:** Connect people with place and each other including people, places and ideas that are diverse and far-reaching.
- **Collaboration:** Develop trusted relationships and dynamic partnerships with individuals, businesses, governments and non-profit organizations working together to build strong communities.
- **Quality:** Provide exceptional programs that are committed yet fluid, and open to inspiration and change.
- **Adaptive:** Adjust to internal and external changes through proactive actions.
- **Comprehensive:** We endeavour to always consider the big picture, and consider first principles rather than taking a status quo method for granted.
- **Paving the Way/Vulnerability:** We take risks, blaze the path, are willing to fail.
- **Nature as Guide:** Ask, "What does this place need from us?" and use that as a guiding point.

## **INTRODUCTION LETTER:**

To the newest member of the Crosshatch Volunteer Team,

Thank you for choosing to volunteer with Crosshatch Center for Art & Ecology. Volunteers have been vital to the success of our organization since we began in 2005. We hope you will find volunteering with us to be a pleasant, enriching experience. As a volunteer, you are part of a team committed to the successful dissemination of valuable information and services, in the realm of art and farming, to our community.

This handbook was produced to introduce you to our organization, its history and its mission. Inside you will also find guidelines, policies and information on how your role on our team will benefit you, our programs, and our community. This handbook is a valuable resource meant to assist you in your volunteer duties. We are a close-knit group here at Crosshatch and are happy to welcome you aboard. We are always available to help make your experience enjoyable, productive, and rewarding.

Should you have any questions or concerns, or should you run into any problems, do not hesitate call our office (231) 622-5252

Sincerely ,

The Crosshatch Staff and Board

## **ONCE UPON A TIME:**

Founded in March of 2005, Crosshatch explores the intersections of art and ecology. Crosshatch began because of Brad and Amanda Kik's shared belief that the arts and ecology are intertwined and essential to enriching community. In collaboration with local and federal agencies and nonprofits, Crosshatch has organized hundreds of workshops and events about how to live more sustainably. We've founded school and community gardens, created a network for small farmers, supported artists through the Hill House residency program, and acted as a planning partner for the Northern Michigan Small Farm Conference. Crosshatch programs have reached thousands of people in our community over the last ten years.

If anyone wants the long version, they can sit down with Brad and Amanda over cocktails.

## **MAKING THE Crosshatch WORLD GO 'ROUND:**

### **Staff**

**Amanda Kik:** [amanda@crosshatch.org](mailto:amanda@crosshatch.org)

**Brad Kik:** [brad@crosshatch.org](mailto:brad@crosshatch.org)

**Jen Harris:** [jenharris@crosshatch.org](mailto:jenharris@crosshatch.org)

**Mollie Thomas:** [mollie@crosshatch.org](mailto:mollie@crosshatch.org)

**Jeannie Voller:** [jeannie@crosshatch.org](mailto:jeannie@crosshatch.org)

### **Board**

**Erin Anderson Whiting**

**Michelle Ferrarese**

**Melissa Johnson**

**Nicco Pandolfi**

**Rolf Von Walthausen**

**Brian Bourdages**

**Barb Tholin**

**Heather Ratliff**

## **Thank you for joining the Crosshatch team**

Upon your decision to join the Crosshatch Volunteer Team, we will set up a time to have coffee, or beer, or milk and cookies with you to better get to know you and so that you can meet the Crosshatch staff. At this time we can be sure you have all the tools you need to join Crosshatch.

## **EXPECTATIONS**

### **What You Can Expect From Us**

- We want to foster an environment of openness and community with our volunteers. We want our volunteers to feel important and appreciated.
- We offer surveys of our volunteer operation at regular intervals. We appreciate honest feedback from our volunteers.
- We offer a variety of volunteer opportunities. If you would like to switch, or to participate in multiple events, just ask.
- All proper orientations and training will be provided free of charge to our volunteers. We will give you all the tools necessary to properly perform any assigned tasks.
- We will inform you regularly about any changes in schedules or locations of events.
- Volunteers do not generally replace the paid staff of Crosshatch. They do, however, offer assistance that allows us to provide services more effectively and efficiently.
- Periodically, we will review your progress, as well as offer and ask for suggestions for improvement.

### **What We Expect From Our Volunteers**

The relationship between an organization and its volunteers is an organic, ever-changing entity. While we do try to provide a relaxed, open environment, certain policies must be implemented and enforced. As a volunteer for our organization, you are our public face. Anything you do while volunteering is a reflection of Crosshatch and our communities in general.

Our volunteers commit:

- To perform all tasks to the best of their abilities, skills and level of responsibility.
- To actively seek guidance from staff to improve performance.
- To arrive at all assignments on time.
- To keep accurate records of volunteered time.
- To dress in a fashion that is favorable to the tasks required.
- To demonstrate a considerate, amicable appearance to the public, other volunteers and our staff.
- To promote a safe working environment and report any hazards to the volunteer supervisor.
- To respect facilities, equipment and other property at the various homes and farms where we do our work.
- To work effectively in a team environment.
- To represent Crosshatch in a professional manner at all times.

## **GUIDELINES AND POLICIES**

### **RECOGNITION**

The primary rewards of volunteering one's time are not physical in nature. The majority of volunteers offer their time because they want to contribute to a cause greater than themselves. Volunteering promotes a heightened sense of self and community, and offers opportunities for personal growth.

However, it is important that individuals and groups be recognized for their efforts. All Crosshatch volunteers will receive an invitation to our annual Volunteer Potluck Party. Here you can connect with our other volunteers and the Crosshatch staff and just have a rip roaring good time celebrating all that you do for Crosshatch. Crosshatch will also be recognizing certain stellar volunteers throughout the year through our outreach via social media and snail mail.

### **COMMUNICATION**

Communication is an important part of any relationship, be it personal or professional. We hope to foster an environment where our volunteers feel comfortable enough to come to us with any ideas about how to improve the program.

If you have anything you wish to discuss with us, or if you wish to express a complaint, please let the volunteer supervisor know and we will do our best to accommodate you.

Also, we ask you to keep us posted if you have a situation that will prevent you from attending an event, be it transportation problems, illnesses or scheduling conflicts. Please let us know as soon as you can about any extenuating circumstances.

### **IDENTIFICATION**

We hope that you will be proud to be identified as a volunteer with Crosshatch! We will provide you with a name badge and/or an official t-shirt to wear while volunteering. Long-term volunteers (5+ years) will be provided with a wooden badge that our staff wear.

### **REIMBURSEMENT**

Unfortunately we are unable to reimburse volunteers for costs incurred during volunteering. Travel and meal expenses must be paid out of pocket by our volunteers unless a meal voucher is agreed upon beforehand.

### **VOLUNTEERS UNDER THE AGE OF 18**



All volunteers under the age of 18 will be required to submit a Parental Permission, Consent for Emergency Treatment, and Waiver for Volunteers Under the Age of 18 form prior to volunteer orientation. Forms are available in your volunteer packet.

## **TIMESHEETS**

Each volunteer will keep accurate track of time spent performing tasks for Crosshatch in the volunteer timesheet booklet that will be at each event. A Crosshatch staff member will sign off on your time. Time worked can be rounded to the nearest quarter hour. Official time sheets are located at the end of this manual and extra sheets can be obtained from the Crosshatch volunteer coordinator. Time sheets include dates, hours worked, and the activities undertaken.

## **ABSENTEEISM**

We here at Crosshatch depend upon our volunteers for the success of an event. Please inform the Volunteer Coordinator if there is an emergency or illness that will prevent you from participating in an event you have signed up for. If there is continued absenteeism of more than two events - a Crosshatch staff member will meet with you to discuss your volunteer position on our team.

## **GRIEVANCE POLICY**

If as a volunteer you find yourself in a situation that you feel a Crosshatch staff member needs to assist on please contact the Volunteer Coordinator so that they can solve the issue in a timely manner. If the Volunteer Coordinator is the person that you feel you need assistance with, please contact a Crosshatch Co-Director.

## **EMERGENCY PROCEDURE**

While we all keep safety as a main requirement while participating in events unexpected occurrences happen. In case of an emergency while volunteering, all volunteers age 18 and older will be required to submit a Consent for Emergency Treatment and Release and Hold Harmless for Volunteers form prior to volunteer orientation. Forms are available from your volunteer coordinator on the day of the event.

## **CODE OF ETHICS**

Every volunteer represents The Crosshatch Center for Art & Ecology to the public. We ask all of our volunteers to recognize that they are the face of Crosshatch and to act in a manner that is professional and thoughtful when in their role. We depend upon the community's trust and confidence and require volunteers to act with integrity and honesty. Please dress in a manner that is appropriate for your work steering clear of clothes that are torn, frayed, dirty, (unless doing outdoor work) or revealing of your good parts. We will provide you with a Crosshatch t-shirt or hat and name tag.

## **CONFIDENTIALITY**

Each volunteer with Crosshatch may have opportunity to interact with members of the community and each volunteer must protect this relationship. Our volunteers may never, under any circumstance, disclose the personal information of our donors, our database, or workshop participants. In the like, when working on a Crosshatch event , collect personal information only as much as is reasonable for the purposes. Ensure that the personal information is correct and then protected by getting the information into the hands of a Crosshatch staff member.

By becoming a volunteer with Crosshatch we also require that volunteers commit to fiduciary excellence when handling Crosshatch funds. We expect all volunteers to be honest, organized, and responsible for any monies they may be handling at events.

## **EQUAL OPPORTUNITY / QUALIFICATIONS**

The most important qualifications to becoming a volunteer are the willingness to serve, an open mind and a love of our northern Michigan art and farming communities.

All volunteers are protected under Federal Equal Employment Opportunity Laws. All volunteers are selected without regard to gender, race, age, creed, handicap or national origin. There are no financial, educational or experience requirements to volunteer within our department.

However, we do require prospective volunteers to provide a personal reference, who will be contacted. Certain assignments could warrant a background check, with the volunteer's permission.

## **THE AMERICANS WITH DISABILITIES ACT**

The Americans with Disabilities Act (ADA) requires employers to reasonably accommodate qualified individuals with disabilities.

It is Crosshatch's policy to comply with all federal and state laws concerning the employment of persons with disabilities as well as volunteers. It is our policy not to discriminate against qualified individuals with disabilities in regard to any aspect of the volunteer selection, orientation, or training process. Crosshatch reasonably accommodate qualified volunteers with a disability so that they can perform the essential functions of their volunteer assignment.

However, many of our volunteer roles take place on working farms and may not be suitable for some volunteers. If that is the case, we will attempt to find a volunteer role that can ensure any person can participate with Crosshatch that desires.

## **SEXUAL HARASSMENT**

We are committed to providing volunteers with an environment free from unlawful harassment. Harassment is a form of employee misconduct which undermines the integrity of the

employment relationship. We will not tolerate any conduct or behavior which interferes with the reasonable expectations of our employees to a workplace that is free from rude, offensive intolerant or otherwise inappropriate comments, actions or material.

## **Crosshatch PROGRAMS**

Volunteers in our team will have the opportunity to support the arts and farming in their local communities and economies by donating their time in one or all of these programs. When you peruse these opportunities keep in mind that we are open to new things. If you know of some way that you could assist our program that is not specifically listed, let us know.

- **Food and Farming Workshops**
  - assist with a Crosshatch workshop where we help our community members become more self-sufficient - for themselves and their communities. Responsibilities vary from event to event. Volunteers at events assist with set-up and breakdown of materials, introduce Crosshatch to participants and keep coffee and snacks full and fresh.
- **Hill House Artist Residency Program**
  - help Crosshatch keep up the house for this national level program that provides time and space to support musicians, writers and visual artists. Responsibilities vary from minor home repairs, to cleaning, to shopping, to making it homey.
- **Farmer Residency Program - PROGRAM PENDING**
  - support this ecological farming program designed to launch the careers of experienced but landless farmers. Responsibilities vary from light to heavy farm work. Most work is done outside and require lifting and ample mobility.
- **Guilds**
  - assist Crosshatch's informal networks that we have created to connect farmers for community building and mutual support. Volunteers at events assist with set-up and breakdown of materials, introduce Crosshatch to participants and help with potlucks.
- **Crosshatch Special Events and Fundraising Benefits**
  - participate in many special events that include food, live music, and mega fun. Responsibilities vary from event to event. Volunteers at special events assist with set-up and breakdown of materials, man or wo-man entryway to collect donations and fees, run the merchandise booth, photograph the event and perform a variety of other tasks as needed.
- **The Preservation Station**

- engage in this teaching kitchen on wheels, that can be towed onto local small farms at the peak of produce ripeness. Volunteers will assist with set up and breakdown of the outdoor kitchen, with chopping, with watching the canning baths, and with monitoring participants for safe practices.
  
- **The Street Team**
  - spread Crosshatch's name and schedules out to the community through poster and outreach. This requires a knowledge of hotspots in your area and transportation around your town.
  
- **Administration**
  - get involved behind the scenes. If you love stuffing envelopes and filling out databases, this is the position for you.
  
- **Northern Michigan Small Farm Conference**
  - become an integral part to this 1000+ person conference held annually in Traverse City. Volunteers assist in registration, the trade show, set-up and tear down, the information booth, and much more!
  
- **Crosshatch Property Phase III**
  - put your building and craftsmanship (or craftsWomanship) skills to help get the official Crosshatch property fully functioning. Duties could include large or small building projects, grounds work and other such skills of outdoor, fresh air, invigorating labor.

## VOLUNTEER HANDBOOK

This is to acknowledge that I have received a copy of the Crosshatch Volunteer Handbook. I understand that it is my responsibility to read the handbook. I understand that my assignment is for no definite period of time, and I may terminate my volunteering at any time without notice or cause. I also understand that Crosshatch may relieve or modify the relationship at any time without notice or cause.

I understand that this manual is not a contract of employment and that no express or implied promise or guarantee with regard to the duration or terms of volunteering is contained in the Volunteer Handbook. This manual is subject to change at the sole discretion of Crosshatch.

Any questions or concerns that I may have regarding the manual can be directed to the Crosshatch volunteer coordinator by phone at (231) 622-5252, or by email at [jeannie@crosshatch.org](mailto:jeannie@crosshatch.org)

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Volunteer

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Staff Member

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Date