



Volunteer Information Handbook

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Thank you for volunteering with The Scrap Exchange!

The Scrap Exchange is a labor-intensive enterprise and we rely on volunteers to help us process and organize materials, clean and maintain the store, and generally keep things running. We're happy to work with volunteers of all ages and abilities, and are able to accommodate large groups from schools, universities, or community organizations.

Information sessions for people interested in volunteering are held every third Sunday of the month at 1:30pm.

Our volunteers are important to us and we ask for your help to create a safe and meaningful volunteer experience. With that, all volunteers must review and acknowledge receipt of our organization policies and processes. We appreciate your service!

About the Handbook

This handbook is designed to introduce you to The Scrap Exchange and to provide a basic overview of the policies and procedures that provide all of us guidance and direction. As a volunteer, you are provided with a safe work environment, necessary job training, supervision and recognition.

In return we expect you to honor your commitment to The Scrap Exchange, respect other staff members and perform your assigned duties to the best of your abilities.

If you have any questions or need any clarification of the information contained in this handbook, please contact the Volunteer Administrator.

What is The Scrap Exchange Mission?

The Scrap Exchange is a National Creative Reuse Center — we are a 501(c)(3) nonprofit organization whose **mission** is to promote creativity, environmental awareness, and community through reuse.

We collect materials from hundreds of individuals, businesses, industries, and municipal sources and distribute those materials through our retail stores in Durham, North Carolina as well as through workshops, parties, and outreach events across the Southeast.

Materials include foam, paper, fabric, zippers, buttons, test tubes, and much more. We welcome craft materials, art supplies, vintage goodies, and other unique items.

Our current space includes 2 retail stores (The Thrift Store and The Scrap Shop; 2 community spaces (Make-N-Take Room and Design Center) where we host open studio, parties, and

workshops; an art gallery offering monthly exhibits of art made from reused and recycled products; and office space out of which we run our operation.

The Scrap Exchange creates a win-win-win situation for everyone involved — our donors are eligible for a tax deduction for the value of the items they donate; community members have access to hard-to-find, affordable materials; and usable materials are kept from entering the waste stream.

How we were founded

In 1991, a woman named Chris Rosenthal and a group of supporters including nationally known environmental artist Bryant Holsenbeck and educator Joe Appleton started The Scrap Exchange. Chris was a teacher who wanted great materials for use in her classroom. She was also seeking to establish a sustainable supply of high-quality, low-cost materials for artists, educators, parents, and other creative people.

For the first 9 years of its existence, The Scrap Exchange was housed in donated space at Northgate Mall. In January 2000, the store invested in an upfit of space in the Liberty Warehouse, a former tobacco warehouse of historic significance in a newly emerging arts district in the Central Park district of downtown Durham. In May 2011, a portion of the Liberty Warehouse roof collapsed, the building was condemned by the City of Durham, and The Scrap Exchange relocated to the newly christened Cordoba Center for the Arts at the east end of downtown, across the parking lot from the Golden Belt complex. We leased space and operated in the Cordoba Center for the Arts from June 2011 until August 2014.

In December 2013, we purchased our own building at 2050 Chapel Hill Road in Durham. The property includes a 23,000 square foot building (formerly the Center Theater and the Duke Surplus store) with 2.4 acres of ground. We moved into this space in August, 2014. In 2016 we purchased more property in the Lakewood Center with the goal to create RAD – A Reuse Arts District. In December of 2017 we opened The Thrift Store in the Lakewood Shopping Center.

Guidelines for Volunteers

- You are welcome to volunteer any time during open store hours. (There are two available shifts every day – see Volunteer Agreement.) Please coordinate with Volunteer Coordinator your schedule to update the volunteer calendar.
- Upon arrival, please sign into the volunteer binder to track your hours. Then check in with a store manager to get set up on a project.
- Please dress appropriately. You may get dirty! No open-toed shoes.
- You must be wearing a volunteer name tag while you are working so that staff can identify you.
- If you are ever uneasy doing something that is asked of you please let us know immediately. We do not want you to get hurt!
- If a customer asks you a question, please politely redirect to them to a store staff person. You may need to go and find someone. That is okay. Customer service is our top priority.
- Please note that volunteers and staff abide by a “no shopping” policy during your shift. It’s fun to see first-hand some of the cool items coming in, but please wait until your next shopping experience to purchase.
- Relay that we are on social media and hope that they can support us via those platforms. We encourage picture posts and re-tweeting to your own social media circles. (FB, Twitter and Instagram.)
- Leave time to clean up after yourself before you leave.
- We do have a first aid kit with basic supplies if you need anything.
- When you finish a task please find the staff person you assigned it you to make sure it is wrapped up and then another project may be assigned to you.
- Please be aware that we have no walls here and all conversations and comments are to be kept to appropriate language.
- Note we are a pet friendly organization.
- Please do sign out of the volunteer binder at the end of your shift.

Volunteer Project Opportunities

- **ReUse Art Center Volunteer – Greeter**
Greet customers and groups when they come into the store. Be familiar with our information station so that you can accurately answer questions for patrons. Help to organize the barrel zone and tidy the Make and Take room. Work on smaller processing projects.
- **Donations and Materials Processor**
Sort and process incoming materials and work on ongoing processing projects in the donations zone.
- **Warehouse Mover and Shaker**
Work in our warehouse space to sort and organize the storage of materials in that space. (May include heavy lifting.) Available shifts on Mon, Wed and Fridays.
- **Administration Expert**
Do you love computers? Are you an excel specialist? Do databases make your heart sing? You know what to do.
- **Fabric Enthusiast**
The Scrap Exchange receives donations of fabric yardage remnants. Fabric processing includes measuring, rolling and tagging yardage.
- **Book and Media Specialist**
Help us to set up the book and media section at The Thrift Store. Once the books are set up, we are looking for a volunteer to commit to a weekly schedule to restore and be present in the book/media section.
- **Docent in our Cameron Gallery**
This volunteer will assist in the gallery to greet visitors to the gallery, answer questions and inquiries, share information about the artist and the current exhibition and spread the work about our mission. The docent will also be available to assist in customers who may need assistance with fabric.

Grievance Policy

Definition: A grievance is a formal complaint made by a staff member or volunteer, pertaining to any condition of employment, whether connected with work itself or arising from interpersonal relationships at work.

Process:

1. Staff members or volunteers should first attempt to resolve any issues that arise by speaking directly with the individuals involved and/or by discussing problems with their direct supervisor. (For volunteers this would be the Retail Store Manager or an Assistant Store Manager.)
2. If the staff member or volunteer is unable to resolve the conflict directly, or if they are uncomfortable working with their direct supervisor, the staff member or volunteer should bring the problem to the attention of the Operations Manager or other staff responsible for managing personnel and Human Resources (HR) duties.
3. If these direct conversations do not solve the problem, the staff member or volunteer should submit a written request for a meeting with the individual(s) involved and the direct supervisor(s) of the individual(s) involved. The request should describe the problem and outline the steps that have been taken to resolve the problem and the results of those actions.
4. If, after meeting with the parties involved directly, the staff member or volunteer feels the situation remains unresolved, or if the staff member or volunteer does not feel comfortable consulting with his/her supervisor, the issue should be brought to the attention of management by using the Grievance Form (*Attachment M-1*) to file a written grievance with the Executive Director. If the grievance involves the Executive Director, notice should be given to the Board President. The grievance should be filed as soon as is practicable following the incident and any attempts to resolve it.
5. The Executive Committee will take action within 10 working days of receipt of the completed Grievance Form. If the grievance has not been satisfactorily resolved within that time, the staff member may submit the written grievance to the President of the Board of Directors, who will assign the issue to the Governance Committee, which must take action within 10 working days.

6. The committee will hear from the staff member or volunteer, the Executive Director, and any others deemed appropriate by the committee. If the situation cannot be resolved by the Governance Committee, an appeal can be made in writing to the full Board of Directors by either the staff member or volunteer, the Executive Director, or the Governance Committee. The staff member or volunteer may appear before the Board, either at the next scheduled meeting, or, at the option of the Board President, at a special session of the Board. The decision of the Board is final.
7. The entire Board of Directors may act *ad hoc* in lieu of a Governance Committee. In this case, appeal to the Governance Committee would be eliminated as a step in the grievance procedure.

Drug-Free Workplace Policy

The Scrap Exchange (TSE) is committed to maintaining a healthy, drug-free work environment. All TSE employees and all volunteers must abide by this policy. The “workplace” is defined as TSE premises or any TSE job site, including offsite outreach events staffed by Program Staff.

1. The unlawful manufacture, distribution, possession or use of a controlled substance, as defined in the Federal Drug-Free Workplace Act of 1998, is prohibited in the workplace. This includes marijuana and prescription narcotics (unless taken under the supervision of a prescribing physician). The consumption of alcohol in the workplace is also prohibited, unless it is made available in conjunction with an official function or celebration and with knowledge of the employee’s direct supervisor and/or the Executive Director. **Non-exempt staff and Program Staff may not consume alcohol while working at events, even if alcohol is made available by TSE to event attendees.** Non-exempt staff and Program Staff may consume alcohol at TSE events following the conclusion of their shift.
2. All employees must notify TSE of any criminal drug statute charges for a violation occurring **in the workplace** not later than five working days after charges are filed.
3. All TSE employees, by accepting and continuing employment with TSE, understand and agree that they may be required to submit a urine and/or blood specimen for drug and/or alcohol testing upon request by TSE should circumstances warrant. Circumstances under which testing may be required include (but are not limited to) those in which TSE has reason to believe that a worker may be or may have been under the influence of drugs or alcohol in the workplace during work hours.

4. Employees with substance abuse or alcohol problems are encouraged to seek assistance with the problem. Any assistance provided by TSE is through insurance providers or other external resources. All expenses associated with addressing the problem are the employees' responsibility.
5. Violation of any portion of this policy is grounds for disciplinary action, up to and including immediate dismissal of the employee, as outlined in Section IX.B: Termination of Employment: Disciplinary Action and Dismissal of this manual.

Unlawful Workplace Harassment Policy

As a TSE employee, you have the right to work in an environment free from unlawful workplace harassment and retaliation. Unlawful workplace harassment is unwelcome or unsolicited speech or conduct based on race, sex, creed, religion, national origin, age, color, sexual orientation, or disability that creates a hostile work environment or circumstances.

If you feel that you are being harassed, the first course of action is to (a) alert the harasser of your discomfort with the situation (unless you believe that addressing the harasser directly would create a dangerous situation for yourself or your co-workers) and (b) notify your supervisor of the nature of the harassment. If the behavior continues after it has been reported, you should provide written notice of the incident(s) to the Executive Director so that relevant policies and procedures may be followed to address the situation.

If you are unsatisfied with the response of the Executive Director, you should follow the policy outlined in Attachment D: Grievance Policy to direct your concerns through appropriate channels.

Note: Sexual harassment is a form of unlawful harassment based on sex and is covered under this policy.

Grievance Form

Your Name: _____

Date: _____

Date(s) of Incident: _____

Please describe what happened:

Description of Your Response:

Description of Steps Taken to Resolve the Situation:

What would you like to see The Scrap Exchange do to resolve this situation?

Are there any witnesses to the incident? Yes _____ No _____

If yes, please include information about witnesses:

Name: _____ Contact Information: _____

Name: _____ Contact Information: _____

Employee Signature _____