

# Volunteer Handbook



## **ABOUT MCCLA**

The Mission Cultural Center for Latino Arts (MCCLA) was established in 1977 by artists and community activists with a shared vision to promote, preserve and develop the Latino cultural arts that reflect the living tradition and experiences of the Chicano, Central and South American, and Caribbean people. MCCLA makes the arts accessible as an essential element to the community development and well-being. As a community non-profit arts organization, MCCLA prides itself in enriching, in a most unique way, the cultural and artistic life of the Mission District of San Francisco, as well as the larger Bay Area community. The Board of Directors, Management and Staff, share a commitment to providing quality and relevant art programs and services, and to working with community individuals and groups in the pursuit of this vision.

## **INTRODUCTION**

Welcome! We are happy that you have joined our team to preserve Latino Culture in the community. We thank you, and all volunteers, for the personal investment you make in our organization and its mission.

This handbook will provide you with general policies and practices of MCCLA. You should familiarize yourself with the contents of this handbook, as it will answer many common questions concerning your volunteering. MCCLA reserves the right to change, add to, or eliminate any of the policies described in this handbook.



## **VOLUNTEER RELATIONSHIP**

A volunteer is anyone who provides time and talent to MCCLA through work as an Office Assistant, Gallery Attendant, Facility Maintenance, Mission Grafica Assistant and Theater event volunteer, or any other MCCLA project.

As a volunteer you have the right to:

1. Be assigned appropriate tasks according to ability, skill, interests, availability, and training.
2. Receive training and supervision for the tasks accepted.
3. Receive a job description for your assignment when appropriate.

4. Make suggestions about your assignment and the MCCLA volunteer program, and be acknowledged by staff.
5. Expect that MCCLA be a good steward of your time.
6. Be given appropriate expressions of appreciation and recognition.
7. Be trusted with confidential information if needed to help carry out assignments.
8. Expect that records will be kept; documenting areas of interest or positions held (and if applicable, time spent volunteering, commendation, etc.).
9. Be treated with a spirit of friendliness and cooperation so that MCCLA will continue to be known as a “great place to volunteer.”
10. A safe and inviting environment to work in that is free of harassment and discrimination.

**MCCLA expects volunteers to:**

1. Know your own duties and stay on task.
2. Cooperate with staff and your fellow volunteers, while maintaining a team attitude.
3. Voice your opinions and contribute your suggestions to improve MCCLA’s work.
4. Sign in and out each time you arrive for a work assignment.
5. Be on time for scheduled meetings and assignments and come when scheduled
6. Treat all volunteers, staff, and guests with respect.

Remember, you help to create the healthful, pleasant, and safe volunteering conditions that MCCLA intends for you. We need your help in making each volunteering day enjoyable and rewarding.



**COMMUNITY SERVICE**

MCCLA welcomes community service volunteers from civic groups, schools, community assistance programs, and the judicial system.

Community service volunteers are responsible for maintaining an accurate timesheet and to ensure it is signed at the beginning and end of each day by the volunteer coordinator or duly appointed person. Hours worked, but not recorded or signed off at the end of each day of service, will not be counted. Community service volunteers must also sign in and out on MCCLA volunteer sign in sheets. This is the only information that will be entered in our database. In all other respects, court-ordered community service volunteers will be treated and held accountable to the same standards as all other volunteers.

# POLICY MANUAL

## Age of Volunteers

MCCLA's volunteer coordinator matches volunteer interest, and availability with the needs of MCCLA, as availability and conditions permit. Volunteers under the age of 18 can't work past 9:00pm. Volunteers under 18 must submit a permission form signed by a parent or legal guardian. There is no maximum age for MCCLA volunteers.

## Safety

You and MCCLA share responsibility for establishing and maintaining a safe work environment. MCCLA will attempt to ensure a safe work environment and to comply with federal, state, and local safety regulations. A first aid kit is located in the administration office in the cabinet near the water cooler.

In turn, you are expected to obey safety rules and to exercise caution in all of your work activities. You are asked to report any unsafe conditions to the volunteer coordinator immediately. Any accident, which results in injury, regardless of how insignificant, must be reported promptly.



## Absence and Lateness

The positions that volunteers fill are critical to MCCLA. If you fail to show up, others must take on the tasks you were expected to accomplish. If you are unable to attend a scheduled work day, or if you will arrive late, please contact your Volunteer Coordinator with 24 hour notice, if possible.

## Sign-in Sheets

Volunteer sign-in sheets are very important to our organization. All volunteers must sign in and out on the forms provided each volunteer day on site, or keep a log of your personal hours if spent off site. The volunteer sheets are located in the purple binder at the reception desk.

## Harassment and Discrimination

MCCLA is firmly committed to providing a positive work environment free of discrimination and bias. Each volunteer is personally responsible for maintaining such a work environment. MCCLA prohibits any actions, words, jokes, or comments based on an individual's race, sex, sexual preferences, ethnic background, age, religion, physical condition, or other legally protected

characteristic. Any conduct or action, whether overt or subtle, which creates an offensive or hostile work environment is prohibited and will be grounds for immediate disciplinary action.

MCCLA prohibits any harassment between volunteers, employees, or other non-employee on the basis of sex. No volunteer, male or female, should be subjected to unsolicited or unwelcome sexual overtones and conduct, either verbal or physical. Misconduct applies to males and females, and includes harassment between individuals of both sexes and the same sex.

Any volunteer who believes he or she is a victim of sexual or discriminatory harassment is encouraged to let the harasser know that his or her behavior is unwelcome. In addition, volunteers who believe they have been harassed must immediately report the matter to your Volunteer Coordinator.

### **Volunteer Conduct**

MCCLA is an at-will agency and has the right to terminate a volunteer without cause, but will always consider the cause leading to the termination. Although it is not possible to list all the forms of behavior or conduct that are considered unacceptable in the work place, the following are examples of infractions or conduct that may result in the limitation and termination of the volunteer relationship.

1. Theft or inappropriate removal or possession of MCCLA property
2. Misuse of agency funds, equipment, or materials
3. Falsification of timekeeping records
4. Working under the influence of alcohol or illegal drugs
5. Possession, distribution, sale, transfer, or use of alcoholic or illegal drugs in the work place, while on duty or while operating MCCLA equipment
6. Fighting or threatening violence in the work place
7. Negligence or improper conduct leading to the damage of property
8. Repeated failure to follow a supervisor's reasonable request or to carry out a reasonable job assignment
9. Gross misconduct or insubordination Violation of safety or health rules
10. Abuse or mistreatment volunteers or employees

### **Lockers**

Lockers are available for volunteers. Please see the Volunteer Coordinator for a lock.

## **VOLUNTEER ACKNOWLEDGEMENT**

I am in receipt of the Mission Cultural Center for Latino Arts (MCCLA) Volunteer Handbook and Policy Manual and understand I should consult with the MCCCLA Volunteer Coordinator or the Executive Director if I have any questions about the polices or procedures contained therein.

I understand that from time to time there may be revisions to the Volunteer Handbook and Policy Manual. Such revisions will require the prior approval of the Executive Director and will be communicated to volunteers.

I have entered into my volunteer relationship with MCCLA voluntarily and acknowledge there is no specified length of volunteering. Accordingly, either MCCLA or I can terminate the relationship at will, with or without cause, at any time.

Furthermore, I acknowledge that this manual is neither a contract of employment or volunteering, nor a legal document. Although some or all of the policies and procedures may have been explained to me verbally, I understand that it is my responsibility to fully read and comply with the policies contained in this handbook and any revisions made to it.

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Volunteer Name (please print)

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Volunteer Name (please sign)

Date