




Pride

Partnership

Program

2024 Volunteer Handbook

**CalPride - 1202 H STREET #D  
MODESTO CA, 95354 - (209) 408-8848**



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# Purpose of the Volunteer Handbook

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Thank you for considering to join our volunteer team! Annually, we reach over 3,000 individuals in order to create a welcoming and supportive environment across three LGBTQ+ Pride Centers and seven counties we serve, including Stanislaus, Merced, Madera, Tuolumne, Calaveras, Mariposa, and Amador Counties.

The Volunteer Handbook is designed to familiarize volunteers with CalPride and provide you with information about volunteering with CalPride. This handbook includes information about volunteer positions, eligibility, safety, policies, and procedures. We encourage you to talk with your supervisor or volunteer coordinator if you have any questions or regarding any information in this handbook. We look forward to working with you!

**Volunteers should carefully review themselves with the contents of the Volunteer Handbook as soon as possible, as it may answer many possible questions about volunteering with CalPride.**



# About Us

## Our Mission.

CalPride is an organization dedicated to the empowerment of the LGBTQ+ community through intersectional advocacy, transparent education, and trauma-informed care.

## Our Vision.

Liberating the people, empowering the community, and honoring the experience.

## Our Values.

Inclusivity, diversity, equity, empathy, and social justice.

1202 H Street, Suite D, Modesto CA, 95354

(209) 408-8848 | [calpride.org](http://calpride.org)

CalPride is a nonprofit 501(c)(3) education, advocacy, and community giving organization.



# Our History

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## **2015**

County employees who are LGBTQ+ wanted to see more resources to help the community at large. They felt a responsibility to help each other and the community at large. The concerned group of employees began to reach out to other community departments and combined their knowledge to provide better services for members of the LGBTQ+ Community.

## **2017**

Realizing the potential that could grow out of this collaboration of community members, the county began to pay for lunch meetings the Collaborative facilitated. With an established purpose, CalPride began to receive more funding to provide other resources, such as training and our “welcoming project.”

## **2019**

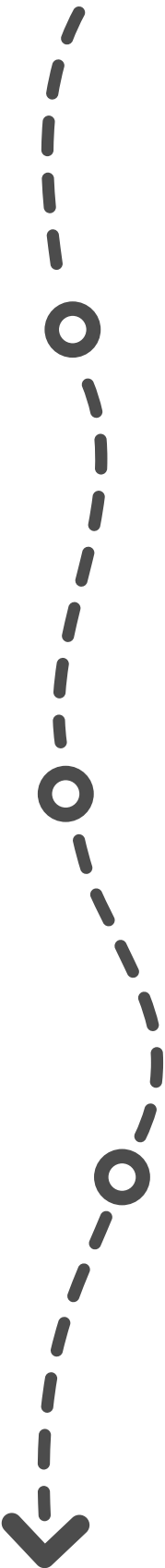
CalPride, a 501(c)(3) non-profit, was created to educate and advocate. In the same year, CalPride began to provide official peer support.

## **2021**

The Collaborative opened its door and established a physical location where several support groups and other resources were sponsored through the PEI program.

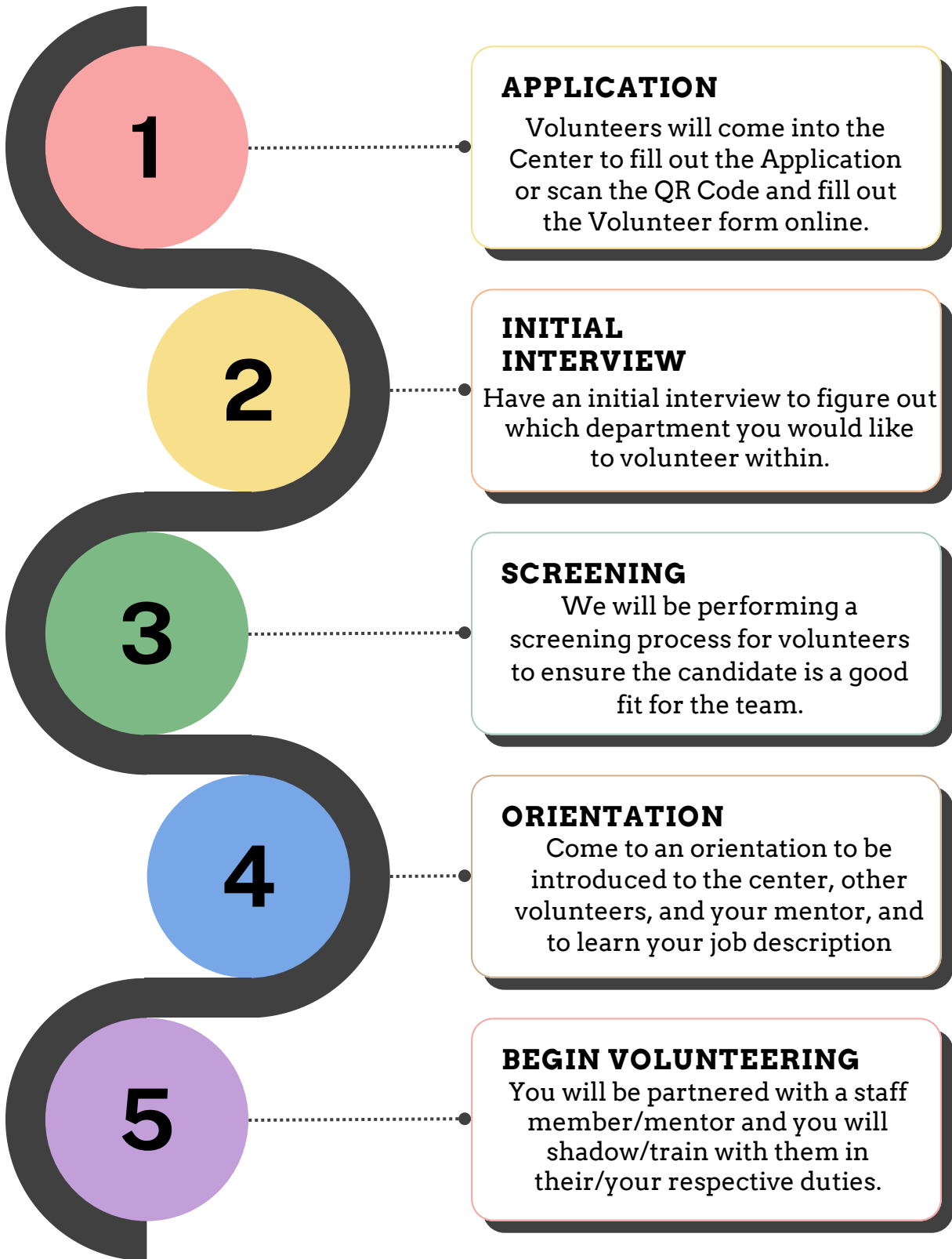
## **2022**

The Collaborative’s first center was rebranded to the Rainbow Resource Center and it grew to include more departments and resources for the LGBTQ+ Community in the Central Valley. We expanded further out to three more counties: Merced, Tuolumne, and Calaveras.



# How to Apply to Be a Volunteer

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# Pride Partnership Opportunities

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## **ADMINISTRATIVE VOLUNTEER TEAM**

Filing, copies, organizing, labeling, printing, digitizing files, and scheduling



## **CLOTHING CLOSET VOLUNTEER**

Sorting, organizing and washing donated clothes and items



## **GUIDANCE VOLUNTEER TEAM**

Facilitating support groups, providing people with coping skills, and building upon various skill sets.



## **HEALTH OUTREACH VOLUNTEER**

Meet with community members and connect them to health and educational resources both inside and outside of CalPride



## **HOSPITALITY VOLUNTEER**

Greet guests, make coffee and snacks, answer the phone, maintain lobby cleanliness



## **HOUSEKEEPING VOLUNTEER TEAM**

Deep cleaning the bathrooms/center area, the kitchen, dusting, and window cleaning.

# Pride Partnership Opportunities

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## **OPERATIONS VOLUNTEER**

Light construction, repair work, technical work, moving furniture around, and maintaining storage



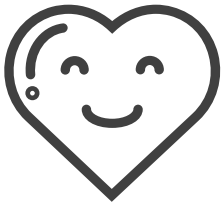
## **EVENT VOLUNTEER**

Prepare the outreach tote, and drop off flyers to help the partnership outreach team, getting program snacks from food banks, setting up and taking down booths.



## **PARTNERSHIP OUTREACH VOLUNTEER**

Finding, vetting, and meeting with local businesses and organizations to establish relationships, and go to hosted events.



## **GOOD NEIGHBOR VOLUNTEER**

Drop off food, flowers, and be listening ear to peers in the community when they need support.



## **SKILL SPECIFIC**

If you think you have a specific skill (lawyer, nurse, therapist, artist, security, etc.) set you believe would be helpful to our center and community not listed below please contact the volunteer coordinator to discuss opportunities



# Long-Term vs. Short-Term Volunteers

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Many opportunities await at CalPride, spanning both long-term and short-term engagements. Those who choose the path of long-term volunteering can deeper connections with peers and staff, immersing themselves in the vibrant CalPride atmosphere over the course of weeks, months, or even longer. On the other hand, short-term volunteers enjoy the gift of flexibility, offering their support for a singular event or for a specific task for a minimum of one hour.

Typically, long-term volunteers commit to about 6 months or more. Though they must navigate more comprehensive background checks, they are rewarded with ample chances to integrate themselves into the communities they serve.

## Pride Partnership Descriptions

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### **ADMINISTRATIVE VOLUNTEER**

#### **Desired Skillset**

- Must have some experience with computers/technology.
- Must communicate with clients, other volunteers, and staff effectively.
- Must be familiar with Word documents, spreadsheets, and forms.

#### **Administrative Volunteers May:**

- File, make copies, organize, label, print, schedule, make coffee, etc
- Enter data into databases and spreadsheets.
- Collect inventory of office supplies, plastic ware for the kitchen, and food for the kitchen.
- Make a list of all supplies and how much is needed.
- Keep a list of all that is used on a week-to-week basis.
- Digitize paperwork/calendars to ensure events and files are current.

### **CLOTHING CLOSET VOLUNTEER**

#### **Desired Skillset**

- Detail Oriented
- Ability to lift 20+ pounds

#### **Clothing Closet Volunteer May:**

- Go through and organize donations
- Wash donated Clothes

# **Pride Partnership Descriptions**

## **GUIDANCE VOLUNTEER**

### **Desired Skillset**

- Active listening and interpersonal skills.
- Ability to create and maintain a comfortable environment.

### **Guidance Volunteers May:**

- Facilitate support group meetings.
- Provide emotional support, comfort, and empathy to LGBTQ+ individuals.
- Keep track of emergency housing availability, and other resources.
- Provide follow-up texts/calls/emails to check in with our peers.

## **HEALTH OUTREACH VOLUNTEER**

### **Desired Skillset**

- Interpersonal and communication skills
- Ability to walk for extended periods.
- Passionate about Public Health and Social Justice
- Ability to lift 40 lbs.
- Adapt to unique situations with a positive attitude.

### **Health Outreach Volunteers May:**

- Go out into the community and engage with the unhoused population
- Spread awareness of health equity.
- Connect people to health and educational resources.
- Supply hygiene kits, water, and/or health supplies to the community.

## **HOSPITALITY VOLUNTEER**

### **Desired Skillset**

- Customer service and active listening.
- Time Management
- Detail Oriented

### **Hospitality Volunteers May:**

- Greet guests, and ensure peers are comfortable.
- Make coffee, popcorn, and snacks for peers.
- Take inventory of food supplies and notify staff when supplies are low.
- Maintain cleanliness in the lobby, clothing closet and surrounding areas

# **Pride Partnership Descriptions**

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## **HOUSEKEEPING VOLUNTEER**

### **Desired Skillset**

- Detail-oriented.
- Ability to stand, bend, and move around for extended periods.
- Ability to use and lift cleaning supplies and equipment.

### **Housekeeping Volunteers May:**

- Take out the trash, clean the fridge, bathrooms, and kitchen, and sanitize high-touch areas
- Make sure paper towels, cleaning supplies, and other areas of cleanliness are fully stocked. If not, report to an administrative volunteer or staff member for inventory.
- Dust the vents.
- Assist with laundry
- Vacuum furniture, rooms, rugs, and anywhere else that may need it.
- Sweep and mop bathrooms, along with any other areas around the center that will need it.

## **OUTREACH VOLUNTEER**

### **Desired Skillset**

- Ability to communicate clearly.
- Ability to understand, practice, and perform team lifts of up to 40 lbs due to the nature of lifting booths.
- Ability to load and unload any supplies needed for tabling events.
- Organizational skills.

### **Outreach Volunteers May:**

- Prepare the outreach tote, drop off flyers to help the partnership outreach team, get program snacks from food banks, etc.
- Attend tabling events.
- Donation acquisition from businesses and organizations using a provided script.
- Educate the community on center-specific events, educational initiatives, and LGBTQ+ related news.

# **Pride Partnership Descriptions**

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## **OPERATIONS VOLUNTEER**

### **Desired Skillset**

- Organizational skills.
- Strong attention to detail.
- Problem-solving abilities.

### **Operations Volunteers May:**

- Keep track of the center repair list.
- Make a notification of facilities that are out of order for staff and create signs to notify them that they cannot be used.
- Go through to see whether or not light bulbs need to be replaced.
- Maintain the upkeep of storage to ensure that it's organized.
- Paint, build light construction, light repair work, technical work, moving furniture around, maintaining storage, and keeping it organized.

## **PARTNERSHIP VOLUNTEER**

### **Desired Skillset**

- Ability to communicate effectively.
- Ability to communicate over the phone, in person, and through email.
- Comfortable speaking to various businesses, organizations, and other institutions.

### **Partnership Volunteers May:**

- Create a resource book of health services in the area that is LGBTQ+ friendly.
- Find, vet, and meet with local businesses and organizations to establish relationships, go to hosted events, cross-promotion plans to maintain partnerships, etc

## **GOOD NEIGHBOR VOLUNTEER**

### **Desired Skillset**

- Empathy
- Active Listening

### **Good Neighbor Volunteer May:**

- Visit peers in hospitals
- Drop off food at peer's homes

# Youth Volunteers

## **Age Restrictions:**

- In California, minors are individuals under the age of 18. Different regulations may apply based on the age of the minor.
- Minors must be at least 16 and will not be eligible for all positions at CalPride.

## **Hours and Work Restrictions:**

- California labor laws restrict the hours and types of work minors can perform. These restrictions may vary depending on the age of the minor.
- Minors may not volunteer during school hours without a valid permit.
- There are also limitations on how many hours minors can volunteer per day and week, especially during school sessions.
- Minors can only volunteer for a maximum of 4 hours on a school day and 8 hours on a non-school day.
- Hazardous occupations or tasks that pose a risk to the health and safety of minors are generally prohibited.

## **Volunteer Activities:**

- While volunteer work is generally permissible for minors, organizations should ensure that volunteer activities comply with California labor laws and regulations.
- Volunteer work should not interfere with the minor's schooling or education.
- CalPride will provide appropriate supervision and training for minor volunteers, taking into account age and level of maturity.
- Minors will not be engaged in dangerous tasks, and the safety of minors will be a top priority.

## **Parental / Guardian Consent:**

- It's mandatory to obtain written consent from the parents or legal guardians of minor volunteers, outlining the nature of the volunteer activities and any associated risks.

# House Rules

- **Be kind.** Many individuals we encounter in this line of work may have faced stigma in the past. It's important to remember to treat everyone with respect and kindness, even if they don't respond in kind.
- **Stay Trauma-Informed.** Many of the people that we help are survivors of difficult situations including sexual violence, domestic violence, societal and familial rejection, and/or being unhoused. This can lead to an array of mental issues, which is why it is important to realize that not everyone will respond how you might expect and to consider other people's situations.
- **Use & Respect Pronouns.** As an LGBTQ+ organization, we understand how important using preferred pronouns is. Misgendering occurs when someone is referred to using incorrect pronouns that do not align with a person's gender identity. Misgendering invalidates one's identity and can cause harm, in some cases it is best not to assume based on gender expression, so keep this in mind when talking to staff and peers. If you don't know, politely ask the person what their pronouns are.
- **Mindful Conduct.** All individuals are expected to interact with one another respectfully and courteously, regardless of differences in gender identity, sexual orientation, age, race, ethnicity, abilities, or any other personal characteristic. Follow the golden rule: if you don't have anything nice to say, don't say anything at all.
- **Confidentiality.** Uphold the confidentiality and privacy of all individuals within our center. Information shared within our space should remain confidential unless explicit consent is obtained. By upholding confidentiality, we create a safe and trusting environment where individuals feel comfortable expressing themselves without fear of judgment or breach of privacy.
- **Be Considerate.** Maintain cleanliness and orderliness within the center by ensuring personal responsibility for one's belongings and cleanliness. Dispose of trash appropriately and respect shared spaces. Please pick up after yourself and assist in keeping the areas around you clean. A clean environment not only promotes physical well-being but also contributes to a positive atmosphere where everyone can thrive and feel proud to be a part of our community.

# **Policies and Procedures**

## **Screening Process**

All applicants must undergo and pass a screening process. All potential volunteers must turn in a volunteer questionnaire and go to a 15 to 30-minute in-person interview. Long-term volunteers will also be required to undergo a background check and those who will be working alongside minors will also have to have their fingerprints scanned. A criminal background does not immediately bar applicants from volunteering. Volunteers will receive a copy of their background check and may file a grievance with the agency that conducted the background check. A letter from applicants or their parole officers, elaborating on the circumstances surrounding the convictions, can also be submitted to the volunteer supervisor. This aims to provide a clearer picture of the applicant and potentially encourage their inclusion in our volunteer team.

## **Attendance Policy:**

We expect volunteers to attend the shifts they are assigned and agree to and be on time for them. If they cannot attend the shifts, please call the Volunteer Coordinator at least 2 hours before the shift or the designated event. If you are running late, please inform your mentor via text/email.

## **Accommodations:**

Volunteers or guests needing accessibility or other accommodations should inform their department mentor so an accommodations plan can be made promptly.

### **Alcohol and other Substance Use:**

We are committed to providing an environment that supports individual freedom while promoting individual responsibility. Volunteers may not report to work or be at work while under the influence of alcohol or illegal drugs. Violators of this policy will be dismissed from their role. CalPride volunteers and guests who violate this policy will face expulsion from the event and/or dismissal. We know that some medications may impair your ability to perform your duties; if that is the case, please let your mentor know.

### **Sexual harassment:**

Sexual harassment is unacceptable and unlawful conduct and will not be tolerated. Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when they create an intimidating, hostile, or offensive environment. If an individual has violated this policy they will be subject to disciplinary action up to and including dismissal.

## **Social Media/Technology Confidentiality**

Volunteers have the right to only have their images posted on social media if they opt-in; you may need to remind staff members at events to refrain from posting their images if needed. As well as our clients, we want to protect our volunteers who may not want their image posted for the world to see.

All volunteers must sign a non-disclosure agreement to protect the community they work with for their safety. If anyone breaches the terms of the non-disclosure agreement, they will be dismissed from CalPride and unable to reapply to volunteer with us again. Our NDA is our way of protecting the community we serve, and our community should never be compromised by revealing information that can put them in harm's way.



# Zero Tolerance

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CalPride is committed to providing a safe environment for its staff, volunteers, partners, and participants and to preventing abusive conduct in any form. Every staff member and volunteer is responsible for protecting this safe environment while involved in sponsored activities. Abuse of any kind is not allowed at any CalPride program or activity. This means we do not tolerate physical, sexual, emotional, or verbal abuse or misconduct of any kind. CalPride has established the following guidelines of behavior and procedures for staff and volunteers to accomplish a safe environment. All staff and volunteers are expected to follow these guidelines:

- **Physical and sexual abuse**, including, but not limited to, striking, hitting, kicking, biting, indecent gesturing, indecent exposure, unwanted physical contact, any form of sexual contact, or inappropriate touching and destruction of another's property are strictly prohibited.
- **Emotional and verbal abuse** is also prohibited. These include but are not limited to such forms of abuse as yelling, insulting, threatening, mocking, demeaning behavior, or making abusive statements regarding a person's race, gender, religion, nationality, ethnicity, sex, disability, or age.
- **Use of dangerous weapons, instruments, or substances** that have the potential to cause death or serious bodily injury or destruction to property is banned on the premises. These include guns, knives, clubs, chemicals, and explosive devices.

*All staff and volunteers who believe they have been subjected to or have witnessed any harassing conduct should report the matter promptly to a person in their supervisory chain. In instances of alleged harassing conduct, CalPride will investigate and take every step to ensure a fair and prompt resolution.*

# Grievances

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CalPride wants all volunteers to have safe, enjoyable, and rewarding experiences while volunteering for our organization. If you feel you have been mistreated or otherwise affected by the misinterpretation of an organizational policy, you should report the matter directly to the Volunteer Coordinator and complete a Grievance Form located at the back of this handbook. The Volunteer Coordinator will investigate to determine whether or not a valid grievance exists and attempt to resolve the issue among the parties involved. This may result in such steps as probationary contracts for future event participation or permanent dismissal of a volunteer. Grievances should be reported to [jessica@calpride.org](mailto:jessica@calpride.org) and will be responded to in writing within 10 business days of submission.

# Whistleblower Protection Policy

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## **Reporting Responsibility and Procedure**

CalPride's policy is intended to encourage and enable volunteers and others to raise concerns internally so that CalPride can address and correct inappropriate conduct and actions. All board members, officers, employees, and volunteers are responsible for reporting concerns about violations of CalPride's code of ethics or suspected violations of laws or regulations can be reported via email to [jessica@calpride.org](mailto:jessica@calpride.org)

## **No Retaliation**

It is in CalPride values to enable staff and volunteers to raise concerns without fear of retaliation. CalPride policy is to protect volunteers who, in good faith, report ethics violations or a suspected violation of the law, discrimination, suspected fraud, theft, or any regulation governing the operations of CalPride.

# **Discrimination, Harassment, and Retaliation Prevention Policy**

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People come to CalPride in search of a safe and affirming community and/or because they are motivated to improve their lives. Many have mental illnesses or have experienced trauma including being part of a sexual minority that affects who they are today. As a result, employees at times may have to deal with individuals acting in ways that are in crisis, rude, insensitive, or inappropriate. CalPride policy is to include the person but exclude the behavior.

CalPride does not discriminate, harass, or retaliate based on race (including hairstyles such as afros, braids, locks, and twists), color, age, gender (including gender identity, gender expression, and an individual who is transitioning, has transitioned, or is perceived to be transitioning), sexual orientation, national origin, ancestry, citizenship, religion (including religious dress and grooming practices), marital status, registered domestic partner status, military and veteran status, sex (including pregnancy, childbirth, breastfeeding, and any medical conditions related to a birthing person), physical or mental disability, medical condition, genetic information, or any other category protected by federal, state, or local law. CalPride also prohibits discrimination or gossip based on the perception that an applicant or employee has any of those characteristics or is associated with a person who has or is perceived to have any of those characteristics.

All such discrimination is unlawful, and all persons involved in the operations of the Organization including supervisors, coworkers, volunteers, and third parties are prohibited from engaging in this type of conduct.

## **Required Forms**

On the following pages, you will find CalPride's Volunteer Questionnaire and a receipt of acknowledgment verifying you've both received and read through the Volunteer Handbook. Please fill out the attached forms and turn them into the Volunteer Coordinator so a copy can be kept in your personnel file.



**Volunteer Questionnaire**

**May be done digitally or on paper**

# Volunteer Questionnaire Paper Form



## VOLUNTEER QUESTIONNAIRE

*“A single act of kindness throws out roots in all directions, and the roots spring up and make new trees.” - Amelia Earhart*

**AVAILABILITY:**  MONDAY  TUESDAY  WEDNESDAY  
 THURSDAY  FRIDAY  SATURDAY  SUNDAY

(TIME) \_\_\_ TO \_\_\_ \_\_\_ TO \_\_\_ \_\_\_ TO \_\_\_ \_\_\_ TO \_\_\_ \_\_\_ TO \_\_\_ \_\_\_ TO \_\_\_

**NAME:** \_\_\_\_\_

**CITY/STATE/ZIP:** \_\_\_\_\_

**CELL PHONE:** \_\_\_\_\_

**PRONOUNS:** \_\_\_\_\_

**EMAIL:** \_\_\_\_\_



**VOLUNTEER EXPERIENCE:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**SKILLS, TALENTS, INTERESTS:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**OTHER USEFUL INFORMATION:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



# Volunteer Acknowledgement & Receipt

I, \_\_\_\_\_, certify that I have received and reviewed CalPride Volunteer Handbook.

I further understand that, by signing this statement as required, I am indicating that I have read the Volunteer Handbook and I understand its contents. I also understand that this statement will become a permanent part of my volunteer personnel file.

\_\_\_\_\_  
Volunteer's Name (Please Print)

\_\_\_\_\_  
Volunteer's Signature

\_\_\_\_\_  
Date

Please turn in this original signed form to the Volunteer Coordinator

