VOLUNTEER HANDBOOK
### TABLE OF CONTENTS

1. OUR MISSION
2. OUR VISION
3. WELCOME
4. STATEMENT OF NON-DISCRIMINATION
5. ANTI-HARASSMENT ORIENTATION
6. ATTENDANCE
7. CONFIDENTIALITY
8. DISCIPLINARY POLICY
9. GRIEVANCE PROCEDURES
10. USE OF NAME, LOGO, AND OTHER INTELLECTUAL PROPERTY
11. POLITICAL NEUTRALITY/CONFLICTS OF INTEREST
12. PUBLIC IMAGE AND MESSAGING
13. ALCOHOL AND DRUGS IN THE WORKPLACE
14. OFFICE ORIENTATION
15. CCUA PROGRAMS
16. COMMUNITY SAFETY
17. WORKER SAFETY
18. FARM RULES
19. CRIMINAL BACKGROUND CHECK POLICY
20. CONSENT AND RELEASE FORM
OUR MISSION

CCUA works to enhance our community’s health by connecting people to agriculture and the land through hands-on learning opportunities from seed to plate.

OUR VISION

CCUA envisions a community transformed by good food for all and the skills to grow it.

WELCOME

This Volunteer Handbook was developed to provide the policies and procedures of working at our organization. Above all, we want to make certain that volunteers have an enjoyable and safe experience at CCUA. Within that context, we also want the working environment to be supportive and gratifying, so that the very best that our staff and volunteers have to offer is made available to those who need our assistance.

In the event that a volunteer matter arises which is not covered in the policy statement, the General Manager shall notify the Board so that an appropriate policy may be developed. If the ongoing activity of the organization requires that a decision be made before the Board can consider the matter, the General Manager is authorized to make an interim decision which will apply only to the case at hand and which will not be considered a precedent for the policy to be developed according to the procedure specified above. On such occasions, the General Manager will consult with the Board President/Administration Committee.

Billy Polansky
Executive Director
STATEMENT OF NON-DISCRIMINATION

CCUA will not discriminate against any employee, volunteer, applicant, or program participant on the basis of race, color, religion, sex, national origin, physical or mental handicap, political belief, marital status, age, or sexual orientation. CCUA complies with all Equal Employment Opportunity and Americans with Disabilities Act laws and regulations in the areas of hiring, compensation, benefits and promotion.

ANTI-HARASSMENT

CCUA will not tolerate any harassment done to or by its employees or volunteers toward other employees, volunteers, or patrons. Cases of harassment should be reported immediately. The supervisor on site is empowered to deal with the situation immediately to end further potential harassment. The supervisor on the site should report the situation to their supervisor, a member of the Administration Committee, a Board Officer, or a member of the Board of Directors to ensure that the issue is communicated to the entire Board of Directors. A special meeting of the Board of Directors may be called if the situation requires immediate action from the Board of Directors. This policy shall be posted at all CCUA gardens, farms, offices and other sites.

ORIENTATION

Orientation of new volunteers will include the following:

- Review of the volunteer's position description and contract
- Review of general policies and procedures of CCUA
- Review of the volunteer’s work hours, timesheets and other record-keeping methods, standards for volunteer conduct, attendance and punctuality

ATTENDANCE

Federal, State and City laws require CCUA to maintain accurate records of all volunteers' time and attendance. Each volunteer must complete and submit timesheets monthly. Falsification of time and attendance records may result in disciplinary actions.
CONFIDENTIALITY

CCUA’s Opportunity Gardens (OG) program is a “means-tested” service that is provided to low-income residents of Columbia. Program participants must meet certain income eligibility criteria and provide this information to CCUA in order to be accepted into the program. Because of the delicate nature of revealing one’s socioeconomic status and the possibility for exploitation or stigmatization, it is critical that information on OG participants be treated in a confidential manner.

In addition to the OG program, CCUA offers Urban Farm based education to a variety of vulnerable populations, including Head Start students and interns who have received placements at CCUA through probation departments and job services. Again, given the sensitive nature of participation in these programs, it is important that participant confidentiality be upheld at all times.

CCUA also maintains records for Landscaping clients and program donors that need to be treated as confidential. CCUA Coordinators are always available to answer questions about confidentiality at the program.

All information on OG participants and any other vulnerable clients should be considered confidential information. This includes, but is not limited to:

- All identifying information (name, address, SSN, etc.)
- Socioeconomic status
- Any records pertaining to OG participation (application forms, installation forms, mentoring notes, etc.)

There are several ways in which confidentiality is practiced at CCUA. These include:

- Not using OG participants or other vulnerable clients’ names, or any other identifying information, with anyone outside of CCUA, without the expressed, written consent of the participants.
- Ensuring that all written materials identifying vulnerable participants are kept in a secure locked storage container.
- Ensuring that any electronic records of vulnerable participants are secured on password-protected computers, and that these records are not shared outside of CCUA without the expressed, written consent of the participant.
- Select volunteers will receive training on CCUA’s confidentiality policy and sign a confidentiality agreement that is kept in their personal file.

CCUA maintains program files for 7 years. After 7 years, files are scanned and physical copies are destroyed. In the event of legal action, documents are not to be destroyed. The Columbia Center for Urban Agriculture does not share any member contact or otherwise personal information with any other party.
**DISCIPLINARY POLICY**

**Purpose**
To provide a progressive process of discipline for employees and interns, hereinafter referred to as “staff.”

**Policy**
CCUA has a culture of performance evaluations and communication that encourages personal, interpersonal, and professional growth and development. In addition, CCUA must retain the ability to discipline staff where it determines that such action is warranted by the circumstances. Although all staff relationships are terminable at will, at any time, either at the staff’s option or at the option of CCUA, CCUA may exercise its discretion to administer a system of progressive discipline in cases where it deems it appropriate to do so. CCUA adheres to state mandated employment guidelines. Normally, progressive discipline involves performance evaluations, verbal counseling, written counseling, suspension and termination. CCUA reserves the right in its discretion, to deviate from any formal system of discipline if warranted. Accordingly, circumstances may sometimes warrant immediate termination.

**Stage 1. Performance Evaluations**
Performance evaluations will be conducted twice annually with all staff. New staff will receive a review after three months of employment. The purpose of evaluations is to open intentional lines of communication among staff, develop employees professionally, and seek resolution of performance issues. Employees sign and receive a copy of the evaluation.

**Stage 2. Verbal Counseling**
Verbal counseling sessions may take place between staff and supervisors in situations that are deemed less serious in nature. Verbal counseling is the first step in addressing a potentially chronic problem. Every effort to determine and resolve the cause of the problem will be made. Documentation of the verbal counseling will be made, maintained, and shared with all involved.

**Stage 3. Written Counseling**
Written counseling sessions take place between a supervisor and staff when the behavior of the staff: is a repeated problem and verbal counseling has been administered; disrupts the progress of the department in which the staff member works; or disrupts the progress of CCUA. Written warnings will be documented on a Record of Written Counseling. Copies of written warnings will be given to the staff with the original to be placed in the staff’s personnel file.

**Stage 4. Suspension**
Suspension is a more severe action that may be used to continue investigations and/or for constructive improvements. Suspensions are issued when it is determined that a subsequent warning would not suffice or that an initial incident is too severe for a warning yet not sufficiently severe for termination. Suspensions may vary in length, according to the severity of the offense or time needed to investigate incident. Copies of suspension notices will be
given to the staff with the original to be placed in the staff’s personnel file. Suspension notices will indicate the following:

- The reason(s) for the discipline
- The inclusive dates of the suspension
- The staff’s right to appeal
- May or may not include change in wage/compensation

**Stage 5. Termination**

A staff’s employment may be terminated after other disciplinary measures have failed or when a first time incident occurs that is extremely serious. A staff member may be terminated at any time without regard to the progressive steps if he/she commits an offense for which immediate discharge is warranted or if in CCUA’s judgment, the staff’s continued presence would be detrimental to the well-being of CCUA, its clients or staff.

**Level of Severity**

Low  Moderate  High  Extreme
GRIEVANCE PROCEDURES

Principles

- CCUA realizes that there will be occasions when our staff (employees and interns), volunteers, program participants, or other individuals associated with CCUA may wish to formally raise issues or complaints with CCUA staff, volunteers, board and/or policies & procedures. While we would hope that in most cases these could be resolved informally, we will try to deal quickly and effectively with any that remain unresolved, through the following procedure.

- This procedure applies to all staff, volunteers, board members, and other individuals associated with CCUA, but does not confer any contractual rights.

- Any staff pursuing a grievance should continue to work normally while the grievance is being investigated. Generally, the status quo will be maintained during this investigation, unless doing so could result in serious problems for the individual or the company.

- You may ask any CCUA associate or other trusted person to accompany you at any stage of the procedure.

- If your grievance relates to disciplinary action it should be raised under the company’s disciplinary procedure.

- Where a grievance is against your immediate supervisor, the matter should be raised with the next manager above that supervisor. If that option is not available or practical, you may bring the issue to any board member. Board members receiving a grievance have the responsibility to share it with another board member.

- In any collective disputes or grievances, a spokesperson may be selected to represent the group of individuals affected.

Procedure

Stage 1

Any grievance should be raised initially with your immediate supervisor, and should be recorded on a Grievance Report Form. The supervisor should normally respond in writing within five working days and furnish a copy to the Executive Director in the same time period.

Examples:

- VISTA…………………………… VISTA Supervisor
- Staff…………………………….. Executive Director
- Volunteer……………………… Volunteer Coordinator
- Intern…………………………… Education Coordinator
Stage 2
If the matter is not resolved at Stage 1 or within five working days you should refer the grievance in writing to the Executive Director, who should normally arrange a meeting to consider it within five working days of your request. You should clearly set out the reason for referring the grievance to the second stage of the procedure. The Executive Director should respond in writing within five working days.

Stage 3
If the matter still remains unresolved after Stage 2 you may refer the grievance in writing to the Administrative Committee, who should normally arrange a meeting to consider it within 10 working days. You should clearly set out the reason for referring the grievance to the third stage of the procedure. The decision of the Administrative Committee will be given in writing and will be final.
USE OF NAME, LOGO, AND OTHER INTELLECTUAL PROPERTY

For use of the Columbia Center for Urban Agriculture’s name, logo, or other intellectual property, individuals/organizations must receive written permission by a majority vote from the Columbia Center for Urban Agriculture Board of Directors.

POLITICAL NEUTRALITY/CONFLICTS OF INTEREST

CCUA shall not endorse any political candidate. Thus, all volunteers should refrain from associating themselves with CCUA when making political endorsements, volunteering on campaigns, or donating sums of money to political causes. Individuals may lobby as a representative of CCUA on specific lobbying issues with approval of the Board. Volunteers should avoid placing themselves in situations that could be deemed a conflict of interest.

PUBLIC IMAGE AND MESSAGING

CCUA’s motto, “Food is Good,” is the basis of our messaging to the public. Everything we say is framed in a positive light. Very rarely will CCUA publicly criticize a policy, corporation, practice, or person. There is enough gloom and doom out there. All of the work that CCUA does is positive.

ALCOHOL AND DRUGS IN THE WORKPLACE

If an employee, guest or volunteer is found to be intoxicated or under the influence during a CCUA event they will be asked to leave the event. Volunteer intoxication at work will lead to disciplinary actions and/or termination.
APPENDIX A: OFFICE ORIENTATION

Keys
- Volunteers will not likely be given keys
- Lock all doors when you are last to leave
- Draw shades at end of day

Phone
- Long-distance costs money – request permission before making long-distance calls
- Take calls in the conference room or outside
- Phone messages go on pink pad

Internet
- Wireless password above printer

Working in an Open Space
- Keep your voice down
- Short exchanges OK if quiet and close
- Use conference room for meetings/phone calls
- Step outside for phone calls if meeting room is in use

Printer
- Please ask permission before printing. Large quantities should be outsourced.
- Wireless with e-mail address
- Scan-to-computer or flash drive
- Makes copies
- Fax works when hooked up to phone

Office Supplies
- If you need office supplies or stamps, see Site Supervisor or General Manager

Mail
- PO Box 1742, Columbia, MO 65205
- Outgoing mail can go in “outgoing mail” box by General Manager’s desk.
CCUA PROGRAMS

Volunteers are the lifeblood of the organization, and we work hard to create volunteer experiences that allow volunteers to learn and grow with the organization. Volunteer engagement helps ensure the smooth operation of our programs, helps keep us grounded in community centered programs, and provides space for others to get involved.

**Urban Farm Experiences**
School, volunteer, and tour groups learn about the connection between food, health, and the environment through hands-on experience in our diverse garden space.

**Outdoor Classroom**
Connecting school communities to natural systems, with an emphasis on food origins.

**Opportunity Gardens**
Empowers families living with reduced resources to independently grow, cook and preserve food by providing mentoring services and garden supplies.
COMMUNITY SAFETY

Much of the work of CCUA takes place outside of the controlled environment of the office. While conflict with program participants and other members of the public is rare, the work does expose staff and volunteers to individuals, groups, and situations that could put them at risk. In order to best provide for the safety of all staff and volunteers working in the field, CCUA has developed the following Safety Plan. While most of the actions listed are most applicable to volunteers working in the OG program or at the Urban Farm, it is important that all volunteers review these guidelines regularly.

Considerations for Working Out of the Office

- Always make sure others are aware of your location when you are in the field.
- Always carry a cell phone, and ensure that phone is fully charged before heading to a work site. If you do not have access to a cell phone, inform the General Manager.
- Whenever possible, travel and work in pairs. This is especially important for OG staff and volunteers, and includes both installation days and mentoring visits. If going alone to an OG site, inform a staff member where you will be.
- Do not hesitate to ask for assistance from Law Enforcement, other workers, or your supervisor if feeling unsafe in the field.
- Be aware of where the truck is parked, noting an exit plan. Be prepared to leave quickly if needed.
- Lock any valuables in the truck. (But don’t forget to bring your cellphone with you!)
- Be aware of your surroundings. Is the area isolated? Are there unknown people or vehicles parked around the job site?
- Be aware of your attire. Wear shoes that you can move quickly in if necessary. Avoid wearing clothing with logos, graphics, or messages that could be inflammatory or offensive. Carry as few items as possible on your person.
- When you knock on the door, listen to what may be going on at the residence. (Is there fighting, crying, a dog barking, etc.?) Stand to the side of the door, never directly in front of the door. If you don’t feel safe, leave!
- Do not enter a residence without being welcomed in by the occupants, and do not go in unless you feel completely comfortable doing so. Never enter a residence where no one has responded and the door is unlocked or ajar.
- Do not walk around the residence looking in windows when no one answers the door.
- Be aware of how to exit the client home once they have invited you in.
- If invited to sit, be aware of where you sit, so you do not sit on sharp or wet items.
Dealing with an Irate Client/Member of the Public

- Remain calm. Be aware of the tone of your voice and consciously keep your voice low.
- Keep a safe distance between you and the individual. Stand to the side of an individual, never directly in front of them. Never touch someone on the arm or shoulder to calm him or her. This may actually serve to escalate the situation.
- Remove yourself from the situation as soon as possible if you feel threatened. Ask for a cooling off time or reschedule. This also helps a client to regain composure and maintain their dignity.
- Use empathy when possible, however, do not say, “I understand...” This may serve to escalate an already tense situation.
- Show respect and sincerity. Do not tell the individual what to do or how you would handle a situation if you were them.
- Ask for assistance from another worker, Housing Authority staff, or Law Enforcement when needed. Never hesitate to ask for help.

If an Incident Occurs While in the Field

- If an injury occurs, whether or not it requires medical attention, report it to the General Manager within 24 hours.
- Seek medical attention immediately if injury warrants this response (call 911 in an emergency). Notify the General Manager as soon as possible.
- Notify Law Enforcement if a worker is injured by a client or member of the public and file appropriate reports.
- When incidents involve clients, inform a staff member to document in the client’s file.
- Responses to stressful incidents are individualized based on personal experience and history. Supervisors will be available for debriefing.
- Worker safety training will be available to new volunteers by their supervisor.
WORKER SAFETY

Worker Safety Officers
In case of emergency, contact Site Supervisor first!

If unable to reach Site Supervisor, call: Billy Polansky, General Manager, 540-226-3806

Contact Information
573-514-4174
1610 Paris Road
Columbia, MO 65201
www.columbiaurbanag.org
contact@columbiaurbanag.org

Ergonomics--“Work Smarter Not Harder”

- Workers should be aware of the risk of Repetitive Motion Injuries. When a task requires highly repetitive movements for extended periods, this task should be alternated with ones that require different movement. Periodic breaks are recommended.
- Workers shall lift, push, pull, bend, and climb with the muscles in their legs, not the ones in their back. Workers shall lift heavy objects with the help of others.
- Use simple technologies (i.e. ramps, wheelbarrows, dollies, etc.) to move heavy or large objects. Work smarter not harder.
- Keep weeds in the garden shorter than one inch so that workers may use long-handled tools instead of kneeling and bending.
- Immediately report any injuries to a Coordinator.

Tools

- Before operating any tool, workers shall be trained in its proper use.
- Before operating any tool, workers shall make sure it is in working order. After use, all tools will be cleaned, sharpened and returned to the exact location it came from.
- Only those comfortable climbing a ladder should. Anyone using a ladder is required to have a spotter.
- Do not leave tools or supplies where they will create a hazard. Do not leave tools or supplies in any walkway, even temporarily.
- Hoses, extension cords, and twine should be wound-up and stored immediately after use.

Power Tools

- Do not use a power tool unless you have been trained to do so
- Before using any power tool, inspect it to make sure all safety features are intact and in proper working order.
- Always wear eye/ ear protection when operating these tools. This protection is available at all sites.
- After using any power tool, especially saws, unplug and put away.
Gas-Powered Machinery
- Do not use a gas powered machine unless trained to do so.
- Before using any machine, check for any fluid leaks. Check gas and oil levels, refill if necessary.
- Operate vehicles in a safe manner. A valid driver’s license is required while conducting CCUA business in a vehicle.
- If transporting containers of fuel in a vehicle make sure the containers are properly stowed.

Flame
- Before starting any fire, have a fire extinguisher or hose in the immediate vicinity.
- Do not use the flame-weeder, propane burner, or BBQ grill unless trained to do so.
- Do not use this equipment on windy or dry days or in areas where considerable fuel (pine needles, straw, spilled gas, etc.) has accumulated.
- After using this equipment, make certain that:
  - There are no remaining flames or embers.
  - Propane tanks are turned off.
  - Fuel is properly stored.

Digging
Irrigation and electric wires are shallowly buried throughout the farm. Before digging or hoeing in any area ask a Coordinator where these hazards lie.

Personal Protective Equipment (PPE)
Before beginning any job workers shall know which PPE are required to keep them safe.
- Closed-toes shoes must be worn at all times. Anyone not wearing close-toed shoes will be asked to change into them before working.
- Workers are responsible for bringing their own water bottle to work.
- Dust masks are required when excessive airborne dust or debris are present (i.e. while scraping paint)
- Hats shall be worn on sunny days to protect from sunburn. The use of sunscreen up to the discretion of each individual worker.
- Eye protection is required when using power tools, machinery (mower, tiller, weed wacker) and hand tools that can cause flying projectiles (i.e. hammers).
- Ear protection is required when using tools that create excessive noise (i.e. lawn mower, weed wacker, power saws, drills, etc.)
- Sturdy work gloves:
  - Shall not be worn when using power saws.
  - Shall be worn when using flame-producing equipment.
  - Can be worn at the discretion of the employee at any other time than listed above.

Weather
- In the event of lightning, workers shall not work outside until 30 minutes after the last audible or visible lightning strike. If this occurs during a volunteer workday, the workday will be canceled.
• In case of tornado, seek shelter immediately, do not drive.
• In case of extreme heat, workers shall:
  o Wear appropriate PPE (loose-fitting cotton clothing, hats, sunscreen, etc.).
  o Take frequent water breaks in a shady area.
  o Avoid drinks with caffeine, alcohol, or high amounts of sugar.
  o Avoid physically demanding work, unless absolutely necessary.
  o Look out for each other and report signs of heat-sickness to a Coordinator immediately.
  o Cancel volunteer workdays when temperatures of over 105 degrees are forecasted.

**First Aid**
• Call 911 if anyone needs serious medical attention
• Only those with a current certificate in CPR may administer CPR.
• Only those with a current certificate in First Aid may administer any sort of first aid.
• A First Aid Kit and fire extinguisher shall be at every site at any time. The First Aid kit should be checked and restocked monthly; a contents checklist is kept inside the box to make sure all items are accurately stocked.
• Employees and interns shall alert the supervisor in the case of an accident. Any accident will be recorded in the Accident Log. This log lives in the First Aid Kit, along with a checklist for kit contents.
• If a hand or finger requires a bandage, a glove on the bandaged hand is required.

**Volunteer Insurance**
• CCUA has purchased insurance for all Contracted Volunteers to act as a secondary insurance.
• A Contracted Volunteer is a Volunteer who has been through a group orientation and has signed a contract of service for 2-12 months.
• If you are not already insured, it will act as your primary form of insurance.
• Summary of insurance:

  Accidental Death: $50,000
  Accidental Dismemberment Maximum: $50,000
  Accidental Paralysis: $25,000
  Aggregate Limit of Liability: $750,000
  Excess Accident Medical: $250,000
  Deductible: $100
Covered Persons
- All designated, recorded Contracted Volunteers participating in a volunteer project through CCUA.
- All registered Contracted Volunteers participating in supervised and sponsored CCUA activities.

Covered Activities
- Volunteers and Participants are covered while participating in all activities which are supervised and sponsored by CCUA
- See this link for the volunteer accident claim form.
- A claim form MUST be submitted immediately following an accident in order for it to be considered for coverage.

FARM RULES
- Only walk in the grassy aisles, and not in the beds
- Keep all glass containers on the picnic tables
- Wash all dishes that you use
- Put anything you use back where you found it
- Properly dispose of all trash, recyclables and compost
- Use the porta-potty as your bathroom, not the trees or grass.
- Wash your hands after going to the bathroom
CRIMINAL BACKGROUND CHECK POLICY

Purpose
As a community-based not-for-profit organization, CCUA values the safety of the people whom we serve and our employees and volunteers. We want to take prudent measures to attempt to safeguard people and assets from potential harm. Therefore, the Columbia Center for Urban Agriculture (CCUA) has implemented a policy on criminal background checks for employees, independent contractors, members of the Board of Directors and contracted volunteers.

Parts of a criminal background check include:
- A Social Security Number Check
- A national criminal database search
- Searches of county-level county databases for locations where the subject has lived, based on the Social Security Number Check
- A search of the national sex offender registry
- A search of each state’s department of corrections

Criminal background checks are provided by Intellicorp who is accredited by the National Association of Professional Background Screeners: Background Screeners Credentialing Council. A summary of applicant rights under the Fair Credit Reporting Act is attached to this document for reference purposes.

Scope
It is the policy of CCUA to conduct initial and as required criminal background checks on the following people:
- All paid employees of the organization
- All independent contractors who will handle money or work on behalf of CCUA
- All members of CCUA’s Board of Directors
- All contracted volunteers (A “contracted volunteer” is defined as any volunteer assigned to a “volunteer position” and who signs a contract with CCUA.)

CCUA regularly partners with organizations that provide CCUA with short-term volunteer or paid help. (i.e. CARE, AmeriCorps, MU Service Learning, or volunteers from the Columbia Public Schools District). It is the policy of CCUA to request copies of background checks from these community organizations.

It is the policy of CCUA to not conduct criminal background checks on the following people:
- Drop-in volunteers (A “drop-in volunteer” is defined as any volunteer who is not assigned to a “volunteer position” and who does not have a committed schedule or time commitment. For example, volunteers who attend volunteer workdays at the Kilgore’s Community Garden are considered drop-in volunteers.)
- Group volunteers (A “group volunteer” is defined as any volunteer who participates as part of a volunteer event organized by a group representative. For example, a volunteer who comes to the Urban Farm as part of a fraternity’s service project would be considered a group volunteer.)
• One-time special event volunteers (For example, a volunteer at CCUA’s Harvest Hootenanny, is considered a one-time special event volunteer.)
• Anyone under the age of 18 years, since criminal records are not available for juveniles.

Generally, “drop-in volunteers,” “group volunteers,” “one-time special event volunteers,” and volunteers under the age of 18 do not: handle money, work with children, or work on behalf of CCUA. Although, CCUA recognizes that, by nature, scheduling volunteers can be unpredictable and there may be limited circumstances where “drop-in volunteers,” “group volunteers,” “one-time special event volunteers,” and volunteers under the age of 18 may need to handle money, work with children, or work on behalf of CCUA. If circumstances lead to this situation, “drop-in volunteers,” “group volunteers,” “one-time special event volunteers,” and volunteers under the age of 18 shall be accompanied and supervised by a CCUA employee, independent contractor, member of the Board of Directors, or contracted volunteer at all times.

**Due Process**
If a record of criminal conviction is found, the applicant will be given a copy of the criminal history report and asked if it is accurate prior to any final decision. If the applicant disagrees with the accuracy of the report, the applicant may choose to provide other information about his/her criminal history that may be helpful in understanding the circumstances of what occurred. If employment/service is denied to an applicant as a result of information found in a criminal background check, then the applicant must be informed that the decision was made based on this information.

Generally, applicants will be precluded from employment/service if their criminal background check shows a conviction for a: Violent crime, Sex crime, or Financial crime within the past 7 years. A criminal background check that shows any criminal conviction at any point in time shall be reviewed by a panel of at least two people. This ad-hoc review panel will consist of CCUA employees and/or members of the Board of Directors, this panel will be selected by:

• The Executive Director for matters concerning criminal background checks of volunteers, employees (excluding the Executive Director), and independent contractors.
• The Board of Directors, as a body, for matters concerning the Executive Director or members of the Board of Directors.
• These panels will have authority to make a final determination about employment/service. All decisions must be made in writing and kept in the volunteer, employee, independent contractor, or member of the Board of Directors’ personnel file.

**Privacy**
The privacy of the information obtained by CCUA through the criminal background check will be respected and only will be shared with CCUA employees and members of the Board of Directors who have a need to know.

**Cost**
CCUA will absorb all costs associated with the criminal background checks, although volunteers and members of the Board of Directors will have the opportunity to make a donation to help cover the costs associated with their own criminal background check.
A Summary of Your Rights Under the Fair Credit Reporting Act

The federal Fair Credit Reporting Act (FCRA) promotes the accuracy, fairness, and privacy of information in the files of consumer reporting agencies. There are many types of consumer reporting agencies, including credit bureaus and specialty agencies (such as agencies that sell information about check writing histories, medical records, and rental history records). Here is a summary of your major rights under the FCRA. For more information, including information about additional rights, go to www.ftc.gov/credit or write to: Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

- You must be told if information in your file has been used against you. Anyone who uses a credit report or another type of consumer report to deny your application for credit, insurance, or employment – or to take another adverse action against you – must tell you, and must give you the name, address, and phone number of the agency that provided the information.

- You have the right to know what is in your file. You may request and obtain all the information about you in the files of a consumer reporting agency (your “file disclosure”). You will be required to provide proper identification, which may include your Social Security number. In many cases, the disclosure will be free. You are entitled to a free file disclosure if:
  - a person has taken adverse action against you because of information in your credit report;
  - you are the victim of identity theft and place a fraud alert in your file;
  - your file contains inaccurate information as a result of fraud;
  - you are on public assistance;
  - you are unemployed but expect to apply for employment within 60 days.

In addition, by September 2005 all consumers will be entitled to one free disclosure every 12 months upon request from each nationwide credit bureau and from nationwide specialty consumer reporting agencies. See www.ftc.gov/credit for additional information.

- You have the right to ask for a credit score. Credit scores are numerical summaries of your credit-worthiness based on information from credit bureaus. You may request a credit score from consumer reporting agencies that create scores or distribute scores used in residential real property loans, but you will have to pay for it. In some mortgage transactions, you will receive credit score information for free from the mortgage lender.

- You have the right to dispute incomplete or inaccurate information. If you identify information in your file that is incomplete or inaccurate, and report it to the consumer reporting agency, the agency must investigate unless your dispute is frivolous. See www.ftc.gov/credit for an explanation of dispute procedures.

- Consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information. Inaccurate, incomplete or unverifiable information must be removed or corrected, usually within 30 days. However, a consumer reporting agency may continue to report information it has verified as accurate.
Consumer reporting agencies may not report outdated negative information. In most cases, a consumer reporting agency may not report negative information that is more than seven years old, or bankruptcies that are more than 10 years old.

Access to your file is limited. A consumer reporting agency may provide information about you only to people with a valid need — usually to consider an application with a creditor, insurer, employer, landlord, or other business. The FCRA specifies those with a valid need for access.

You must give your consent for reports to be provided to employers. A consumer reporting agency may not give information about you to your employer, or a potential employer, without your written consent given to the employer. Written consent generally is not required in the trucking industry. For more information, go to www.ftc.gov/credit.

You may limit “prescreened” offers of credit and insurance you get based on information in your credit report. Unsolicited “prescreened” offers for credit and insurance must include a toll-free phone number you can call if you choose to remove your name and address from the lists these offers are based on. You may opt-out with the nationwide credit bureaus at 1-888-5-OPTOUT (1-888-567-8688).

You may seek damages from violators. If a consumer reporting agency, or, in some cases, a user of consumer reports or a furnisher of information to a consumer reporting agency violates the FCRA, you may be able to sue in state or federal court.

Identity theft victims and active duty military personnel have additional rights. For more information, visit www.ftc.gov/credit.

States may enforce the FCRA, and many states have their own consumer reporting laws. In some cases, you may have more rights under state law. For more information, contact your state or local consumer protection agency or your state Attorney General. Federal enforcers are:

<table>
<thead>
<tr>
<th>TYPE OF BUSINESS:</th>
<th>CONTACT:</th>
</tr>
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<tbody>
<tr>
<td>Consumer reporting agencies, creditors and others not listed below</td>
<td>Federal Trade Commission: Consumer Response Center - FCRA Washington, DC 20580 1-877-332-4357</td>
</tr>
<tr>
<td>National banks, federal branches/agencies of foreign banks (word &quot;National&quot; or initials &quot;N.A.&quot; appear in or after bank's name)</td>
<td>Office of the Comptroller of the Currency Compliance Management, Mail Stop 8-6 Washington, DC 20219 800-813-8743</td>
</tr>
<tr>
<td>Federal Reserve System member banks (except national banks, and federal branches/agencies of foreign banks)</td>
<td>Federal Reserve Consumer Help (FRCH) P O Box 1200 Minneapolis, MN 55480 Telephone: 866-851-1929 Website Address: <a href="http://www.federalreserveconsumerhelp.gov">www.federalreserveconsumerhelp.gov</a> Email Address: <a href="mailto:ConsumerHelp@FederalReserve.gov">ConsumerHelp@FederalReserve.gov</a></td>
</tr>
<tr>
<td>Savings associations and federally chartered savings banks (word &quot;Federal&quot; or initials &quot;F.S.B.&quot; appear in federal institution's name)</td>
<td>Office of Thrift Supervision Consumer Complaints Washington, DC 20552 800-847-6262</td>
</tr>
<tr>
<td>Federal credit unions (words &quot;Federal Credit Union&quot; appear in institution's name)</td>
<td>National Credit Union Administration 1775 Duke Street Alexandria, VA 22314 703-516-4000</td>
</tr>
<tr>
<td>State-chartered banks that are not members of the Federal Reserve System</td>
<td>Federal Deposit Insurance Corporation Consumer Response Center, 2345 Grand Avenue, Suite 100 Kansas City, Missouri 64108-2030 1-877-275-3342</td>
</tr>
<tr>
<td>Air, surface, or rail common carriers regulated by former Civil Aeronautics Board or Interstate Commerce Commission</td>
<td>Department of Transportation, Office of Financial Management Washington, DC 20590 202-366-1305</td>
</tr>
<tr>
<td>Activities subject to the Packers and Stockyards Act, 1921</td>
<td>Department of Agriculture</td>
</tr>
</tbody>
</table>
**Volunteer Handbook:** I certify that I have read, and understand, the policies and procedures outlined in the Columbia Center for Urban Agriculture (CCUA) Volunteer Handbook either online or in print copy.

**Demographic Disclosure:** CCUA respects all people right to privacy in all forms. Personal information (i.e. Names, Addresses, Telephone Numbers, or Email addresses) collected by CCUA will not be distributed to any external affiliates, businesses, or agencies at any time for any reason. CCUA will only use them for internal mailings, surveys, contact of volunteers, and other rationally useful internal purposes that are deemed necessary in the future.

**Volunteer Work Release:** I attest that my signature below grants that I have read, understood, and agree to all parts of this document in full. I understand that my signature below releases the non-profit organization of Columbia Center for Urban Agriculture from any liability for any injuries or other work related problems that I might incur while working with any of the following, but not limited to: compost, food waste, animal waste, bicycling or other means of transportation, and the use of any and all tools provided for the projects outlined by CCUA (the above list is not an exhaustive list of all potential activities/projects or tools that might potentially be used). I acknowledge that the work performed on these projects/activities could be dangerous and I am volunteering of my own volition and will not hold CCUA accountable for any damages I might incur while participating. I realize and understand that the previously stated projects/activities could be dangerous and I will be my own judge and act in accordance on my own behalf and not engage in activities I do not feel able to perform based on my medical conditions/history, or any other reason that I feel compelled to not participate in said activity.

**Media Consent:** I acknowledge that my signature below means that I have read, understand, and agree to allow CCUA to videotape, photograph, or record my image, voice, or both either before, during, or after any CCUA sponsored event, workshop, or affiliated activity to be used for, but not limited to, the purposes of public relations, fundraising, advertising, education, and community outreach.

I further understand that I waive all claim(s) to recompense for damages from CCUA or affiliates for the use of my image, voice, or both being reproduced for the purposes stated above by CCUA or affiliates. I also waive the right to view or approve the finished photograph(s), video(s), or audio(s) prior to publication by CCUA or other affiliated or nonaffiliated partners (including media coverage via television, print, and/or online).

All photographs, videos, audio recordings, and any reproductions thereof, in addition to tapes, digital files, or other forms of documented media shall be the property of CCUA, unless otherwise noted elsewhere. I understand that my signature makes this a perpetual consent that may only be revoked in writing to the CCUA Education Coordinator. I attest that I am at least 18 years of age, am competent in my own name, and have read the above consent forms, and understand what they contain and agree to their terms.

*By signing this I acknowledge that I have read, and understand, the Volunteer Work Disclaimer:*

**SIGNATURE:** ______________________  **DATE:** ____________________