



VOLUNTEER GUIDEBOOK



Dear Prospective Volunteer,

Thank you for your interest in volunteering with Pueblo Cooperative Care Center. For nearly three decades we have undertaken a challenging and rewarding mission. We rely on the passion and dedication of our volunteers to accomplish our objectives as we extend our services to 36,000 people per year in Pueblo County. We provide critical need services including access to food, clothing and other life essential supports. We operate in an atmosphere that offers love, hope and purpose and we offer many volunteer opportunities for you to reflect on as you move forward in your desire to serve our communities.

We are southern Colorado's largest emergency critical need crisis center and becoming a volunteer is considered by many to be an honor and a privilege. We remain steadfast on our faith-based objectives, and individuals from diverse spectrums desire to be a part of our organization. We believe that we have a perfect match for your skills and we encourage you to read this *Volunteer Guidebook* in finding just what's right for you!

Shifts for volunteers vary depending on their role, and every volunteer is requested to establish a *minimum commitment* of 3.5 hours per day, one day per week for a period of six months. We do understand that at times life emergencies or other issues come up, but an individual's ability to maintain this commitment is expected. Volunteer commitment is essential for our successful operations, and we pride ourselves on our ability to be empathetic and address our volunteer needs for the common good.

After reviewing this *Volunteer Guidebook*, if you can't quite make a decision to volunteer or not just give us a call. We would be happy to schedule a tour, so you can learn more about our facility and operations. We are confident you will find a home at Pueblo Cooperative Care Center and we welcome you to be a part of this amazing journey. If you elect to volunteer, your experience will be fulfilling and enjoyable. Regardless of your decision, we thank you for your interest in helping us do what we strive to do every day. We bring people in need just a little closer to a better tomorrow. Make a difference!

Corry Higbee

Corry Higbee
Executive Director



THE CORE VALUES OF PUEBLO COOPERATIVE CARE CENTER

Respect

We believe that people in need have value and dignity.

Honor

We believe that to honor the poor is to honor God.

Honesty

We are called upon to be trustworthy and effective stewards of our resources.

Appreciation

We nurture the spirit of volunteerism, the act of generosity and the commitment to excellence.

Wisdom

We depend on God's guidance to direct our decisions.

Unity

We encourage a sense of ownership, spirit and pride among staff, volunteers, church partnerships and public constituencies.

Commitment

We stand by our mission to serve the poor.



Our Mission

The mission of Pueblo Cooperative Care Center is to provide Pueblo County access to food, clothing and other critical life support services to individuals and families in need.

Do not judge, and you will not be judged. Do not condemn, and you will not be condemned. Forgive, and you will be forgiven. Give, and it will be given to you. A good measure, pressed down, shaken together and running over, will be poured into your lap. For with the measure you use, it will be measured to you."

Luke 6: 37-38

Our Vision

Pueblo Cooperative Care Center envisions communities in Pueblo County that are free from hunger, physically, emotionally and spiritually healthy; adequately clothed, economically stable, safe to live in and enriched by self-actualizing productive citizens.

"I will heal my people and let them enjoy abundant peace and security."

Jeremiah 33:6

Our Guiding Principle

Pueblo Cooperative Care Center is an atmosphere that extends hope, value and purpose.

"For I know the plans I have for you," declares the Lord,

"plans to prosper you and not to harm you, plans to give you hope and a future."

Jeremiah 29:11





VOLUNTEER GUIDEBOOK

OUR HISTORY AND SERVICES

In 1982, Pueblo Cooperative Care Center was established to provide services to individuals in the Pueblo community. Founded as an emergency crisis center, the center now serves greater Pueblo County and remains faith-based to this day. Established by five local churches with support from the Colorado Fuel & Iron Corporation (CF&I) as an emergency food assistance program, the goal was to address the needs of over 800 families devastated by loss of employment. CF&I, now known as EVRAZ Rocky Mountain Steel, reduced the workforce by up to 1,000 employees in a single week. These individuals relied heavily on CF&I for employment as did the Pueblo community. In addition, Colorado's statewide recession was challenging to the city of Pueblo as its lifeblood was manufacturing. Pueblo endured eight consecutive years of double digit unemployment and the community population dropped by nearly 10%.

Pueblo survived and so did Pueblo Cooperative Care Center. We now have support from over 60 churches, businesses, corporations, foundations, civic organizations, individuals and Pueblo City and Pueblo County governments. Known as the hub for serving individuals in crisis, the center is the largest emergency crisis center in southern Colorado. We are committed to fulfilling our mission through six primary assistance programs.

- Emergency food assistance,
- Clothing (newborn through adult),
- Personal Hygiene Essentials (basic needs),
- Emergency Transportation (inner-city),
- Medical Prescription Assistance (original prescription from Pueblo, CO required), and
- Voucher Programs, including Colorado Identification Card, Colorado Driver's License, Birth Certificates, Death Certificates, and Diabetic Vouchers (a prescription from a Pueblo County doctor is required).

Emergency Food Assistance: The Pueblo Cooperative Care Center Food Sack program provides foods such as beans, rice, flour, sugar, meats, breads, cereals, canned goods and other essential items to clients at no cost. The contents of food sacks are carefully planned and prepared to ensure basic nutritional value.

Clothing: Pueblo Cooperative Care Center provides clothing, shoes and other items to individuals at no cost. The program supports day to day needs, clothing to report to a job or job interview; school, court, or for other requests made by outside agencies such as the Colorado Department of Corrections, Pueblo County Jail, Pueblo County Sheriff, Pueblo Police departments, Victims Assistance and Probation. Clothing is provided for newborns through adults as available.



Personal Hygiene Essentials (Basic Needs): We try to emphasize good personal hygiene practices in an effort to help clients lead healthier lives. Every household is allowed assistance with personal hygiene products (combs, brushes, toothbrushes, toothpaste, body soaps, shampoo, feminine hygiene products, etc.) at no cost and as available for distribution.

Emergency Transportation: We offer emergency transportation to clients in the form of bus passes for inner-city transportation at no cost. Clients must need transportation to see a doctor, acquire medical prescriptions, attend a funeral for an immediate family member or go to a job interview. Every household is allowed assistance on a priority need basis. These services are primarily utilized by senior citizens and individuals with disabilities.

Medical Prescription Assistance: Every household is allowed assistance paying for medical prescriptions on an *as needed basis* up to \$75.00. The client is required to use our selected pharmacy provider at this time. This program is especially beneficial for senior citizens, veterans or parents of children who have difficulty with copayments. The original prescription from a Pueblo County based physician is required to participate in this service at no cost to clients.

Voucher Assistance: We provide vouchers to clients at no cost for Colorado ID cards, Colorado Driver's Licenses, Birth or Death Certificates and Diabetic vouchers. Specific rules must be adhered to for a client to receive any type of voucher and they will not be duplicated if lost, stolen or beyond the defined utilization dates. With diabetic vouchers, an original prescription from a Pueblo County based physician is required and the client must use our pharmacy provider.

The population that we serve is quite diverse as we serve individuals who are experiencing situations in their life that are difficult and often unimaginable. We primarily serve low-income individuals and families, unemployed, the homeless and the transient populations. Our clients include U.S. military veterans, senior citizens who live on fixed incomes, individuals with intellectual or developmental disabilities, individuals and families who are experiencing a temporary financial or medical crisis, and some are just people who just need short term assistance. We do not judge our clients and we do not question their integrity. We do however follow specific rules in determining the types of services they are eligible for and we provide those services at a zero cost to clients.

WHY DOES PUEBLO COOPERATIVE CARE CENTER EXIST?

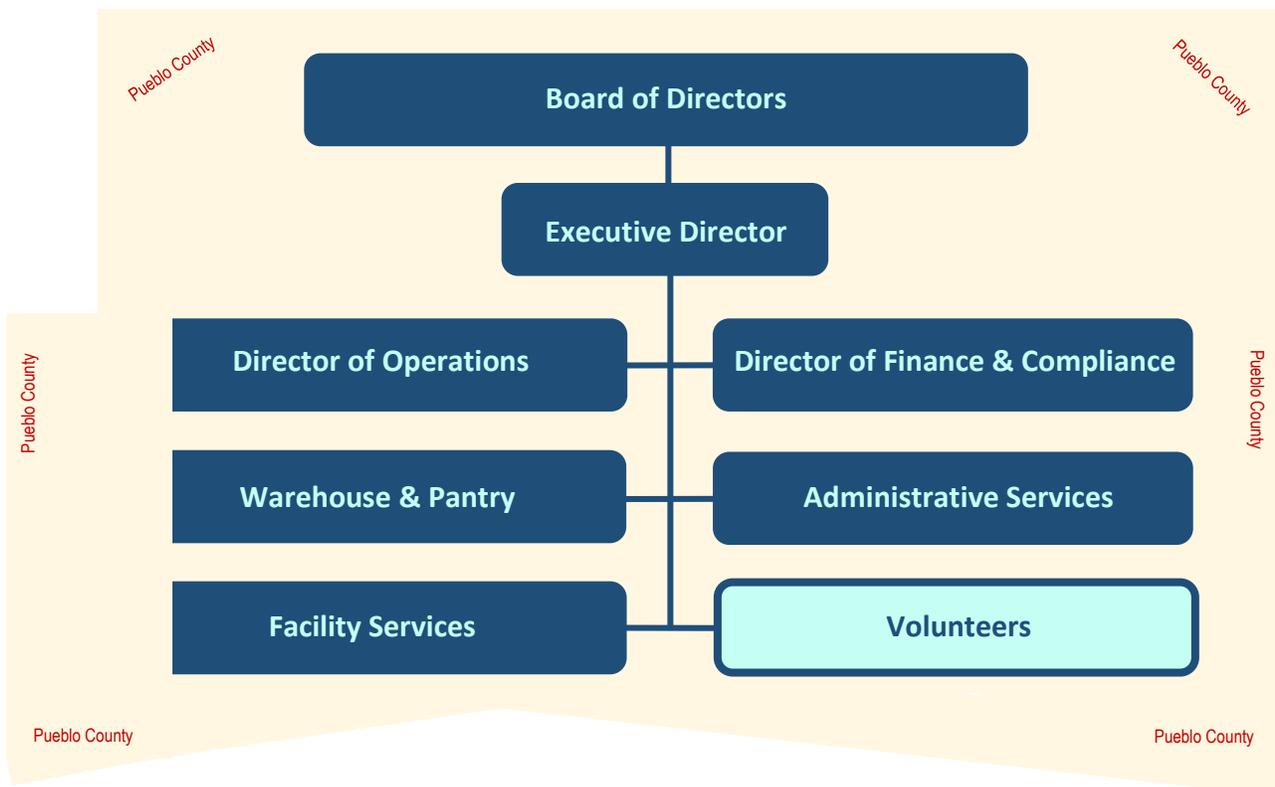
It has been estimated that over 20% of the population in Pueblo County faces some form of food insecurity. Pueblo Cooperative Care Center reaches into 19.6% of the households in Pueblo County as well as serving other populations including the homeless and transients. This means that 1 out of every 7 individuals in Pueblo County has challenges or difficulties getting their next meal. Pueblo Cooperative Care Center provides essential services and our volunteers are a priceless and irreplaceable community resource in meeting this need.



Every day we strive to provide services to those who need help the most. Without our volunteers we would not be able to meet our objectives or support our communities. Volunteers must know and understand Pueblo Cooperative Care Center policies and procedures to ensure a safe, productive and efficient work environment. This Volunteer Guidebook introduces you to the basics of working at Pueblo Cooperative Care Center and we are always available to provide further information. You are encouraged to ask questions or discuss volunteer activities and expectations at any time.

The Pueblo Cooperative Care Center administration is responsible for assigning and coordinating the work of every volunteer. Our goal is to make your volunteer activities with Pueblo Cooperative Care Center a positive experience. We ask that you be flexible and cooperative, and that you show up on time, maintain a positive attitude and work diligently together with peers and administrators. We try to do something every day that brings people closer to a better tomorrow. Make a difference!

PUEBLO COOPERATIVE CARE CENTER



Non-Discrimination Statement: Pueblo Cooperative Care Center does not and shall not discriminate on the basis of race, color, religion, gender, gender expression, age, national origin, disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and firing of employees, selection of volunteers and vendors and in the provision of services. We are committed to providing an inclusive and welcoming environment for all clients, members of our staff, volunteers, subcontractors and vendors.



For Pueblo Cooperative Care Center to operate efficiently, it requires no less than 25-30 capable and enthusiastic individuals every day who hold diverse sets of knowledge and skills. Listed below are general volunteer positions with a brief outline of required duties. Additional information on these positions may be found on the Pueblo Cooperative Care Center website located at <http://www.cooperativecare.org>. You may also contact us for printed copies upon request. This list is by no means comprehensive or complete, and we invite you to contact us if you have any additional skills you would like to offer to Pueblo Cooperative Care Center. *We need your expertise, so we can better serve our communities!*

Client Intake: Registering, gathering and providing information or resources to clients who are accessing services at Pueblo Cooperative Care Center.

Client Interviewer: Meets with clients on a one-to-one basis and interviews them to obtain personal information prior to their receipt of services.

Clothing Sorter: Sort, size and evaluate donated clothing, shoes and other items to assure that all items received by clients are clean, neat in appearance and appropriate to their needs.

Data Entry and Reporting: Enters client data into database management software on a computer for processing and reporting needs. This position requires the ability to manage a large amount of sensitive and confidential information, typing (keyboarding) skills and adequate information technology (IT) knowledge and utilization skills and abilities.

Driver and Warehouse Support: Complete community deliveries or scheduled pick-ups of identified items in organizational vehicle. Maintains vehicles, warehouse cleanliness and assists warehouse supervisor as needed.

Filing Clerk: Engages in file management, maintenance and organization of records using designated filing systems. This position requires knowledge for creating, accessing and organizing important documents and client records, and is expected to protect and update files, and possess an understanding of confidentiality, data protection, computer systems and networks.

Food Sorter: Sort food products received at Pueblo Cooperative Care Center in preparation for their distribution to clients accessing services.

Food Pantry Sacker: Place specific food items from identified food groups into paper sacks, marking each sack with the date it was packaged and the size of food sack in advance of distributions to clients accessing services.

Food Pantry Server: Gather and distribute basic food sacks and other items (hygiene, dental, toilet paper etc.) according to client needs and eligibility. May assist clients in transporting items to their vehicle. Professional security personnel are available as needed.



Olive's Closet: Assist clients as they search for new and gently used clothing, shoes and other items to meet their needs. This is a boutique clothing environment with zero cost to clients.

Receptionist: Answers telephone calls during normal hours of operation and responds to caller inquiries with reliable, accurate and appropriate responses including referrals to other community resources and agencies.

Security: Maintains safe and secure environment for employees, volunteers, clients and vendors by patrolling and monitoring Pueblo Cooperative Care Center premises and personnel.

Warehouse Support: Assist in warehouse and pantry areas, accepting and documenting donations, issuing donor receipts, logging donations as received and preparing items for transportation to appropriate areas within Pueblo Cooperative Care Center.

ORIENTATION & TRAINING

Every volunteer serving at Pueblo Cooperative Care Center is required to complete a volunteer application prior to starting in any position. Program-specific orientation and job training are coordinated by the staff at Pueblo Cooperative Care Center, followed by on-the-job training with individuals serving in that position. One-on-one mentoring with staff and experienced volunteers will be provided. As warranted, a volunteer may be requested and is expected to attend in-service education sessions as needed.

TIME COMMITMENT

Shifts for volunteers can vary depending on the position an individual is volunteering for. All volunteers are asked for a minimum commitment of three and a half (3.5) hours per day, one day per week for six months. An individual's ability to maintain this commitment is expected.

CONFIDENTIALITY

Pueblo Cooperative Care Center is required by law to protect the confidentiality of our client information, and owns equipment, furnishings, proprietary and non-proprietary materials; and other property that supports our ability to provide services to clients. Volunteers may be exposed to private information about clients, employees and organizational operations or about other volunteers in the regular course of their duties. To respect the dignity and privacy of all people affiliated with Pueblo Cooperative Care Center, client, employee, organizational and volunteer information is to be used only for Pueblo Cooperative Care Center business and is to be kept as confidential. Volunteers are not to discuss private, confidential information at any time.



WORKPLACE ACCESS

Pueblo Cooperative Care Center has only authorized certain individuals for secured facility access by means of keys issued by the Pueblo Cooperative Care Center Board of Directors. These individuals have been issued security codes for the electronic security alarm system and access to video surveillance systems. Volunteers are requested to enter and exit the facility on the East side of the building through the door designated as *Authorized Personnel Only*. Due to safety concerns, no individual is to enter or exit the facility through the warehouse at any time.

WORKPLACE HARASSMENT

Pueblo Cooperative Care Center is committed to providing a work environment for all employees and volunteers that is free from harassment and discrimination. Volunteers are expected to conduct themselves in a professional manner and recognize that every individual has the right to be treated fairly and with respect. There will not be any exceptions to this policy at any time. No inappropriate comments will be tolerated and verbal and/or physical abuse by any individual is to be reported immediately to Pueblo Cooperative Care Center administration where an investigation and appropriate actions will be taken.

USE OF ORGANIZATIONAL RESOURCES

Pueblo Cooperative Care Center is a nonprofit, public emergency crisis center. Every donation or item purchased by Pueblo Cooperative Care Center is the property of Pueblo Cooperative Care Center and will only be used to support our greater mission. No Pueblo Cooperative Care Center resource, including money, clothing, food, property, etc. is to be used for personal gain by any volunteer or employee. Volunteers may consume certain food items while engaged in volunteer activities, but they are not entitled to take food outside the facility. If a volunteer becomes a client of Pueblo Cooperative Care Center, they must relinquish their volunteer duties at Pueblo Cooperative Care Center until their situation changes and a redetermination is made.

VIDEO SECURITY AND MONITORING

Every function and process at Pueblo Cooperative Care Center can be challenging at times. Due to the nature of the services we provide our communities, we are aware that there are security risks to consider at all times. Pueblo Cooperative Care Center enhances facility security through the use of video recording and surveillance monitoring. This help to strengthen operations, stops or minimizes the chances of crime and are highly effective should security issues occur. These systems assist us in being able to pinpoint problematic activities and take appropriate actions when needed. These security applications also allow security personnel the opportunity to manage different responsibilities while on the job. The systems were installed to significantly increase safety in the workplace and are not intended to be intrusive for any individual.



PERSONAL PROPERTY

Volunteers are advised not to bring purses, wallets, backpacks, cell phones, or other items of value to Pueblo Cooperative Care Center or leave their property unattended. Volunteers should lock their vehicles and they may store personal property in the Pueblo Cooperative Care Center administrative area upon request. Pueblo Cooperative Care Center is not responsible for the loss or theft of personal items.

DRESS CODE

Work attire is casual at Pueblo Cooperative Care Center and volunteers should maintain appropriate standards of neat dress and grooming. The key point in determining what is appropriate workplace attire is the use of common sense and good judgment. Volunteers should apply a personal dress practice that is deemed appropriate and conducive to their work environment. Requests for interpreting this guideline should be directed to the Pueblo Cooperative Care Center administration. While volunteers may wear casual clothes, attire that should not be worn includes:

- Clothing that does not fit correctly or is too tight or too loose;
- Clothing that is unfashionable (faded, stained, discolored, torn, ripped, or frayed);
- Clothing that is not generally neat in appearance or has missing buttons;
- Sandals, flip-flops or similar footwear in the pantry and warehouse areas;
- Shorts, halter tops or gym wear;
- Clothing with offensive slogans or pictures, profanity, nude or seminude pictures, offensive gestures, suggestive images, political slogans, gang affiliations or advertisements for inappropriate products or services;
- Undergarments worn over regular clothing.

If unacceptable attire is worn to Pueblo Cooperative Care Center, the Executive Director or their designee will be notified and will hold a personal, private discussion with the volunteer to advise and counsel them regarding the inappropriateness of their attire. If attire is worn that was previously deemed to be unacceptable, the Executive Director or their designee will hold a private discussion with volunteer and ask them to go home and change their clothing immediately. Repeated policy violations could result in disciplinary action, up to and including a volunteer privilege revocation.

Pueblo Cooperative Care Center prefers that there be no visible piercings or tattoos, although piercings and tattoos that are inoffensive are allowed. The Executive Director or their designee is responsible for monitoring and enforcing this policy. Pueblo Cooperative Care Center will make every effort to accommodate a volunteer's religious or national customs that affect the way they dress in the workplace. Every request will be considered on a case-by-case basis.



PERSONAL HYGIENE

Volunteers are expected to maintain a high level of personal hygiene and be neat in their appearance at all times while serving at Pueblo Cooperative Care Center.

SMOKING POLICY

Smoking is not allowed anywhere on Pueblo Cooperative Care Center property, including in the building, around the building, at distribution or donation locations or entrances and exits.

WELLNESS

Every volunteer should be healthy and ready to engage in and fulfill their volunteer expectations. Volunteers should not come to Pueblo Cooperative Care Center when sick or experiencing health challenges. If this is the case, please do not come to the facility. Staff reserves the right to ask a volunteer who appears to be unhealthy to leave the facility until fully recovered.

CLOSURES AND DELAYS

Pueblo Cooperative Care Center uses FlashAlert (www.flashalert.net), a web-based system for delivering important schedule changes like inclement weather closures or emergencies directly to the public through FlashAlert Messenger. To receive Pueblo Cooperative Care Center emergency information notifications, you will need to download the FlashAlert application and self-register using your primary email address. You can also add two additional email addresses and receive emergency information just moments after it is posted by Pueblo Cooperative Care Center. There is no cost to you for this service.

FlashAlert also uses an application by which the emailed information is pushed immediately to your smart phone through the app once it is downloaded to your phone. You can download the FlashAlert app from the App Store (Apple App Store, Google Play Store) and choose how you wish to receive the information, by text or email.

Pueblo Cooperative Care Center recognizes the fact that inclement weather or emergencies affects our ability to perform operations. This includes a volunteer's ability to get to or from the workplace. The safety of volunteers is a priority in any emergency situation. While emergencies and inclement weather days are infrequent, Pueblo Cooperative Care Center will remain closed for the briefest time possible. Here are the main guidelines for weather closures:

1. One foot or more of snow falls,
2. Flooding affects transportation,
3. Electricity is unavailable,
4. Heat is unavailable (winter),
5. Pueblo County and Pueblo City Governments are closed,
6. Pueblo School District 60 and Pueblo School District No. 70 are closed, or
7. The Governor of Colorado declares a state of emergency.



In the event of a closure, notifications are announced by Pueblo County news media as well as on our Pueblo Cooperative Care Center website. If local school districts delay the opening of schools, Pueblo Cooperative Care Center will delay opening for the same duration to allow for the safe travel of volunteers. If school is not in session, Pueblo Cooperative Care Center administration will determine if the facility will be closed and make proper notifications.

TELEPHONE AND COMPUTER USE

The telephone communication system and all computers are for conducting official business. Volunteers are permitted to make phone calls as needed and should ask for assistance as warranted. Pueblo Cooperative Care Center computer systems are reserved for operational use only and are only available to those by those volunteers assisting with daily operations.

BREAKS

Volunteers may take reasonable breaks while volunteering. Food and open beverages are not allowed in the Client waiting room, Intake, Interviewing, Clothing Sorting Room, Olive's Closet, the Pantry (except in designated areas) and the Warehouse. Food is to be consumed only in designated areas and volunteers are welcome to bring food and drinks to place in the break room refrigerator. All personal foods and beverage items should be labeled and dated.

SUBSTANCE ABUSE

No individual may use, possess, distribute, sell or be under the influence of alcohol or illegal drugs while on Pueblo Cooperative Care Center property or while engaged in Pueblo Cooperative Care Center operations. The legal use of prescribed drugs is permitted if it does not impair an individual's ability to safely and effectively perform their essential job functions.

PARKING

When reporting to volunteer duties at Pueblo Cooperative Care Center, volunteers may park their vehicles in the parking lot located on the East side of our facility. Entrance to the parking lot is on 8th Street and is the Northwest entrance. We have two (2) drive through locations, one is for entry and the other is for exiting the lot. Entrances and exits are marked with one-way arrows on the pavement. Street parking may be available, but in most areas is designated with a 30-minute to 2-hour parking limit. Please do not park in parking spaces close to our building and *do not park* in adjoining business parking areas as most of them are assigned or paid parking. Vehicles that are subject to towing or receiving parking citations are the sole responsibility of the volunteer.

VEHICLE USE

Staff and volunteers must go through a driver approval process and be formally approved through insurance carriers to operate any Pueblo Cooperative Care Center vehicle or equipment.



No individual may operate any vehicle or equipment without prior authorization. All trash is to be removed from vehicles immediately upon departure. Eating or using a mobile phone in vehicles while driving is prohibited, and beverages are only allowed in vehicles if they have a spill-proof cap or secure lid.

TRAINING

Pueblo Cooperative Care Center will schedule the training of volunteers in their basic volunteer position responsibilities. The majority job knowledge is acquired by volunteers with on-the-job training. A new volunteer will be assigned to work with an experienced volunteer until they are comfortable in working in that position alone with staff oversight. Pueblo Cooperative Care Center strives to continually update and educate volunteers on important issues including available resources, food safety, workplace safety, and the basics of safe lifting.

SUPERVISION

Pueblo Cooperative Care Center administration will provide supervision of all volunteers and make assignments to coordinate daily work requirements as needed.

SAFETY AND CLEANLINESS

Pueblo Cooperative Care Center strives to maintain the highest standards of cleanliness to ensure public safety. The facility is cleaned daily, and staff designates cleaning assignments as warranted. Every employee and every volunteer should wash their hands before and after cleaning tasks and when handling food products. Duties may include: cleaning the restrooms each day, emptying trash cans, cleaning sinks, sweeping and mopping floors, vacuuming furniture, and is to include all areas within the facility. Staff will advise when the break room, coolers, and freezer need to be cleaned.

When washing your hands, make sure you wash with warm soapy water for at least 30 seconds. Please alert staff or administration if you observe any signs of insect, rodents or other infestation. Hands should be washed after using the restroom, coughing, sneezing or touching of the face or head. All surfaces (counter tops, tables, chairs) should be cleaned after each usage to reduce the possibility of cross-contamination.

WORKPLACE SAFETY

Workplace safety is a high priority at Pueblo Cooperative Care Center. In order to promote and maintain a safe working environment, Pueblo Cooperative Care Center policies need to be fully understood and followed. Violations of any policies could result in a disciplinary action up to the dismissal from volunteer responsibilities. Please bring any safety concerns to the attention of Pueblo Cooperative Care Center staff or administration.



To promote a safe work environment, the following practices are to be followed:

- Minimal use of cell phones within all work areas,
- Headphones (earbuds) use from any electronic device is prohibited,
- The mixing of chemicals is prohibited,
- Climbing on shelves, sitting or standing on partial walls, sitting or standing on carts, or standing or sitting on scales is prohibited.

The best practices when volunteering for Pueblo Cooperative Care Center include:

- Do not maintain close personal contact with clients,
- Keep aisles and walkways clear,
- Refrain from placing food items on the floor (this is a health regulation),
- Place items only in designated locations, away from doors and high traffic areas,
- Clean up spills immediately,
- Use "Caution" signs to indicate wet floors (dry immediately),
- Use a safety ladder when retrieving items above eye level,
- Alert others near you of your movements to avoid collisions or other accidents,
- Learn and use proper lifting procedures, even when loading/unloading vehicles,
- Use cleaning products as directed by the manufacturer, use proper protective gear and never store chemicals around food items.
- Material Data Safety Sheets (MSDS) will be made available should any volunteer have a concern regarding our cleaning products.
- All injuries, accidents and other incidents need to be reported to the Executive Director, Director of Operations or Director of Finance and Compliance as soon as possible.
- Carts are to be pulled, not pushed, through the warehouse and pantry areas

All situations or problems brought to the attention of the Executive Director, Director of Operations or Director of Finance and Compliance will be reviewed to determine if an appropriate course of action is warranted. In the event of the termination of a volunteer worker (including students), the Executive Director, Director of Operations or Director of Finance and Compliance will notify the volunteer of their termination and contact the appropriate organization to inform them of the termination action.

VOLUNTEER SCHEDULING

All scheduling is monitored and managed by Pueblo Cooperative Care Center. If a volunteer needs to cancel a scheduled shift for any reason, they must notify the Executive Director, Director of Operations or Director of Finance and Compliance as soon as possible. Pueblo Cooperative Care Center requests a 24-hour notice but will work and support volunteers as needed.



TRACKING VOLUNTEER HOURS

Pueblo Cooperative Care Center tracks volunteer hours for many specific purposes. *Community Service Volunteers* (courts, schools, organizations) must sign-in upon arrival at Pueblo Cooperative Care Center and sign-out prior to departure. This is very important for Pueblo Cooperative Care Center and addresses a safety concern for security or emergency personnel should their services be warranted.

If any volunteer requires a copy of their community service hours for school, court or other reason, please give Pueblo Cooperative Care Center at minimum of 48-hours prior notice.

The entire Pueblo Cooperative Care Center workload is dependent upon volunteers. Volunteers are expected to work established schedule and to honor and maintain their commitments. Volunteers are not generally permitted to come in to Pueblo Cooperative Care Center whenever they desire, and volunteers who wish to come to Pueblo Cooperative Care Center at a time for which they are not scheduled should provide a 24-hour advanced notice (preferred). This does not apply if a volunteer is contacted and requested to cover another volunteer in their absence. We are grateful that you are helping Pueblo Cooperative Care Center provide services to Pueblo County. We appreciate everything you do in support of our mission and our top priority is to uphold our faith-based traditions. We strive to offer a safe and efficient workplace for everyone involved.

HELP US TO GET THE WORD OUT

We encourage you to help increase the awareness of our organization by using your own social media accounts. Just reflect on your volunteer involvements at Pueblo Cooperative Care Center and share your experiences with family and friends. Encourage them to get involved and post some stories about our history, the services we provide, our partnership opportunities, our annual events and especially our monthly calendar of needs! Help us to get the word out so we can assist more people who need our help!

STILL HAVE SOME QUESTIONS?

Don't worry if you still have questions, many people do. Just pick up the phone and call us at (719) 543-7484 or send an email to info@cooperativecare.org. We will get back in contact with you as soon as possible with the best answers we have. We need your help and we can't wait to meet new people who want to make a real difference in our community. Just to add some intrigue to this equation, remember this one simple declaration:

“YOUR LIFE WILL CHANGE AS MUCH OR MORE THAN THE LIVES OF THE PEOPLE WE SERVE.”

THANK YOU

**FOR CONSIDERING TO VOLUNTEER AT
PUEBLO COOPERATIVE CARE CENTER!**

**YOU CAN MAKE A
DIFFERENCE**

