

# **WELCOME TO NEW HOPE COMMUNITY BIKES**

## **Volunteer Manual**





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## WELCOME!

Dear Volunteer,

On behalf of our Board of Directors and team of staff, welcome to New Hope Community Bikes. As a volunteer, you compliment our staff and enhance the programs that we offer. By providing us with your time, talents, skills, and support you help us live out the vision of NHCBC in a meaningful way. Your willingness to support our organization not only demonstrates your passion for cycling but your commitment to community.

My hope is that your experience with New Hope Community Bikes will be positive and fulfilling. The following information in the manual will help you understand the roles and responsibilities of our volunteers.

We are grateful for you and your willingness to work with us. Welcome to the team!

Sincerely,

Tammy Heidbuurt  
Executive Director

## MISSION

New Hope Community Bikes is a learning hub for building and repairing bikes, offering safe cycling education, providing access to affordable transportation, and fostering a diverse and inclusive cycling community.

## VISION

Building community through bicycles

### 3 CORE VALUES

- Community: It is everyone's bike shop for everyone.
- Care: We care about our neighbours; we love our neighbours and our neighbourhood, and we want it to be better. This includes active healthy living, safe cycling and access to transportation.
- Repair: We believe that God is at work in restoring all things, and that fixing bikes is part of this story of redemption--all things being made new!

## BOARD OF DIRECTORS

The Board of Directors are dedicated volunteers who serve New Hope Community Bikes by overseeing the health and wellbeing of the organization. They use their skills, experience, and



passion to protect the organization and give oversight to its direction, so that it may grow and thrive with integrity.

## **TYPES OF VOLUNTEER OPPORTUNITIES**

In addition to serving on The Board, there are many other ways in which volunteers with New Hope Community Bikes (hereafter referred to as NHCB) use their experiences, skills and talents to further the vision of New Hope - building community through bikes.

### **Volunteer Mechanic and/or Shop Worker**

Volunteer Mechanics have the opportunity to work in the shop or at one of NHCB's program or events repairing or refurbishing bikes. Volunteers at the shop assist with refurbishing donated bikes, repairs for customers, and assisting community members with their own repair projects (DIYs). Volunteers will also support community members with purchasing bikes, finding used/new parts and overall contributing to an inviting and inclusive space through their positive engagement with others, and their contribution to maintaining a clean workspace that is inviting for all who use it. Volunteers can also support our programs by maintaining our fleet of bicycles as well as conducting repairs on community member's bikes.

### **Cycling Without Age (CWA)**

An individual working with Cycling Without Age (CWA) will be working with a senior population, providing rides on a Trishaw which is an E-assist tricycle. Volunteers will have the opportunity to either pilot the Trishaw or be a buddy cyclist to the pilot. Individuals will interact with participants and staff at senior residences. Other volunteer roles include being site coordinators (collaborating with staff from senior organizations to ensure a full schedule of pilots and riders).

### **Ride Smart**

A Ride Smart volunteer will help execute the Ride Smart cycling education program for youth or new adult riders. In this program, volunteers will facilitate cycling drills with groups of youth ages 8-12 either in schools or at community events. Volunteers will work with a NHCB staff to teach skills such as: rules of the road, braking, turning. As a team, they will cheer on and encourage cyclists in their cycling journey.

### **Women's Programming**

An individual volunteering with our Women's programming will organize and participate in events geared towards women. These include Basic Bike Repair (BBR) courses and Tour de Cafe cycling events. Volunteers will lead or sweep a ride, prioritize getting to know members of the Women's Programming group, plan rides for Tour de Cafe, lead/assist BBR, and/or help staff expand women's specific events within the cycling community. Volunteers with this program will need to be able to fix a flat tire (or be willing to grow in this proficiency), understand the rules of the road for cyclists, and feel comfortable to support a large group of riders.



## RECRUITMENT AND SELECTION

New Hope Community Bikes (NHCB) is a charity that works within the Hamilton, Ontario community as well as throughout Ontario. In combination with hired staff and volunteers, NHCB is able to live out their mission of building community through bikes. Below you will find the scope and sequence of how NHCB onboards volunteers.

### Recruitment

Interested persons will see volunteer opportunities on NHCB webpage (<https://www.newhopecommunitybikes.com/>), social media platforms, and/or learn of opportunities through word of mouth. Everyone is encouraged to tell friends and family about volunteer opportunities.

### Expression of Interest

Individuals will connect with NHCB regarding their interest and will be prompted to start the volunteer application process.

### References

Volunteers may be asked to provide references. References will be contacted by a NHCB senior staff member.

### Police Checks/Vulnerable Sector Checks

NHCB works within a vulnerable sector of people in various programs. Personnel includes children under 18, the elderly, and those because of their age, disability, or other life circumstances are at a greater risk of being harmed. Volunteers are in a position of authority when teaching or instructing. Where needed, volunteers may be asked to have a vulnerable sector check completed based on the type of volunteering role.

Vulnerable sector checks must be delivered to NHCB prior to volunteering. Failure to complete a police check will postpone the volunteers' ability to participate in volunteer opportunities.



## PROCESS OF APPLYING FOR VOLUNTEERS

### Step 1

Volunteer approaches NHCB with interest in volunteering for one of the programs or services NHCB offers and is directed to view New Hope Community Bikes' webpage or other mediums regarding volunteer work and programs.

Potential volunteers will complete an intent survey providing information to NHCB regarding their program interest and personal availability. This survey will allow NHCB staff to streamline further training based on the program of choice.

### Step 2

NHCB staff will connect with potential volunteers regarding attendance to Volunteer Orientation Events. Participants will also be further informed of the programs that NHCB offers so that they can decide where their skills could be best used. Potential volunteers will also get a sense of the process to sign up for time slots or be notified about volunteer opportunities.

### Step 3

Prospective volunteers will participate in an informal interview with the focus of the interview being dependent on which program or activity is of interest to the prospective volunteer (Mechanics, Ride Smart, CWA, etc.).

Upon a successful interview, volunteers will need to provide New Hope Community Bikes a vulnerable sector check and references that can be contacted, if requested.

Volunteers for fundraising events will not require an interview.

### Step 4

NHCB staff will provide next steps regarding additional training and onboarding. Volunteers will sign a Volunteer Agreement, volunteer checklist, photo waiver, and confidentiality agreement.

Volunteers will sign up for their first shift using the volunteer sign up platform.

### Volunteer Shop Mechanics

Volunteers interested in working in the shop as a mechanic will be required to commit to:

- completion of a Basic Bike Repair course
- consecutive 3 month probationary period
- minimum of 24 hours of volunteer time within 3 months

### Cycling Without Age (CWA)

Volunteers interested in Cycling Without Age (CWA) will be put in contact with the coordinator for additional training. This consists of two hours of indoor training and two hours of on-bike training. These training sessions review the organization's goals and expectations for working with a senior population, how the trishaw operates as an E-assist tricycle, how to be a bike buddy, and the safety measures needed to keep passengers and riders safe.



### **Ride Smart**

Volunteers interested in the Ride Smart program will first be provided with the manual used to run the Ride Smart program. They will also receive in-person training on the activities and procedures of the Ride Smart Education program. Volunteers are asked to commit to 3+ Ride Smart activities throughout the season.

### **Women's Programing**

Volunteers interested in the Women's programing will be asked to participate in the Basic Bike Repair course, do road safety training with a NHCB staff, and be comfortable leading and sweeping a road or mountain bike rides.

### **Volunteer Commitment**

Knowing a volunteer's ability to commit will help shape and develop shop activities and programs based on the known capacity. In order for NHCB to effectively run programs and operate our community bike shop we need to determine the resources we have available. Our hope would be a minimum commitment of 1-2 volunteer shifts a month (approximately 3-5 hr. shifts) based on the timing of a program (exceptions may apply).

### **Volunteer Follow-up and Evaluations**

Volunteers at NHCB are valuable members of our community. They represent our mission and vision on a day to day basis and help us achieve our vision goals.

Volunteers will have regular supervision and start with a three month probationary period (as needed within the programs). After the three month probationary period, NHCB staff will evaluate if a particular volunteer requires more training, supervision, and if they meet the mission/vision of the organization. After a successful completion of the probationary period volunteers will be evaluated each year with consideration for further training.



## VOLUNTEER POLICIES

NHCB is dedicated to ensuring a safe and positive environment by making individuals aware that there is an expectation of appropriate behaviour consistent with NHCB's core values. NHCB supports equal opportunity, prohibits discriminatory practices, and is committed to treating all individuals with respect and fairness. This policy applies to all volunteers.

### Code of Ethics

1. Aspire to create an environment in which all feel welcomed.
2. Aim to create a space in which services programs, accessibility, and diversity is respected.
3. Act with integrity, honesty, and respect.
4. Always represent the organization in a positive manner, in the workplace and in public forums.
5. Ensure you are aware of and comply with NHCB policies.
6. Promote the programs and activities of NHCB.
7. Listen to and respect other staff, volunteers, board members, customers, and other stakeholders.
8. Treat people fairly and without prejudice or discrimination.
9. Work towards a (work) space that is free from profanity, blasphemy, or otherwise language that is inappropriate, offensive, or discriminatory
10. Ensure the (work) space is free from violence, threats, harassment, or discrimination.
11. Ensure that the dress code is reflective of, and respectful of the work/volunteer environment.
12. Pay attention to safety measures and protocols.
13. Respect the authority of supervisors and use appropriate channels of communication to resolve or communicate issues.
14. Follow policies and procedures governing the organization.

This policy applies to all employees, any age volunteers, board members, and one-time volunteers. This applies to the tenure of their employment or volunteer experiences with NHCB.

This policy applies to any events associated with the organization, including day-to-day duties, fundraising events, workshops, social events, or any instance where employees or volunteers are representatives of the organization.

### Dress Code

Dress according to your volunteer position. Each activity, environment or program could have set recommendations for dress code and volunteers are asked to connect with the program coordinator regarding specific dress code requirements. For example, CWA volunteers are required to wear a safety vest and volunteer mechanics in the shop should ensure they wear toe-closed shoes

Refrain from:

- Clothing that could get caught in bikes while riding or fixing bikes





- Revealing garments
- Clothing with offensive slogans or foul language

### **Abuse Policy**

Abuse is not tolerated and does not comply with the values of NHCB. NHCB interacts with a variety of people throughout their shop interactions and community programs. It is of the utmost importance to NHCB to protect all people we serve from abuse. All allegations will be investigated and based on the results any volunteer or employee can be terminated.

Abuse refers to actions committed by staff or volunteers towards a person whom NHCB serves or works with. Abuse may or may not result in visible or obvious harm to an individual. Abuse may or may not be intentional.

Abuse could include:

- Physical abuse
- Sexual abuse
- Emotional abuse
- Verbal abuse

### **Anti-Harassment Policy**

NHCB works towards a harassment-free workplace in which individuals are treated with respect and dignity. Any act of harassment committed by or against anyone is unacceptable conduct and will not be tolerated. All incidents or complaints will be investigated and dealt with in a fair and proper manner. Examples of workplace harassment include but are not limited to:

- Harassment due to age, gender, gender identity/expression, sexual orientation, or sexual advancement by a person who is in a position of power over a volunteer
- Harassment based on race, ancestry, place of origin, skin colour, ethnic origin, citizenship, creed, etc.



## **EMERGENCIES**

In an event that this is a fire, earthquake, natural disaster, or serious injury please notify a staff member immediately. Call 911 for an emergency and proceed according to their instructions.

Know the emergency exits of the shop and assess an emergency action plan for instances where one is in an alternative location. Speak to and learn about evacuation plans from your supervisor.

## **HEALTH AND SAFETY**

Volunteers have the right to feel safe within the environment that they are working in. Keeping oneself safe is everyone's responsibility.

Volunteers have the right to:

- Know about the dangers they may face while carrying out their activities
- Participate in correcting health and safety problems
- Refuse work that they feel is unsafe or out of their capabilities (physically or within their skills)

Volunteers should report health and safety concerns to the Volunteer Coordinator.

NHCB abides with public health mandates.



## **VOLUNTEER FOLLOW-UP AND EVALUATION**

Volunteers at NHCBC are valuable members of our community. They represent our mission and vision on a day to day basis and help us achieve our vision goals.

Volunteers will have regular support and supervision as well as start with a three month probationary period (where applicable). After the three month probationary period, NHCBC staff will evaluate if a particular volunteer requires more training, supervision, and if they meet the mission/vision of our shop. After a successful completion of the probationary period volunteers will be evaluated each year with consideration for further training.

## **ENDING A VOLUNTEER PLACEMENT**

### **Resignation**

Volunteers may resign from their service at any time. It is helpful to the NHCBC staff that the volunteer who resigns provide advance notice and a reason for their decision. If applicable, and possible, an exit interview may be scheduled with a volunteer who is leaving a position.

### **Dismissal**

In the event that a volunteer is incompatible with NHCBC due to, but not limited to, inability to abide by the Code of Ethics, unable to complete the required tasks of the position, or is not able to provide a vulnerable sector check, notification will be given in writing and should clearly indicate the intent of dismissal.