



Volunteer Manual

MISSION

Create and provide opportunities that support healthy aging, independence, and well-being for older adults in our community.

VISION

A community where older adults are empowered to live their lives to their fullest potential.

VALUES

**We behave with compassion, respect, and integrity.
We foster an environment of inclusion and continuous growth.
We act with a heart of service.**

Camano Center
606 Arrowhead Rd
Camano Island, WA 98282
360-387-0222

www.camanocenter.org

2nd Chance Thrift Shop
1335 E SR 532
Camano Island, WA 98282
360-629-6142

Instagram: @2ndchance_thrift_camano@camanocenter

Facebook: facebook.com/camanocenter



Welcome,

Thank you for joining our team of volunteers at the Camano Center and 2nd Chance Thrift Shop. We are so appreciative that you have decided to spend your valuable time assisting the Center in carrying out our mission.

Volunteers play a key role in the work we do, and it is only with your help that we can provide essential services and programs to the older adults on Camano Island.

Our volunteers contribute the equivalent of 7 full-time staff members every year. We are a volunteer-run organization!

This volunteer manual is to inform you of the Camano Center and 2nd Chance Thrift Shop policies and procedures. Please review the manual, sign the acknowledgment form on the last page, and return it to the Volunteer Services Manager at the Camano Center or your supervisor.

Our role is to help connect you to an experience that is meaningful and memorable. You will make friends along the way! Throughout your time at the Camano Center and 2nd Chance Thrift Shop please know I am always available. If you have ideas or feedback, please feel free to contact me either by email at lbrents@camanocenter.org or call at (360) 387-0222.

Sincerely,

Lisa Brents
Volunteer Services Manager



About Us

The Camano Center and 2nd Chance Thrift Shop are owned and operated by Camano Senior Services Association a 501(c)(3) registered organization.

The Camano Center strives to carry out its mission, achieve its purposes, and continues to provide programs and services to residents of Camano Island and the surrounding communities. Many volunteers, including an all-volunteer Board of Directors, and a great crew of dedicated and talented staff contribute to the success of the Camano Center. Participate as a volunteer or avail yourself of our programs and services.

Our History

Services for older adults living on Camano began long before Camano Senior Services Association (CSSA) was formed.

In the fall of 1972, the problem of services for the older adults of Camano Island became acute. At that time, the Camwood Senior Center (now known as the Lincoln Hill Retirement Community) was organized for Camano and Stanwood older adults. Few services were available; in fact, the nearest meal site was in Arlington. Many Camano older adults objected to the long trip to take advantage of the Nutrition Program and other services. Snohomish County and Island County Commissioners endeavored to pool their efforts to help solve this problem. A grant was written, and, in January of 1973, Senior Services of Island County (SSIC) began providing the Nutrition Program at Camwood. The meals were prepared at the Camano Inn located on SR 532 on Camano (later known as the Shipwreck Bar and Grill, which has since been torn down). Meals were delivered (by the former Director and volunteers) to the Camwood Senior Center and the Camano City Fire Hall on Wednesdays, to the Camano Country Club Fire Station and Camano Lutheran Church on Tuesdays, and to the Utsalady Ladies Aid Hall on Thursdays.

The history of the Camano Center is woven in a common theme of neighbors realizing that there were unmet basic needs in the community and finding ways to meet those needs. Here is a quick summary of milestones from the Center's past.

1972, The nearest meal service for older adults is in Arlington. The Camwood Senior Center (now known as Lincoln Hill Retirement Community) is organized to provide meals for Camano and Stanwood older adults.



1973, Senior Services of Island County (SSIC) begins providing the Nutrition Program, delivering meals to several locations on the island.

1974 The nutrition program moves to Camano Island occupying a rented space in the Camano Plaza.

1978 The “Blue Building”, currently the Camano Multi-Purpose Center, opens. The building housed not only the Nutrition Program but other agencies that provided health and human services.

1982 The Camano Senior Services Association (CSSA) is incorporated to ‘provide social, economic, educational, recreational and other activities for the benefit of retired persons residing on Camano Island’. It provided 100% of the Center’s operating costs.

1982 The 2nd Chance Thrift Shop opens in the current Camano Yacht Club building.

1985 2nd Chance Thrift Shop moves to its current site on Highway 532.

1987 A committee is appointed to study the feasibility of expansion.

1987 CSSA purchases an 18.2-acre parcel of land on Arrowhead Rd.

1989 The Center extends hours to five days a week in response to growing demand.

1989 A strategic plan calls for the creation of an independent senior center by 2005.

1999 CSSA sells 13 acres of the Arrowhead property to the Stanwood-Camano School District.

2000 Construction begins on the new Senior and Community Center.

2001 The new building is opened to the public.

2008 The Center extends its hours to 8PM four days a week.

2011 The Camano Senior and Community Center is renamed the Camano Center to attract younger members of the community.

2013 A major gift from the estate of Patricia Hartley allows the Center to pay off its mortgage.



2014 The Center adds Saturday hours, and the Legacy Garden is created to honor donors.

2015 Island County funding ends. The center is 100% self-funded for the second time.

2015 A capital campaign is launched to expand the thrift shop.

2016 The Board of Directors begins a many-month strategic planning process which includes the creation of a new mission statement.

2017 The 2nd Chance Thrift shop moves into its new building.

2018 The Center expands its major giving program with the creation of an endowment fund.

2019 Global pandemic forces closure to public. Staff is reduced to 1-3 people to continue grocery delivery and Meals on Wheels. The thrift shop is closed.

2020 Camano Center partners with the Camano Island Fire & Rescue Department to bring the COVID-19 vaccines to Stanwood/Camano residents.

2021 The Center came out of a global pandemic as a safer, stronger, and more financially viable organization. The Center opens Monday through Friday 9:00 am – 4:00 pm. The 2nd Chance Thrift Shop opens 2 days a week for shopping.

2022 The 2nd Chance Thrift Shop opens up to 4 days a week, Wednesday through Saturday 10:00 am – 4:00 pm. Income is 4 times greater than pre-pandemic. Expenses are nearly 3 times less. The Center returns to its original mission of focusing on older adults and removes “community center” from literature and street signs.

2023 Renewed focus on growing and investing in the endowment for the Center and Thrift Shop’s financial future.



Functions of this Handbook

This handbook was created to assist and inform you about most of the Camano Center and 2nd Chance Thrift Shop's policies and procedures. This handbook will not have an answer to every question or the solution to every situation. If you do not understand a policy or procedure, or you feel that it is not applicable to you, please discuss the matter with the Volunteer Services Manager or your immediate supervisor.

Volunteer Requirements

- All volunteers must be at least 16 years of age.
- We do not offer court-ordered community service hours.
- Due to liability reasons, we cannot accept volunteers who have been convicted of a felony or a misdemeanor for violent crimes against people or animals, theft, or weapons charges.

Commitment

We value any time that you are willing to contribute. Our daily operations at both the Camano Center and 2nd Chance Thrift Shop depend heavily on our volunteers covering certain shifts. These shifts can vary in length and normally require a commitment to a certain day of the week.

We also have many events throughout the year. These are one-time commitments to cover a particular shift. Normally shifts are 3-4 hours in length or longer for those wishing to participate in the entire event.

High School Community Service

High school students in need of school-required community service hours are welcome to volunteer. All volunteers must be at least 16 years of age. Students will be scheduled according to their service hour requirements if we can accommodate them.

Personal Appearance

As a representative of the Camano Center and/or 2nd Chance Thrift Shop, volunteers are required to be clean, neat, and appropriately dressed for their positions. Please always wear your name badge while volunteering and hang it up prior to leaving.



Standards of Conduct

As a volunteer you are expected to:

- Be respectful, polite, and professional at all times.
- Refrain from representing a personal opinion as the position of the Camano Center or 2nd Chance Thrift Shop.
- Only use the Camano Center or 2nd Chance Thrift Shop's resources for the benefit of our organization and not personal gain.
- Inform a staff member when gifts, goods, or services are donated for the benefit of the Camano Center or 2nd Chance Thrift Shop.
- Refrain from engaging in a business transaction in which you may profit from the volunteer's official position or authority.
- Refrain from engaging in activities when there may be a conflict of interest while volunteering.
- Any items purchased by a volunteer must be priced by another volunteer and paid for by the end of the shift.
- Any items taken out of the (thrift) shop for reasons other than being purchased, must be cleared with a supervisor or Executive Director.
- Be kind! Volunteering should be a positive, feel-good activity; not one that makes others, or you feel bad. Refrain from gossip, negativity, or criticism of others. We are all here to help the mission of the Camano Center.

Unlawful Harassment

It is the policy of the Camano Center and 2nd Chance Thrift Shop that all volunteers and employees have the right to work in an environment that is free from harassment based on the person's sex, race, color, creed, religion, national origin, pregnancy, age, marital status, honorably discharged veteran or military status, sexual orientation, political stance, disability, or any other basis prohibited by local, state or federal law.

- Sexual harassment is unwelcome and offensive behavior of a sexual nature, and may include the following conduct:
- Unwanted flirtations, propositions, or advances
- Unwanted touching
- Unwanted requests or demands for sexual favors or a sexual relationship.
- Offensive verbal comments or jokes that are sexually oriented or are directed at an employee or customer because of gender identity.
- Sexually suggestive or offensive images



Sexual harassment can also include non-verbal behavior such as suggestive looks or leering; and physical behavior such as pats or squeezes; repeatedly brushing against someone's body, obscene or rude sexual comments, jokes, or suggestions; slang, names, labels such as "honey", "sweetie", "boy", or "girl" that others might find offensive; talking or calling attention to another person's body or sexual characteristics in a negative or embarrassing way; displaying nude or sexual pictures, cartoons or calendars in or on the Camano Center or 2nd Chance Thrift Shop property; invitation for dates which do not stop when the response is negative; continuing unwelcome behavior after a co-worker has objected to that behavior, or blaming the victims of sexual harassment for causing a problem.

Similarly, racial harassment is unwelcome and offensive behavior of a racial nature, and may include the following conduct:

- Offensive verbal comments or jokes that are racially oriented or are directed at a volunteer or employee because of race
- Racially offensive images

Conduct of this type is unlawful if:

- Submission to this conduct is either an explicit or implicit term or condition of volunteering or employment
- Submission to or rejection of the conduct is used as a basis for volunteering or employment decisions affecting the person involved; or
- The conduct has the purpose or effect of unreasonably interfering with an individual's volunteer/work performance or creating an intimidating, hostile, or offensive volunteer/work environment

Volunteers and employees are entitled to a workplace free of unlawful harassment, even if the harasser is only a witness to harassment that is directed toward another volunteer, employee, or customer.

If a volunteer or employee experiences, or is a witness of, unlawful harassment in the workplace, the volunteer or employee may ask the harasser to stop or discontinue the offensive act. If the volunteer or employee does not feel comfortable confronting the harasser, or if the confrontation is not successful in stopping the harassment, the volunteer or employee should complain immediately to the Volunteer Services Manager and the Executive Director. Any complaints of unlawful harassment will be investigated, and the Camano Center/2nd Chance Thrift Shop will take prompt corrective action to remedy any complaints found to have merit.



Alcohol and Drug-free Workplace Statement

The Camano Center and 2nd Chance Thrift Shop intend to help provide a safe and drug-free work environment for our members, customers, volunteers, and employees. With this goal in mind, we established the following policy for existing and future volunteers and employees.

The unlawful manufacturing, distribution, dispensation, possession, or use of a prohibited substance OR being under the influence of a prohibited substance, on the Camano Center and 2nd Chance Thrift Shop premises or at an off-site location while conducting Camano Center or 2nd Chance Thrift Shop business is absolutely prohibited. Violations of this prohibition may result in disciplinary action up to and including termination. The term “prohibited substance” refers to illegal drugs prohibited by both state and federal law, alcohol, marijuana, or prescription drugs not taken in accordance with a prescription given to the volunteer or employee.

Problem Resolution

If during your volunteer time with the Camano Center and 2nd Chance Thrift Shop you encounter any conflicts or work-related problems that you are unable to resolve, please notify the Volunteer Services Manager. If your conflict is with the Volunteer Services Manager, notify the Executive Director.

Resignation

If you are no longer able to volunteer at the Camano Center or 2nd Chance Thrift Shop, we appreciate a standard notice of at least 1-2 weeks, if possible. Any volunteer who is absent three (3) consecutive scheduled shifts without notifying their immediate supervisor or the Volunteer Services Manager will be considered to have resigned and will be made inactive.

Discipline/Discharge

Volunteers are required to comply with the Camano Center and 2nd Chance Thrift Shop policies and procedures. All volunteers are unpaid. A volunteer may be terminated, with or without cause, with or without notice, at any time by a staff member of the Camano Center and 2nd Chance Thrift Shop.

Expense Reimbursements for Volunteers and use of personal vehicles

If volunteers use personal financial resources to purchase goods or services for the Camano Center or 2nd Chance Thrift Shop, these purchases are not guaranteed to be reimbursed unless you obtain pre-approval from the Executive Director. To receive



reimbursement, you should completely fill out and submit to the Executive Director a reimbursement request form along with the original invoice/receipt from the purchase.

If your purchases are not eligible for reimbursement you may be able to claim the expenses as a taxable deduction on your personal taxes. Consult with your tax advisor or visit the IRS website for more information.

If you choose to use your personal vehicle for events, transport, or any other purpose to conduct business for the Camano Center and 2nd Chance Thrift Shop, you are doing so at your own risk and expense.

Signing in and Out

We use an electronic sign-in/out system to record and track volunteer hours. Please sign in and out daily while at the Camano Center or 2nd Chance Thrift Shop and always wear your name tag while working your volunteer shift. If at any time you forget to sign in/out, please notify the Volunteer Services Manager or your immediate supervisor, so your hours can be properly recorded.

Holidays

Holiday closures for both the Camano Center and 2nd Chance Thrift Shop are:

New Year's Day	Memorial Day	Thanksgiving Day
Independence Day	Labor Day	Christmas Day

The Camano Center is also closed for these additional holidays:

Martin Luther King Jr Day	Presidents' Day	Juneteenth
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Absence and/or Tardiness

Every volunteer plays an important role at the Camano Center and 2nd Chance Thrift Shop. If you know in advance that you will be absent or tardy, please attempt to fill your shift by asking another volunteer to cover your shift or switch shifts with you and advise your immediate supervisor or the Volunteer Services Manager of the change. If you cannot cover your shift and cannot find a sub, please contact your immediate supervisor and/or the Volunteer Services Manager as soon as possible. Failure to report an absence more than three times may cause your volunteer status to become inactive.

Breaks

You are encouraged to take a fifteen-minute break within every four-hour work period. The scheduling of these breaks may vary according to workload. Breaks may be taken in



the break room and outside back area. We encourage you to get to know other volunteers promoting a team environment.

Cell Phone Use, Telephone Calls, Headphones

We ask that if you carry a cell phone with you, it be silenced or turned off during your shift. For your safety, telephone distractions can be hazardous. Please use the break areas if you need to make calls or check messages.

It is in everyone's best interest and safety that headphones are not worn during your shift and while interacting with people. Everyone needs to be aware of their surroundings and able to hear without headphone impairment.

Personal Information

Change of address, telephone number, e-mail, or any other personal status change should be reported to the Volunteer Services Manager as soon as possible.

Media Procedures/Tours

To ensure information is accurate, all media contacts and tours should go through the Executive Director. Media is considered anything that is printed, broadcasted, or televised about the Camano Center and 2nd Chance Thrift Shop.

Cleanliness/Best Practices

Many people pass through the Camano Center and 2nd Chance Thrift Shop daily. There are sanitizing dispensers located throughout both the Camano Center and 2nd Chance Thrift Shop for your use and restrooms at both locations for washing hands. It is very important to follow best practices in cleanliness and stay home if feeling ill.

Find Out What is Happening

Updates and memos about what is happening around the Camano Center and 2nd Chance Thrift Shop are frequently changing. Please read emails, and check the Facebook volunteer group page, monthly volunteer newsletter (sent via email), and volunteer information bulletin boards to keep up to date on upcoming events, shoutouts for volunteer help, etc.

Safety

To ensure the safety of yourself and others, you are required to review all safety guidelines pertaining to your area. It is your responsibility to remain current on new policies and guidelines. The Camano Center and 2nd Chance Thrift Shop will post information throughout each building.



Injury and Worker's Compensation

Please report any injury, illness, or disability that occurs while at the Camano Center and 2nd Chance Thrift Shop to your immediate supervisor and Executive Director immediately. Please fill out an injury report. If the injury requires medical attention, please advise your medical provider that it is a work-related accident so they can provide you with the appropriate Labor & Industry forms/paperwork.

Fire and Health Safety

Fire extinguishers and exits are located throughout the Camano Center and 2nd Chance Thrift Shop. It is each person's responsibility to know these locations and be always aware of them. If you do not know how to properly use a fire extinguisher, contact your supervisor for training in advance of an emergency.

If you see a fire, and in your judgment, it can be safely extinguished, calmly and quickly use the fire extinguisher. Notify your supervisor or the Executive Director of the occurrence immediately. If you determine the fire cannot be safely extinguished, immediately call 911, activate the fire alarm, and evacuate the area.

If you are informed of a fire, remain calm, stop what you are doing and leave your work area, directing customers to accompany you. Proceed to the parking lot and wait for an all-clear from the fire department and Executive Director, or designated staff member.

AED unit is on-site at both the Camano Center and the 2nd Chance Thrift Shop.



Volunteer Positions at 2nd Chance Thrift Shop

Below are just some of the experiences to enjoy at the 2nd Chance Thrift Shop. All the proceeds from thrift shop sales go directly back into the programming and services of the Camano Center.

Receiving - The first impression of our shop! Greet donors, gather and sort donations, and move donations to proper processing areas. Assist, if able, with furniture donations when needed.

Clothing and Shoes - Evaluate quality, sort, hang and display clothing items. Clear empty hangers from the floor and restock with clothing throughout the day as needed.

Linens - Evaluate the quality, fold, hang, price, and display linens. Keep linens organized and restocked on the floor throughout the day.

Music, Hardware and Electronics - Evaluate, clean, price, and display items. Help keep hardware and electronics areas organized and neat. Greet and assist customers. **Some minor repairs (for those who have a background in electronics or like to assess and fix items. Not required to work in this section.)

Children's Room - Evaluate, sort, and organize clothing, books, toys, and stuffed animals. Greet and assist customers. Ensure items on the floor are safe and sanitary.

Books - Evaluate, organize, and display books. Greet and assist customers.

Pricing & Display - Evaluate and assist with cleaning and preparing donated items. Display items for maximum visibility and attractiveness in designated areas. Keep display areas and work areas organized. Greet and assist customers.

Check Out - Talk with customers, operate a cash register and credit card terminal, assist with opening and closing depending on schedule, call prices out to the cashier, and help bag items for customers.

Sales Assistant - Assist shoppers and answer sales questions from the floor, maintain display areas in an attractive and well-organized manner, assist cashier when needed with pricing, bagging/boxing when checking out area is busy. Help keep items off the floor and isles safe to walk through.



Volunteer Positions at Camano Center

Events – Are you outgoing and like to be part of the action? Events are for you! Sign up only for the events that fit your schedule and interest. Volunteer staffing needs vary based on the event but could include set up, clean up, selling raffle tickets, providing information to participants, cashiering, crafting, etc. Some of our events include a 5K run, an afternoon visit with Santa, craft fairs, and expos. Time commitment is approximately 3-4 hours for each event.

Medical Ride Program – Our volunteer transportation program provides free, personalized, and safe transportation for essential healthcare appointments to Island County residents having appointments throughout Whatcom, Snohomish, King, and Island counties. The average time per client appointment is 1-4 hours. Set your own schedule and how far you are willing to drive. Background check required. Mileage reimbursement.

Lending Library (Audio Visual/DVD & Books) – Are you an organizer and an avid reader? Help maintain our lending library at the Center by organizing hardback books, audiobooks, DVDs and puzzles. Time commitment 1-2 hours/week.

Landscape Maintenance Projects - Participate in work parties and landscape projects at the Camano Center. Time commitment 4 or more hours per project.

Bakers - Share your love of food by baking! Volunteers are needed to provide delicious, homemade pies, cookies & other baked goods for our upcoming events and bake sales.

Front Desk Reception & Hospitality- Do you enjoy visiting with older adults and multitasking? As one of the faces of Camano Center, your role would be to welcome and assist visitors as well as help staff with special projects when needed. Experience with MS Office programs, databases, and multi-line telephone systems is necessary. Time commitment 3-5 hours per week.

Advisory Committees - Serve as a board member or on a board subcommittee. Time commitment 1-5 hours per month.

Monday, Wednesday, and Friday Community Lunch – Help needed with cashiering, dishwashing, setting tables, clean up, and serving. Stay for lunch and meet new friends.

Gala Auction - Do you love planning parties and are great with details? Consider assisting with our organization's biggest fundraising event of the year. Help needed procuring donations, assisting with data entry, creating displays, decorating, and other event support.

Outreach Team – Are you a people person and enjoy being out in the community? Consider joining our Outreach Team. Outreach volunteers connect with others in the community we serve and help bring awareness to our services and other resources.

Meals on Wheels – Volunteers pick up meals at the Camano Center and deliver them to Camano Island residents along a predetermined route. You will need a car in addition to filling out an online application with a background check through Island County Senior Resources. The time requirement is about 1-2 hours per scheduled route. Mileage reimbursement.

Old Friends Club (dementia support program) - Volunteering at Old Friends Club can be a rewarding experience. As an activity volunteer, you can join in fun activities and help guide older adults with Alzheimer's or other mild-to-moderate cognitive issues to have a meaningful day in a casual environment. Meets Tuesdays & Thursdays.



Acknowledgment

This volunteer handbook was prepared for your information and understanding of the policies, philosophies, and practices of the Camano Center and 2nd Chance Thrift Shop. Please read it carefully. Upon completion of a review of the handbook, sign the statement below and return it to the Volunteer Services Manager.

I, _____, have received and read a copy of the Camano Center and 2nd Chance Thrift Shop Volunteer Handbook which outlines the goals, policies, and expectations of the Camano Center and 2nd Chance Thrift Shop as well as my responsibilities as a volunteer.

I have familiarized myself with the contents of this handbook. By my signature below, I acknowledge, understand, accept, and agree to comply with the information contained in the Volunteer Handbook provided to be by Camano Center and 2nd Chance Thrift Shop. I understand this handbook is not intended to cover every situation which may arise during my volunteer term but is simply a general guide to the goals, policies, practices, and expectations of Camano Center and 2nd Chance Thrift Shop.

You further understand that Camano Center and 2nd Chance Thrift Shop may, in its sole discretion, change, delete, suspend, or discontinue or deviate from any part or parts of the policies in this manual at any time with or without prior notice or reason. Any such changes made by Camano Center and 2nd Chance Thrift Shop will immediately supersede the current contents of this manual.



Staff

Bonnie Eckley - Executive Director
Karen Conway - Programs Director
Kendall Faragher - Information Systems Manager
Cindy Hand - Development Director
Angie Bayley - Community Services Manager
Lisa Brents - Volunteer Services Manager
Juliane Abbott - Member Services Manager
Elaine Traversi - Hospitality Coordinator
Tina Dinzl-Pederson - Old Friends Club Coordinator
Karen Bueschke - Bookkeeper
Adin Collver - Catering Director
Sandy Stein - Catering Assistant
Sylvia Moon - Supervisor, 2nd Chance Thrift Shop
Nicole Conover - Assistant Supervisor, 2nd Chance Thrift Shop
Tom Clark - Facilities Director, Receiving, 2nd Chance Thrift Shop
John Schultz - Receiving, 2nd Chance Thrift Shop
John Cross - Receiving, 2nd Chance Thrift Shop
Steve Sanchez - Receiving, 2nd Chance Thrift Shop
Mickey Reed - Cleaning Team

Board of Directors (2024)

Kathy Sanchez - President	Ken Johnson
Larry Carlstrom - Vice President	Darlene Miller
Connie Johnson - Secretary	Michal Scott
Shirley Swanson - Treasurer	Jeff Highland
	Linda Hadley
	Kelly Kraus
	Paul Foster