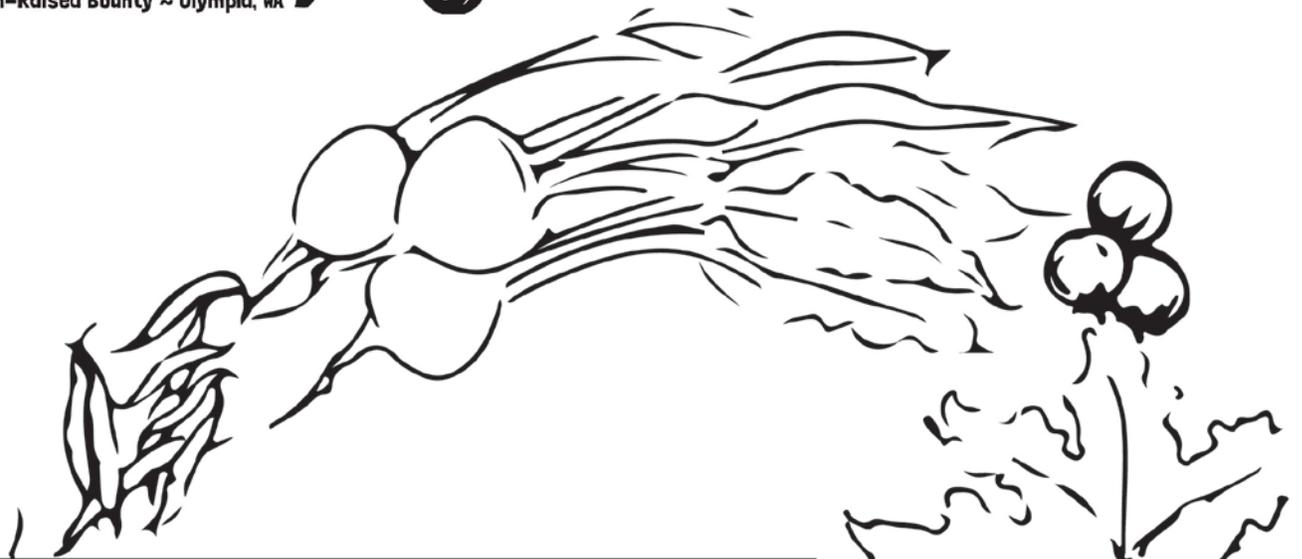


GRUB

Garden-Raised Bounty ~ Olympia, WA



VOLUNTEER HANDBOOK:

Recipes for Success

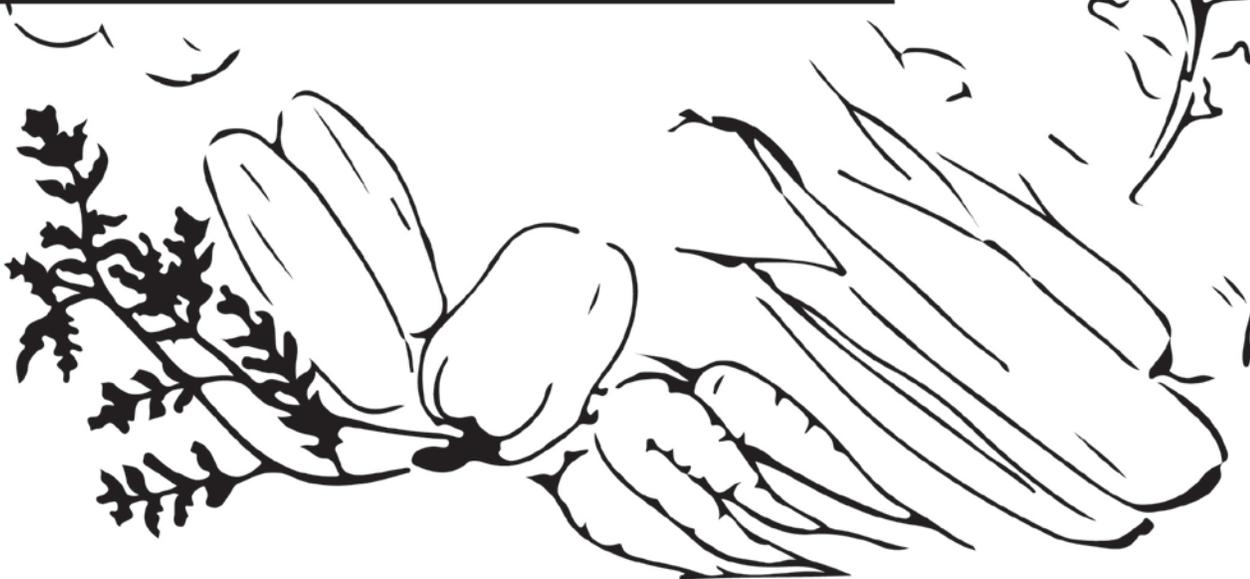


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WHY VOLUNTEERS MATTER TO GRUB

GRuB was started by volunteers: Kim Gaffi, Blue Peetz, two local community members with an idea. Since the beginning, **volunteers have grown and implemented almost every aspect of our programming**— from building thousands of gardens (over 2,700 at last count) to designing policy, creating functional art on site (murals, sustainably designed buildings, signage), cooking hundreds of healthy meals with our youth, and more. Together we are growing a stronger community and are honored you’ve chosen to join us!

CULTIVATING COMMUNITY AND LEADERS

*If you have come here to help me, you are wasting your time.
But if you have come because your liberation is bound up with mine,
then let us work together.*

*While this quote is often attributed to Lilla Watson, she asks that credit be given to a group of Aboriginal activists in Queensland, Australia, in the 1970s.

GRuB sees volunteers as agents of social change. At GRuB, you will have the opportunity to work and play side by side with people from many different walks of life, building beloved community across difference. We believe this experience of relationship-building through play and work is powerful, and in the following pages you’ll see these values reflected throughout our approach to the work we do. We offer volunteer engagement as a “challenge by choice”—a spectrum of involvement is possible, from a few hours one afternoon to ongoing weekly commitments; from low responsibility to program leadership. We offer many intentional opportunities for volunteers to go deeper with this material and take on leadership roles at GRuB—let your Volunteer Coordinator know if you are interested!

PURPOSE OF THIS HANDBOOK

The purpose of this handbook is to help you understand our values, expectations, and how to solve problems when they come up. Our goal is for you to feel confident participating in our programs. GRuB wants to treat everyone fairly and do our work with integrity. We have organization-wide agreements in place that guide our decisions--policies outlined here and in the pages that follow.

APPRECIATIONS

This book was written and illustrated by Amory Ballantine, 2014-15 AmeriCorps VISTA Volunteer Coordinator, drawing upon the work and wisdom of many, many people and GRuBby allies. In particular, I drew from GRuB's employment policies (crafted by Rebeca Potasnik) and resources developed by Kim Gaffi, Blue Peetz, Anna Robinson, Katie Rains, and Jackson Sillars, as well as other dear staff and service members working at GRuB from 2014-15.

This handbook also contains tools adapted from the Food Project, VISIONS Inc, Olympia's very own Eastside Cooperative Preschool, and Dispute Resolution Center of Thurston County. Thanks to Sara Finkle (2014-15 AmeriCorps VISTA Pollinator) for being its first reader and editor and to Maggie Sinclair, Kerensa Mabwa, Katie Rains, and Rebeca Potasnik for offering guidance and feedback about content and format. Thanks, also, to Tegan Hurley and Angie Kelly for being my partners in program development! Tegan was the first VISTA Volunteer Coordinator, Angie the second, and I'm the last.

What an amazing gift this time at GRuB has been for me; I hope it is the same for you.

GRuB History

Short version:

Garden-Raised Bounty was born in 2001 from the merger of two grassroots organizations. The Kitchen Garden Project was established in 1993 by Richard Doss in order to provide low-income people with productive vegetable gardens. The Sister Holly Garden Project, started by Evergreeners Blue Peetz and Kim Gaffi in 1997, offered garden-based educational opportunities to youth and seniors.

Longer version:

In 1993, Richard Doss interviewed Dan Barker of the Home Gardening Project in Portland, Oregon about his wild idea of giving away free vegetable gardens to low-income people. Inspired by what he heard and saw, Rich began a similar project in the South Sound which he named the Kitchen Garden Project (KGP) and in seven years built more than 1,300 gardens. In 1996, Blue Peetz heard a lecture on the power of community gardens in social change and decided to find land and grow food for the local senior center. Kim Gaffi joined him as an intern through The Evergreen State College (TESC). At that time, the project was called Sister Holly Garden Project.

Four years later, Blue, Kim, and a dedicated group of volunteers had improved the lives of over 500 youth and seniors through garden-based education, employment, and therapy. In 2001, the Kitchen Garden Project and Sister Holly Garden Project merged to become GRuB. Since then, we've continued to work with youth, families, community gardens, and more. In recent years, we've transitioned to apply our youth development model into a school-year and summer program, deepened our engagement of veterans through our Victory Farm; and begun playing a larger role locally and regionally around issues of food security, food justice, sustainable agriculture, anti-oppression work, and relationship skills.



Everyone at the table

At GRuB, our goal is to have “**everyone at the table.**” What does this mean in practice?

DIVERSITY AND MULTICULTURALISM

Have you ever heard of the term “**biodiversity**”? It means the different kinds of life in an ecosystem. Biodiversity is strongly correlated with resilient systems. “**Resilience**” means the ability to cope with and adapt to stress. We find that diversity-- diverse identities, experiences, needs, and opinions-- similarly strengthen GRuB as a community. GRuB embraces multiculturalism and works to incorporate it at all levels of the agency.

Multiculturalism is the idea that there is not one best culture or “right” way to be, that our differences make us stronger and help us learn and grow. We hope you feel accepted and appreciated by us for whom you are, and that you’ll help us create a space that’s welcoming for others.

NON-DISCRIMINATION

Part of multiculturalism means treating everyone with respect-- not like everyone is the same, but like everyone deserves equal opportunities. The legal term for this is “**non-discrimination.**” GRuB works to apply this idea internally (how we treat each other and ourselves) and externally (how we show up in the community). We recognize that many groups of people have experienced unfair disadvantages and advantages because of systems of **oppression** and **privilege**. In the U.S., laws protect some groups of oppressed people from discrimination. At GRuB we follow the “letter” of these laws (we don’t discriminate based on someone’s membership in a protected class) and also their “spirit,” which is to say that we go above and beyond to try to understand and avoid reproducing any form of systemic discrimination.

Some **protected class characteristics** include: race; color; ethnicity; national origin; ancestry; creed or religious conviction; age; gender; pregnancy or childbirth; sexual orientation; marital status; source of income; veteran status; and disability (mental, physical, or sensory).

REASONABLE ACCOMMODATIONS

What is a “reasonable accommodation”?

A “reasonable accommodation” is a legal term regarding civil rights of people with disabilities. It’s usually applied in the context of employment or housing. It means modifying a policy, procedure, environment (structural changes are also known as “reasonable modifications”), or set of responsibilities so that a qualified person with disabilities can participate. It’s something employers and housing providers are legally required to do as long as it does not fundamentally alter a program or create an undue financial or administrative burden for them. GRuB strives to provide an environment that invites everyone to participate, and we will do our best to honor requests for accommodation from volunteers.

How can I request a reasonable accommodation?

To request an accommodation, you can speak to your staff support person or contact the Operations Director directly. Your request will be kept confidential and only shared with other GRuB employees, such as your staff support person, on a need-to-know basis.

DRUG-FREE ENVIRONMENT

One easy way to make our space friendly to people with disabilities is to maintain a **scent- and drug-free environment-- including tobacco/nicotine**. Not only does this help us model healthy and considerate behaviors for GRuB youth, but it supports the participation of people with addiction and sensory disabilities in GRuB’s programs. This policy also supports everyone’s safety and well-being. It’s dangerous to operate some equipment under the influence of alcohol or illegal drugs; additionally, visible intoxication is a common “trigger” (reminder of trauma) for survivors of family violence.

GRuB recognizes that addiction often goes hand-in-hand with trauma, in the form of self-medication. Research suggests that volunteer work can help trauma survivors build resilience in several ways, including increased social connection and sense of purpose. GRuB believes everyone is powerful regardless of current life circumstances, and that meaningful relationships are key to creating the solutions we’re working for. **GRuB treats addiction as we would any other illness**. If we are forced to take action around your use of drugs on site,

we may not immediately end our relationship with you as a volunteer, but instead grant you a leave of absence to seek treatment and stay engaged with us.

RESPECT AND CONSENT

GRuB values an environment of respect for everyone’s dignity and boundaries, particularly around issues of oppression. Often, members of oppressed groups experience threats, demands, and other unwanted and annoying or harmful actions because of their identity. These behaviors are a serious breach of GRuB’s community agreements. They are also illegal forms of **harassment**. GRuB supports a positive definition of consent-- the “yes means yes” variety. In other words, don’t assume something is okay with another person. Ask them what they like and feel comfortable with.

What are some examples of practicing good consent while volunteering in a work environment?

- Ask: “Do you want a hug?”
- Ask: “Are you interruptible?”
- Ask: “Is it okay if I check in with you about something?”
- Be prepared for the response you don’t want-- this makes room for the other person to be honest with you about their needs.

What are some examples of harassment?

- Unwelcome touching (ask before hugging!)
- Unwelcome sexual advances
- Requests for sexual favors
- Using or displaying derogatory words or images
- Threatening someone’s job or volunteer position so they will accept unwelcome behavior

What if I want to ask a great GRuB volunteer out on a date?

A single polite invitation out is probably not harassment. However, it’s a good idea to think through how you will handle it if they aren’t interested so you can treat them considerately. If your invitation isn’t enthusiastically accepted, take it as a “no.”

What should I do if I am harassed?

GRuB values open and direct communication, and conflict resolution is a core value. We encourage you to directly address the unwelcome behavior with the person you feel harassed by.

If one-on-one communication is not effective or does not feel safe, **follow GRuB's grievance and conflict resolution procedure** as outlined on page 26 of this handbook.

Every reported incident of harassment will be investigated thoroughly and promptly, and kept as confidential as possible. You, and any witnesses involved in the investigation, will be protected by GRuB from retaliation. The results of the investigation will be shared with you and appropriate action will be taken.

Do your best to **document what's happening** and **ask for support** if you need it! Your staff support person and the Volunteer Coordinator are good resources for thinking through how to address the situation.

HEALTH AND WELL-BEING

We ask that you **stay at home when you are sick** out of respect for others and yourself. If you show up visibly ill, we will ask you to leave. This is important for several reasons! First, we believe in **self-care**. Consider the warning on airplanes: put on your own oxygen mask first! It's important to take care of yourself before helping others. Second, we want very young children, elders, and people with compromised immune systems to be safe participating in our programs. Finally, the work we do is collaborative and doesn't involve crisis response. It's okay to take longer than expected with a project in order to rest and get well. If you have an inflexible deadline, ask for support! The Volunteer Coordinator may be able to find someone to take over your project until you feel better.

VIOLENCE

GRuB is committed to providing a safe, violence-free environment. Behaving in a violent or threatening manner is a breach of our community guidelines and will be taken seriously.

Ideally, GRuB's goal is **prevention**: addressing behavior which suggests violence is likely before violence happens.

What is considered violence by GRuB?

- Threats of any kind
- Verbally or physically aggressive, intimidating, or threatening behavior intended to make others feel afraid
- Behaviors that suggest violence is likely, such as belligerent speech, excessive arguing or swearing, sabotage, or threats of sabotage of GRuB property
- Defacing or causing physical damage to GRuB property
- Bringing weapons or firearms of any kind on GRuB's premises or while conducting GRuB-related business



GRuB Culture Guidelines



Here at GRuB, we strongly believe that **how** we do our work is as important as **what** we do. We have some guidelines to remind us how we want to be around each other—in meetings, during events, even while out building a garden together. Now that you are part of our community, we wanted to share these with you, too. These guidelines come from VISIONS Inc.

- **TRY ON.** Sometimes when listening to someone else’s ideas we find ourselves preparing our next argument instead of truly listening. When you try on someone’s idea, you are deeply hearing them, and opening yourself up to the possibility they are suggesting. You are pulling back your judgmental voice and creating a space to honor what others are sharing. Try on also refers to trying new things. Push yourself to a level of discomfort, and try things that may feel unusual at first.
- **IT’S OK TO DISAGREE. IT’S NOT OKAY TO ATTACK/BLAME SELF OR OTHERS.** Some of us get the message while growing up that if we disagree with someone, they won’t like us anymore. At GRuB, we welcome disagreements! Conflict doesn’t mean one of you is wrong; it’s an opportunity for deeper connection and a chance to reach a better solution. After some conflicts, we find ourselves blaming either ourselves or other people—this doesn’t help anyone.
- **PRACTICE SELF-FOCUS AND 100% RESPONSIBILITY.** Take responsibility for your own experience—if something isn’t working for you, say something! Regularly check in with yourself about how you’re doing, and remember how important it is to take care of yourself. Only you know what you need. Self-focus is also about telling your own story when sharing in a group—try using “I” statements (ex: “Sometimes when I... I get...” instead of “You know how you...and then you...”)
- **PRACTICE “BOTH/AND” THINKING.** Often when responding to someone’s ideas, we use the word “but”—what would happen if we instead used “and”? Even if it might seem like you’re suggesting different ideas at first, there is probably a way both could work together. “Both/and” is about finding shared truth and collaboration in seemingly contradictory or different opinions.
- **NOTICE PROCESS AND CONTENT.** The whole point of these guidelines is that we believe the “how” (or the process) is just as important as the “what” (or the content). For example, how different would GRuB be if we continued to build gardens for people, but we were really degrading and rude while we did it? We always want to be mindful about whether our strategies will achieve our goal. We also always want to have a “process goal”—for example, to have everyone participate, or to have everyone feel empowered afterwards. We believe there is a crucial balance between achieving a good process and covering the needed content/getting the work done.
- **MAINTAIN CONFIDENTIALITY.** If someone shares something with you in a special safe space, check in with them before bringing it up again. One way to let them know you care without forcing the topic on them is to say, “If you ever want to talk about this, I’m here.” Sometimes

people don't want to talk about difficult topics again, and very often people don't want their story spread publicly.

- **BE AWARE OF INTENT AND IMPACT.** Take responsibility for your impact regardless of your intent. This means that even if you didn't mean something to be taken negatively, however someone else heard it is important! If someone else's comment impacts you, it's up to you to let them know. You can say, "I know you didn't mean it this way, but when you said _____, I felt _____." Along with this, we try to always assume best intentions in what others are saying and doing—while at the same time being willing to let them know how they're impacting us.

Programs and Strategic Plan

Check out <http://goodgrub.org/about/staff/> and <http://goodgrub.org/about/board-of-directors/> for up-to-date photos and bios of current staff and Board members!

GRUB SCHOOL

GRuB School's mission is to provide a safe space for youth to blossom and reach their full potential as engaged students and community leaders. Our holistic, experiential, farm-based curriculum is framed around the "Four R's" of Relationships, Rigor, Relevance, and Responsibility and core themes of Farming Self, Farming Land, and Farming Community. GRuB supports youth in developing social and emotional skills to enable them to positively engage in life, jobs, self-advocacy, and communication. We also engage youth in stewarding GRuB's larger mission, to bring relevance to their learning and work.

- Our **summer job-training program** provides students with a stipend and school credit.
- Our **academic year high school program** provides students with 3 periods per day on the GRuB Farm, where students earn Social Studies, Science, and Elective credits.

Staff contact: Youth Programs Lead Educator

Program web page: www.goodgrub.org/youth

COMMUNITY FOOD SOLUTIONS (CFS)

In 2011, GRuB began expanding the Kitchen Garden Project to involve much greater family and community leadership, ownership, and responsibility for good food solutions that meet their needs. The mission of CFS is to foster community connections, increase food security, and grow the number of home food producers in our community.

- The **Kitchen Garden Project** (KGP) has built over 2,700 home and community gardens for low-income people in the South Puget Sound since 1993.
- **Food Investment Gardens** (FIG) is a sliding scale option that enables people of all incomes to get a GRuB garden.
- GRuB's **Victory Farmers** pilot program provides meaningful volunteer opportunities for veterans.
- The **KGP Leadership Team** (KLT) is a volunteer team that contributes to the vision and direction of the KGP.
- We offer a **Community Workshop series** on gardening, cooking, and food - preservation.

Staff contact: Community Food Solutions Manager

Program web page: www.goodgrub.org/cfs

CULTIVATING COMMUNITY AND LEADERS (CCL)

We create meaningful opportunities for GRuB alumni and community members at large to experience our mission by volunteering with GRuB, gaining skills and practice while working as learners and leaders.

- We offer opportunities to build a sense of **GRuB community** through seasonal volunteer meetings, volunteer appreciation parties, and other activities.
- **Leadership roles** are available in almost every aspect of GRuB programs for volunteers seeking deeper engagement.
- We also hold free quarterly trainings called **Roots, Shoots, and Fruits** to share introductory (*Roots*) and intermediate (*Shoots*) level multicultural and communication skills, supporting interested participants in moving on to complete our ‘train the trainer’ level (*Fruits*) and begin facilitating these workshops outside of GRuB.

Staff contact: GRuB Volunteer Coordinator; Community Engagement Coordinator

Program web page: www.goodgrub.org/ccl

GRUB POLLINATION NETWORK

GRuB Pollination Network's mission is to assist organizations in evolving GRuB's philosophy and design to best fit their own unique community. Like a bee carrying pollen, GRuB brings innovative tools to educators, schools, and community organizations that are excited to engage youth in community-based learning. We call this part of our work “pollination.”

- We offer annual **Institutes** which provide attendees with a tangible sense of GRuB's culture and environment. The Institutes offer youth engagement tools, established program design, strategies for partnerships, and a 300-page manual detailing GRuB's Employment Program and GRuB School models.
- We provide **technical assistance and coaching** to organizations and programs looking to enhance their youth engagement offerings. Services include on-site and phone/video coaching, assessments, program design assistance, templates for student recruitment, curriculum frameworks, outreach materials, agricultural technical assistance, and presentations to stakeholders.
- We also strive to provide an ongoing platform (the **GRuB Network**) for Institute graduates and pollination partners to “cross-pollinate” and share their challenges and successes. We do this via e-newsletter, Facebook group, and informal gatherings.

Staff contact: GRuB Pollination Director

Program web page: www.goodgrub.org/pollination

FIELD TRIP PROGRAM

Our Field Trip program is designed to help connect students and learners of all ages to the local food system.

- **PreK-12 student groups** take inquiry-based tours of our 3-acre farm in West Olympia and participate in observations of the plants, animals, and earth. Youth are encouraged to use all five senses to explore how we grow the food that sustains us. **Youth field trips staff contact:** Cultivating Youth Counselor (annual AmeriCorps member)

Youth field trips web page: goodgrub.org/youth/fieldtrip

- **Adult service-learning groups** participate in hands-on farm work and learn about the deeper context of GRuB's work and how it connects with community leadership. **Adult field trips staff contact:** GRuB Volunteer Coordinator (annual AmeriCorps member); Community Engagement Coordinator

Adult field trips web page: www.goodgrub.org/ccl

A note: Fees are charged for field trips on a sliding scale; however, no individual student is turned away for lack of ability to pay.



STRATEGIC PLAN

GRuB's current five-year strategic plan was developed with contributions by youth, board members, and staff.

Our top two organizational priorities for 2012-2016:

1. Involving and transforming the role of our programs' stakeholders in the organization in order to share more access to and responsibility for this work
2. Partnering with other groups and organizations to spread and evolve the impact of GRuB's work.

Our five strategic goals:

1. GRuB School, Youth Work and Pollination

GRuB's youth development model is an active part of our local schools and other youth-serving institutions and these partners maintain the integrity and love that are essential to the model's success. The unique and innovative coaching and technical assistance work that GRuB offers communities to replicate this model will greatly increase the number of young people affected by GRuB's youth work and will improve the ways that schools engage youth from all walks of life.

2. Community Food Solutions Initiative

GRuB evolves the current Kitchen Garden Project to involve much greater family and community leadership, ownership, and responsibility for creating good food solutions that meet their needs.

3. GRuB in the Food Movement

GRuB will take a leadership role in mission-related local, regional, and national food movement networks. We will use our participation to ensure that GRuB's stakeholders, values, and program models inform and help shape the emerging food movement.

4. Cultivating Community and Leaders

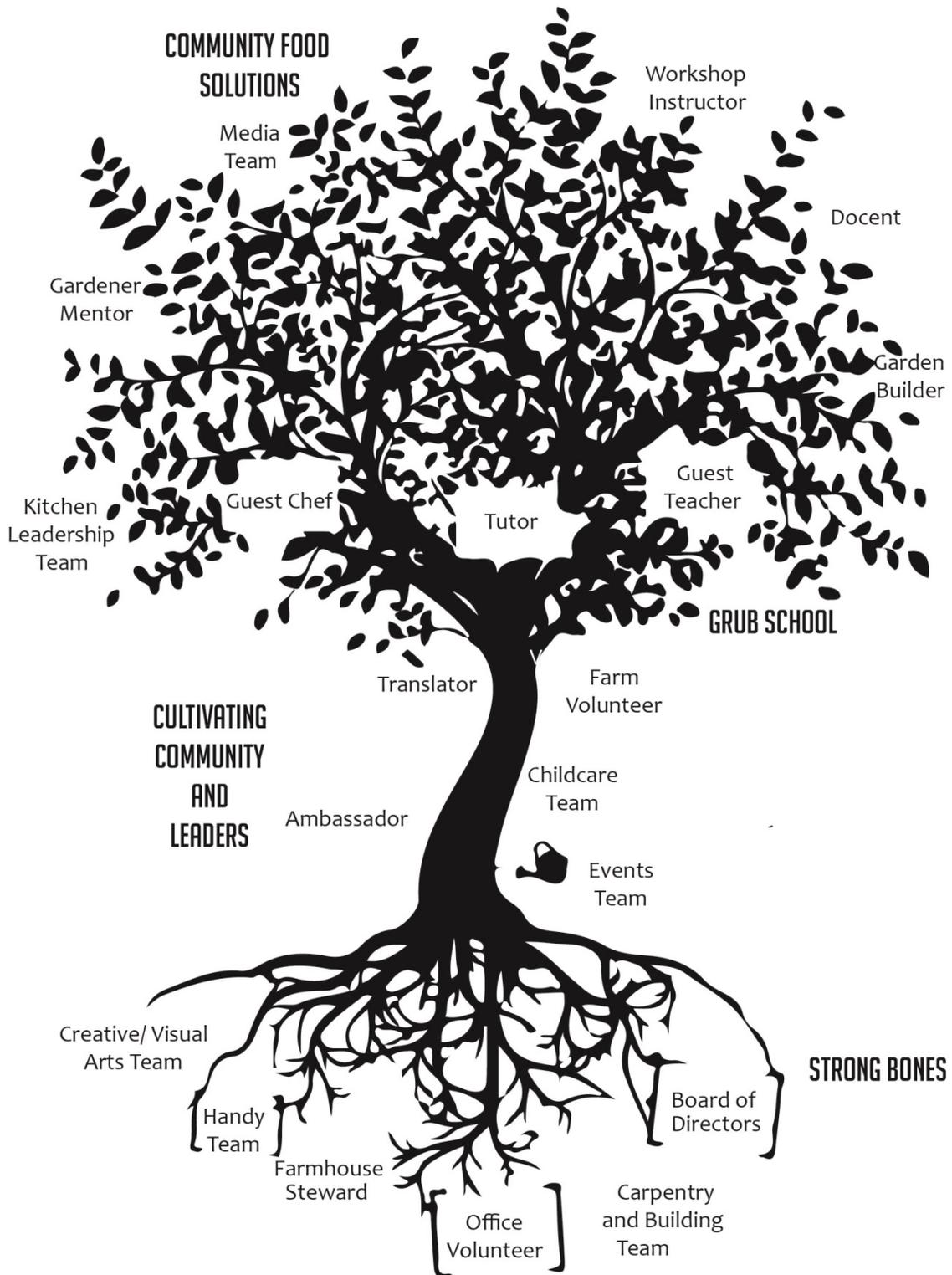
GRuB expands and creates more opportunities for community members to become community leaders through trainings and hands-on activities. GRuB stakeholders increase their awareness, self-advocacy, and leadership so they may successfully engage in our programs, our community and the broader Food Movement.

5. GRuB's Strong Bones—Internal Evolution and Resources

GRuB improves its internal systems and structure to create “strong bones” that support the growth, success, and sustainability of our programs, vision, and values. In particular this goal uses our founder/leadership transitions and current growth as an opportunity to propel GRuB toward our vision and more efficiently and effectively deliver our mission.

In 2016 we will launch our new strategic planning process, and volunteers are invited to participate! If you're interested, let the Volunteer Coordinator know.

HOW DO GRUB VOLUNTEERS FIT INTO PROGRAMS?



SEASONAL ACTIVITY CALENDAR

ALL YEAR LONG

Farmhouse Stewards
Handy Team
Office Volunteers
Board of Directors
Ambassadors
Childcare Team
Media Team
Guest Chefs

SPRING

Garden Builders

SPRING-SUMMER

Translators
Gardener Mentors
Workshop Instructors

SPRING-FALL

Carpentry/ Building Team
Farm Volunteers
Special Events Team
Kitchen Leadership Team
Farmhouse Docents
Tutors
Guest Teachers
Creative/ Visual Arts Team



APPRECIATIONS

GRuB is strongly committed to creating a nourishing organizational culture. We dedicate as much time and effort to relationship-building as we do to completing tasks; in fact, we set “process” goals (how we get work done) for our tasks.

Part of this work culture includes celebrating collective and individual successes (large and small), and recognizing and appreciating the gifts we each bring to the table. We use several tools for appreciations, including the VISIONS guidelines, Straight Talk (communication tool outlined below), events, gifts, play, and more.

How can you expect to receive appreciation as a GRuB volunteer?

The following are examples of ways GRuB enjoys showing our gratitude for your contributions, and we’re always excited to hear new ideas about what might feel meaningful.

Appreciation parties: Every year we plan two volunteer appreciation parties: one in the summer and one in the fall. The summer appreciation is a games and ice cream party, while the fall appreciation includes treats and all-ages play at the Hands On Children’s Museum.

Thank-you cards: We strive to send thank-you notes for all above-and-beyond volunteer efforts

T-shirts and small gifts: “Super Volunteers,” or volunteers who give 40 hours or more of their time per year, receive a GRuB t-shirt or other small token of appreciation and recognition of their generosity.

Invitations to deeper engagement:

- There are several next-level leadership opportunities for volunteers in GRuB programs. If you’re interested in helping with program facilitation and development, we want you at the table.
- Volunteers are invited to help develop our strategic plan; in the past, our Executive Director has offered brief training to all interested volunteers in order to support participation in planning.

- All volunteers are invited to seasonal meetings where feedback, training, program planning, and community-building can take place.
- “Super Volunteers” are also invited to Roots, Shoots, and Fruits trainings (see page 15).

Recognition: We offer each other frequent informal appreciation; if you give (and document!) 40 hours or more of your time you can also expect to be thanked by name in our Annual Report.

What is Straight Talk?

Straight Talk was developed by Stanley Pollack at The Center for Teen Empowerment and taught to GRuB by The Food Project. It is a tool we use to offer each other feedback and cultivate a culture of direct communication and appreciation. If you are interested in trying it out, ask someone who’s done it before (your staff support person or the Volunteer Coordinator are good options) to do Straight Talk with you!

Straight Talk can be done at any time, and it works like this:

- Offer an “alpha” (appreciation) for a person’s actions, how they show up, or who they are
- Offer a “delta” (challenge) around where they might develop skills to align their actions more closely with the VISIONS guidelines/ community contract
- Offer another “alpha” about their actions, how they show up, or who they are

There are several basic rules for giving and receiving Straight Talk. First, we always offer **straight talk for ourselves** before offering it to someone else. Second, we offer **deltas as gifts**, not attacks or criticisms (remember “it’s not okay to blame, shame, or attack self or others” from the VISIONS guidelines). Third, what is shared during **Straight Talk is kept confidential**. Here are some more guidelines:

When Giving Straight Talk

- **Be kind** - this is truly about giving gifts
- **Call it as you see it** - be honest; it's not worth it otherwise

- **Balance the scales** - don't overload someone with too many alphas or deltas, keep them balanced (2 alphas, 1 delta)
- **Speak the details** - the more specific you are the better your listener will understand. "You're great" is not very helpful. "You're great because you always show up when you say you will," speaks to details.
- **Watch the listener** - make eye contact with the listener so you know if they're all full up and can't hear anymore.

When Receiving Straight Talk

- **Look up** - make eye contact with the speaker to let them know how much you appreciate their 'gifts'
- **Open up** - sit facing your partner and open up your body posture and your heart to some great feedback
- **Listen up** - just listen, don't respond. We all have that little voice in our head. Give the little voice a rest while you're receiving Straight Talk. You can ask clarifying questions later after Straight Talk is over.
- **Store it up** - this is a rare (for most folks) opportunity so try to remember all you can
- **You Decide** - of all the great feedback you receive, take the pieces that resonate with you and then decide what to do with them.

COMMUNICATION TOOLS

What is conflict?

We've heard conflict described as "boundaries bumping into one another." At GRuB, we embrace conflict as a healthy part of building inclusive and respectful community. We believe conflicts are opportunities to learn, grow, cultivate trust, and better understand ourselves and others. We have several tools and procedures for handling conflict and uncomfortable situations in a clear, compassionate way that supports everyone's engagement. The following tools have been shared with us by the Dispute Resolution Center of Thurston County.

Active Listening

Being a great listener allows others to feel heard, and it builds trust. At GRuB we try this tool on every day; it helps us grow as a community and as a movement. Active listening includes the following practices:

1. Attending: Use non-verbal cues (Body Language) to show someone you are listening to them.
2. Pacing: Match the energy of the speaker (happy or sad etc.) showing that you're concerned and really care.
3. Reflecting: Stating back to the person what you heard; "I'm hearing you say_____. Is that right?"
4. Acknowledging: Validate what the speaker said, not agreeing but letting them know you hear what is important to them; "It sounds like you need people to be honest with you."
5. Reframing: Similar to reflecting however you can use it when whatever is being stated is harmful or attacking, "It sounds like you are angry with Karina. Have you talked to her about this?"

Active Listening is Not:

- Giving Advice
- Agreeing
- Fixing the Problem
- Telling Your Story or Preparing Your Story
- Asking "Why?"



Requesting a Change in Behavior

If a situation comes up where you feel uncomfortable, or you feel others may be uncomfortable, this tool can come in handy. However, **trust your gut instincts**. If you feel unsafe (vs. uncomfortable), the best decision may be to remove yourself or others from the situation; see “disengaging from an explosive situation” below.

1. State the person’s name and begin with a relevant and authentic affirmation.

“Mario, I appreciate how much you have been going out of your way to help get this project done...”

2. Use an “I feel” statement to communicate your discomfort and/or concern, including a description of their behavior.

“... and I feel sad/angry when I hear you talk about people that way because honesty is really important to me...”

3. Communicate the behavior you would prefer.

“... I would appreciate it if we could speak well of people who aren’t here, or change the subject to something else...”

4. Check-in to make sure they understand.

“Does that work for you? Is there anything you need from me around it?”

Disengaging from an explosive situation

This tool can be used to leave situations that feel unsafe.

1. Acknowledge their feelings: “Johnny, I can see you are upset right now...”

2. Commit to working through it: “...and it’s important to me to work through it.”
3. State your feelings and need: “I’m upset too and could use some time to calm down.”
4. State your intent to return (then leave): “Can we meet up in a half hour and talk?”

FORMAL CONFLICT RESOLUTION/ GRIEVANCE PROCEDURE

Before using this policy, both people involved in a conflict are expected to do their best to resolve it at the lowest possible level. This procedure is not intended as a substitute for open communication between GRuBbers. Here’s the preferred process for resolving conflict:

1. Talk directly to the person you are in conflict with. Ask for help from your staff support person if you would like to practice first.
2. If direct communication was not effective or possible, speak with your staff support person. If the conflict is with your staff support person, go to the Volunteer Coordinator.
3. If the conflict remains unresolved or is with the Volunteer Coordinator, go to the Cultivating Community and Leaders Coordinator.

Conflict of Interest and Whistleblower Policies:

WHAT IS A “CONFLICT OF INTEREST”?

When you are involved in a situation that might impair your ability to make fair and objective decisions related to your volunteer work at GRuB.

How might this look?

All our services are free, so if someone accepted a favor, gift, or money in exchange for providing GRuB’s services, this would be a conflict of interest. Another example might be if you used GRuB to advertise your business or campaign for political office.

Does this mean we can’t accept gifts?

You can accept gifts, but the youth and gardeners we work with should not be treated differently because of it. Additionally, we want to maintain clear boundaries and expectations, and so best practice would be to accept gifts as donations to GRuB, rather than for yourself as an individual. This is a fine line, and it’s best to check with your staff support person for guidance.

WHAT IS A “WHISTLEBLOWER” POLICY?

The term “whistleblower” comes from when a referee blows a whistle on foul play in a game. It means someone who speaks out against corruption. A whistleblower policy describes a process for “whistleblowing” and protections for whistleblowers.

How does whistleblowing work at GRuB?

All GRuBbers are expected to report illegal or corrupt actions within the organization. Reports are kept confidential, and GRuB’s policy explicitly protects whistleblowers from retaliation.

How to make a confidential report:

Go to a member of the Executive Committee of GRuB’s Board of Directors or to GRuB’s Executive Director.

What happens next?

The Executive Committee member or Executive Director will investigate the report within two weeks from the date it's made. The Executive Committee or Executive Director will then decide what action is appropriate to take.



Technology, Equipment, Privacy, and Safety

GRuB has guidelines in place to support safe, accountable, and effective use of equipment and technology.

YOUR PRIVACY:

Privacy of communications involving GRuB:

Information you send using GRuB's email system, social media accounts, or other equipment/ technology is considered public, and GRuB reserves the right to access it at any time.

When would GRuB look at these communications?

GRuB might look at your messages if there were concerns about illegal activity or harassment, for example.

OTHERS' PRIVACY (CONFIDENTIALITY):

Imagine writing your deepest secret on a piece of paper. Now imagine folding the paper so what you've written is hidden, and handing it to a stranger to hold. The stranger promises to keep it safe. What might help you feel safe and secure in this situation?

GRuB takes confidentiality seriously, because we work hard to build caring and safe connections in support of our goal to have "everyone at the table". In many ways trust is the bedrock of any healthy relationship. When we are trusted with sensitive information, we want the person who shared it to feel confident in what to expect. We do our best to honor our community's trust, and we've created some guidelines around confidentiality so GRuBbers are all on the same page about it.

Examples of potentially sensitive information include: someone's social security number, trans* or disability status, background check results, financial information, and more. If someone is a domestic violence survivor, their home address may be very sensitive information; similarly, someone's participation in our programs may also be kept

confidential for various reasons. If you don't know whether something should be kept confidential, just ask.

- When trusted with access to GRuB's servers and databases, please **respect the privacy** of others who've trusted GRuB with sensitive information. Such information should only be accessed as-needed.
- We never give out GRuB participants' (volunteers, youth, staff, or anyone else's) personal information. For example, **if a caller wants to reach someone who's not present**, they can leave a message with their contact information, and we will pass it along.
- If you need to send confidential information in the course of your work, please include a statement from GRuB about its confidential nature.
- When someone shares something personal with you, **ask before bringing it up** again or sharing their story with others.
- If someone at GRuB shares something with you that you find painful or disturbing, it's okay to **debrief** with your staff support person. This can help reduce your likelihood of experiencing vicarious trauma-- you're less likely to take the story home with you if you have a chance to process it-- and help you maintain confidentiality by processing it with your staff support, rather than friends or family. Your staff support person can also help you figure out what to do with the information you receive (e.g. how to make a report if you learn a child is being abused).
 - **One way to reduce vicarious trauma** is to pay attention to someone's "affect" (feelings) when they are speaking, rather than imagining the details of their story. That way, you reduce your chances of creating a memory for yourself, yet you are still able to be a good listener and support for others.

OTHERS' WORK:

Please respect copyrights for programs, books, articles, and data when working on behalf of GRuB.

What this might look like:

Respecting copyright includes giving credit where it's due and respecting boundaries set by owners/ creators of resources. Please use appropriate citations, ask for permission to share information/ art, etc. Please consult with your staff support person if you have questions about how this might apply to a project you're working on.

SECURITY:

If you receive an email attachment from someone you don't know, it could be a virus or malware. Please leave it unopened and ask your staff support person what to do with it.

GRUB TECHNOLOGY NO GOES

This should go without saying, but just to be clear; do not use GRuB's internet, email, technology, etc. for:

- hacking
- identity theft (representing yourself as someone else)
- harassment
- hate speech
- piracy

SAFE USE OF EQUIPMENT:

GRuB wants you to feel confident in your work and we want to take good care of our equipment. If you haven't used a piece of equipment before, ask for directions from a staff support person before operating it.

INJURIES AND FIRST AID:

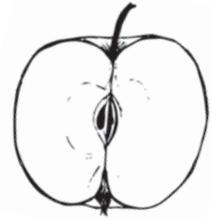
Please let a staff member know as soon as possible if you are injured on site. For minor injuries, you can use first aid kits we keep stocked with typical and homeopathic resources. There's a first aid kit in the kitchen peninsula, one in the upstairs bathroom, and one upstairs in the Directors' office.

EMERGENCIES:

GRuB keeps information needed for emergencies posted inside the front and back doors of the Farmhouse. This information includes phone numbers for the Executive Director, Operations Director, emergency services, and GRuB's street address.

Working with Young people

At GRuB, we are all **modeling GRuB's core values**, learning how to apply them in relationship with self, others, and the land. All our programs are designed to meet the standard set by GRuB School, weaving in elements like the "4 R's." GRuB School offers a periodic training ("Working with Youth: Guidelines and Expectations") on them which is required for any volunteers with GRuB School. The following basic boundaries are in place to support GRuB as a safe and transparent environment for everyone, especially the young people learning here.



4 R'S

What are they?

We strive to incorporate the 4 R's into all program elements. The idea comes from the Food Project, who got "3 Rs" from an early 90s Stanford study on effective youth programming and then added a fourth. The R's are as follows:

Relevance: As we state in our Values, we believe that people will make powerful positive personal changes when they engage in community-building work they believe in. Powerful, lasting community change requires people who are creating solutions to issues that directly affect their lives

Responsibility: Significant opportunities for responsibility are important because they offer us the chance to learn and grow. We are often more invested in outcomes we're responsible for. This is also a value around accountability-- when working in a community, we are accountable to it.

Relationships: Again, as we say in our Values, we believe that building meaningful relationships between people is a key strategy for social change. We begin all of our relationships from a place of trust, compassion, respect and honoring people where they are at. We aim to bring all voices to the table; our work is rooted in building healthy relationships across differences. (See the section "everyone at the table" on page 7.)

Rigor: This is the Food Project addition! We work hard and set high standards-- achievable, but challenging goals which require focus and determination and result in growth.

ROLE MODELING GOALS:

When working with young people at GRuB, we ask that you do your best to **display consistent enthusiasm** (showing you are glad to be here, even on bad days). This doesn't mean being dishonest-- transparency and honesty are equally important. It means supporting everyone's engagement by getting engaged yourself. It sets a resilient tone for interactions. Along those lines, we ask that you try to **use a warm tone**. This means modeling assertiveness and being welcoming and accessible.

GRUB INTERACTION NO GOES (BOUNDARIES NOT TO CROSS WITH YOUTH)

- No Dating
- No Flirting
- No Partying With
- No Parent Voice (Yelling, Blaming)
- No Physical confrontations
- No Drugs/Alcohol
- No Oppressive Language (racial, sexual orientation, developmental differences, etc.)
- No Private 1-on-1 interactions (always in public or with at least three people present)

Giving youth a ride: never be alone in the car with a youth. There should always be at least two adults or two youth present, for a minimum of three people.

Communication filters: it's important to model vulnerability and realness without being gratuitous or putting youth in the awkward position of caregiving for you.

Appropriate touching: It's okay to give one-armed side hugs. Do not give full body hugs, massages, or ever allow youth to sit on your lap.

Mentoring outside of GRuB: It's great to develop a mentoring relationship with youth-- let your staff support and Cultivating Youth staff know. Be aware of appropriate

boundaries when in different roles (your interactions with a youth on site might be different elsewhere).

Emergency housing: Let GRuB School staff know immediately if a youth needs a place to stay.

Sarcasm/humor: Keep jokes aligned with GRuB's values on anti-oppression and honoring multicultural differences.

Tobacco/Nicotine: GRuB is a nicotine-free environment. If you want to smoke, vape, or chew, please be discreet. Pick appropriate times and do not do it on site (this includes the parking lot and Bing Court).

Cell phones: Youth are asked not to use their phones on the farm, and we ask others on site to follow the same rules out of fairness.

Dress code: When it's hot out, we often want to wear short shorts, tank tops, or go shirtless. Because the youth are held to a "box" dress code (imagine a box from your shoulders to your knees-- that's what they're required to cover up), so are staff and volunteers.

PRIVACY AND CONFIDENTIALITY

GRuB works hard to provide a safe space for youth (and all people) to blossom and reach their full potential as engaged students and community leaders. At the heart of this work is relationship-building, and establishing trust is a precious part of that. **We build trust through consistency, transparency, and respect**, including respect for privacy.

Working with our hands in the soil, side-by-side in the garden, we can become very grounded. One of the many benefits of people engaging with nature is that they become comfortable, and with that heightened comfort level can come a deeper level of sharing. While a core GRuB value is confidentiality--see the VISIONS guidelines on page 12--, there are some exceptions when it comes to youth safety. One very important exception to this rule is **if a youth discloses (or you suspect) abuse or neglect.**

Physical, sexual, and emotional abuse and neglect of young people are sadly common. (You can learn about signs of abuse in the section “Warning Signs in Children and Adolescents of Possible Child Sexual Abuse” in the appendix.) If any adult GRuBber suspects or is told of abuse or neglect of a youth, GRuB is required to make a report to Child Protective Services. We do our best to be transparent and up-front with youth and families about this requirement and the process, for several reasons.

- **First, we believe in youth empowerment.** Abuse is about exercising power and control, and we don’t want to recreate that dynamic with the way we handle a youth’s confidence in us. We let youth know about these requirements so they can make informed decisions. Our role is to listen to their stories and use reflective language, not to try to interview them or intervene. In the event a report is made, we want to ensure it’s only their voice that’s being heard.
- **Second, we want to be thoughtful about the potential impacts of making a report.** A young person (or their non-offending caregiver/s) may feel scared or unsure about what to expect after a report is made. We may need to do some safety-planning with them around the process or connect them with an advocate.
- **Third, we want to ensure confidentiality of the survivor’s story and the reporting process.** Very often, survivors do not want their stories made public. It is very important that action is taken to protect youth who are being hurt; it is equally important that they have as much control over their story as possible.

If you learn of or suspect abuse or neglect of a youth, talk with your staff

support person. Together, you can make a plan about how to best support and communicate with the youth and their family through the process. This may involve safety-planning with the youth or non-offending caregiver, contacting other social service agencies, connecting them with an advocate, or more.

Reports are made via a 24/7 hotline (1-866-ENDHARM (1-866-363-4276)/ TTY 800-624-6186) which will connect you with your local CPS office. When filing a report, you will be asked for as much of the following information as possible:

- The name, address and age of the child.
- The name and address of the child's parent, guardian or other persons having custody of the child.
- The nature and extent of the abuse or neglect.
- Any evidence of previous incidences.
- Any other information which may be helpful in establishing the cause of the child's abuse or neglect and the identity of the perpetrator.

ANNUAL BACKGROUND CHECKS

Who is required to have a background check?

All volunteers, interns, AmeriCorps and Mission Continues service members, staff, and others working with or around youth at GRuB are required to undergo an annual background check through the Olympia School District (OSD).

Does the check cost money?

No, the check is free.

What does the check look for?

The check looks for very specific offenses related to working with youth (sexual assault, domestic violence, drug dealing, and a few others). Some offenses, like DUIs (Driving Under the Influence) or shoplifting, may limit types of volunteering (e.g. transporting youth or handling money) but not others. The type of offense, how long ago it took place, and how up-front you are about it are all taken into consideration when deciding upon your eligibility to volunteer.

How often will I need to fill it out?

The check is good for one year and is renewed annually between May and July.

How long does it take to receive results?

It takes up to two weeks to receive results once the check is processed.

How can I get a copy of my results?

Olympia School District has the detailed results of your check. For a copy of it, contact the folks who conduct OSD background checks at volunteer@osd.wednet.edu or (360)596-6130.

Who can I contact with questions?

Contact GRuB's Volunteer Coordinator at volunteer@goodgrub.org or (360)753-5522, and/or OSD's background check coordinator at volunteer@osd.wednet.edu or (360)596-6130.

Directions for completing the check:

Visit <http://www.helpcounter.net/olympia> and follow these steps:

Step 1: Click on "Apply to Volunteer Now!"

Step 2: Select "Start"

Step 3: Fill out sections 1 and 2 to the best of your ability (required information is marked with a "*")

Step 4: Under "Confirm your school selection," choose "Olympia High School"

Step 5: Under "What Are You Interested In," click on "Olympia High School Activities Choices" and choose "GRuB"

Step 6: Submit your application!

Frequently Asked Questions

HOW DO I...

FIND OUT ABOUT VOLUNTEER OPPORTUNITIES?

- Read the monthly volunteer newsletter
- Join our Facebook group
- Visit our page for current volunteers: <http://goodgrub.org/volunteer/for-current-volunteers/>
- We also email (and sometimes call) you based on activities you expressed interest in when you filled out your application.

GET CREDIT FOR MY WORK?

Use our sign-in sheets! There are three available for use: one in the GRuB School office, one upstairs in the Farmhouse, and one on the Farm. Admin Super Volunteers track and enter everyone's volunteer hours on a weekly basis.

GIVE AND RECEIVE FEEDBACK?

- See "Straight Talk" on page 22
- Talk with your staff support person or the Volunteer Coordinator
- Attend seasonal All Volunteer meetings

SHARE GOOD IDEAS?

- Participate in strategic planning exercises
- Attend seasonal All Volunteer meetings
- Tell your staff support person or the Volunteer Coordinator
- Reach out directly to staff in the related program



GET REIMBURSED FOR EXPENSES?

Groceries (for guest chefs), mileage from GRuB to off-site events, and some other **pre-approved** expenses may be reimbursed via check or petty cash. Many volunteers donate their mileage or grocery costs to GRuB, but we never want these expenses to be a barrier to your participation. Save your receipts and check in with your program support staff for details.



Have questions?

Need resources?

Get Help Now!

Online Help Center
<http://GetHelp.StopItNow.org>

Stop It Now![®] prevents the sexual abuse of children by mobilizing adults, families and communities to take actions that protect children before they are harmed.

Warning Signs in Children and Adolescents of Possible Child Sexual Abuse

Any one sign doesn't mean that a child was sexually abused, but the presence of several suggests that you begin asking questions and consider seeking help. Keep in mind that some of these signs can emerge at other times of stress such as:

- During a divorce
- Death of a family member or pet
- Problems at school or with friends
- Other anxiety-inducing or traumatic events

Behavior you may see in a child or adolescent

- Has nightmares or other sleep problems without an explanation
- Seems distracted or distant at odd times
- Has a sudden change in eating habits
 - Refuses to eat
 - Loses or drastically increases appetite
 - Has trouble swallowing.
- Sudden mood swings: rage, fear, insecurity or withdrawal
- Leaves "clues" that seem likely to provoke a discussion about sexual issues
- Writes, draws, plays or dreams of sexual or frightening images
- Develops new or unusual fear of certain people or places
- Refuses to talk about a secret shared with an adult or older child
- Talks about a new older friend
- Suddenly has money, toys or other gifts without reason
- Thinks of self or body as repulsive, dirty or bad
- Exhibits adult-like sexual behaviors, language and knowledge

Signs more typical of younger children

- An older child behaving like a younger child (such as bed-wetting or thumb sucking)
- Has new words for private body parts
- Resists removing clothes when appropriate times (bath, bed, toileting, diapering)
- Asks other children to behave sexually or play sexual games
- Mimics adult-like sexual behaviors with toys or stuffed animal
- Wetting and soiling accidents unrelated to toilet training

351 Pleasant Street
Suite B-319
Northampton, MA 01060
Phone: 413.587.3500
Fax: 413.587.3505
www.StopItNow.org
info@StopItNow.org
HelpLine: 1.888.PREVENT



Signs more typical in adolescents

- Self-injury (cutting, burning)
- Inadequate personal hygiene
- Drug and alcohol abuse
- Sexual promiscuity
- Running away from home
- Depression, anxiety
- Suicide attempts
- Fear of intimacy or closeness
- Compulsive eating or dieting

Physical warning signs

Physical signs of sexual abuse are rare. If you see these signs, bring your child to a doctor. Your doctor can help you understand what may be happening and test for sexually transmitted diseases.

- Pain, discoloration, bleeding or discharges in genitals, anus or mouth
- Persistent or recurring pain during urination and bowel movements
- Wetting and soiling accidents unrelated to toilet training

What You Can Do If You See Warning Signs

- Create a [Safety Plan](#). Don't wait for "proof" of child sexual abuse.
- Look for patterns of behavior that make children less safe. Keep track of behaviors that concern you. This [Sample Journal Page](#) can be a helpful tool.
- See our [Let's Talk Guidebook](#) for tips on speaking up whenever you have a concern.
- If you have questions or would like resources or guidance for responding to a specific situation, visit our [Online Help Center](#), <http://GetHelp.StopItNow.org>.

Remember, the most effective prevention takes place before there's a child victim to heal or an offender to punish.

For more information and guidance, please visit our Online Help Center, <http://GetHelp.StopItNow.org>.