

VOLUNTEER HANDBOOK AND AGREEMENT

To be a Generator Volunteer one must commit to a 3 hour shift each week to receive a membership discount of \$55. Volunteers who maintain a regular schedule for 3 months receive 24/7 access privileges.

Your first responsibility as a volunteer is to be available to the general public to give tours and answer questions, to be present so that we can allow guest access to the space, keeping the place clean and functional for our members. Volunteers are welcome to work on personal projects as long as their first responsibilities as a volunteer are upheld.

Volunteers are the eyes and ears of Generator; please take ownership of your role by getting involved in the life of the community and looking for ways to be helpful to members and the organization. Please read this document carefully; it lays out some of the basics of what you need to know and do to be successful as a volunteer at Generator. If you agree to the duties and activities outlined in this handbook, please sign the agreement form at the end of this document.

STAFF

- Chris Thompson, Executive Director, director@generatorvt.com
- Sarah Sprague, Director of Education, education@generatorvt.com
- Beth Robinson, Director of Membership and Administration, info@generatorvt.com
- Annika Rundberg, Communications Coordinator, communications@generatorvt.com
- Elliot Katz, Shop Operations Manager, operations@generatorvt.com
- Rachel Hooper, Outreach Coordinator, outreach@generatorvt.com
- Jon Weisenbecker, Community Relations, community@generatorvt.com

SHOP HEADS

- Leisa Fearing, Electronics, electronics@generatorvt.com
- Sarah Sprague, Jewelry, jewelry@generatorvt.com
- Jake Blend, Prototyping & VR, prototyping@generatorvt.com

WiFi

Everyone can use the Burlington Telecom Guest network. It is a gigabit network and open to the public. No password needed.

TASKS AND RESPONSIBILITIES

When on a regular shift, you should expect to do these things:

1. Understand our mission. You are the front lines AND our public ambassadors! You represent Generator.
2. Give tours to guests (see TOUR information below)

3. Answer questions about membership and classes
4. Answer the phone, take down info, refer people to our website
5. Organize tools, materials, and untidy common work areas
6. Sweep and Mop as needed
7. Clean tables, chairs, shelves, and anything that has dust/dirt on it
9. Book time on the Google calendar for members
10. Take all trash and recycling out as needed
11. Make sure the kitchen is clean
12. Check inventory of basic supplies: kitchen and bathrooms, front desk

Occasional Tasks:

These are things that need to be done once in awhile. If you notice it needs to be done, do it.

1. Swap out a full trash bag with a new one
2. [Winter] outdoor cleaning (shoveling, ice-breaking, salting)
3. [Spring/Summer] outdoor cleaning: picking up trash
4. Sweep and mop the floor in one of the shops (best time to do it is a quiet day, check the calendar)
5. Clean out the refrigerator

Special Tasks:

If there's something that needs doing that involves something you're good at, do one of these!

1. Social media posts about something cool that is happening at Generator during your shift - member features, project photos.
2. Helping members troubleshoot or assist with projects. For example, provide assistance in locating tools and supplies or, if you have expertise on a piece of equipment, providing basic instruction to new users.
3. Make something. Part of Generator's mission is to expose the talent of our members to the community at large. Decorations, display art and display infrastructure are valued contributions - from cardboard cutouts to pedestals.

New Members

If someone comes in asking about signing up for a membership, answer any questions they have and direct them to the website (www.generatorvt.com) where they can sign up for the appropriate membership level online. They are welcome to use the computers at Generator to sign up on the spot. New members must sign up for orientation. No one can use the space until they have taken an orientation. In orientation, new members will sign a safety waiver. Everyone who uses the facility must sign one of these. This includes class attendees.

Payment Transactions

Most transactions can be handled by directing people to our website where they can use a credit/debit card. For credit or debit cards we have a tablet on the volunteer desk with Square & Paypal installed on it. This is primarily for taking payments for build plates for the 3D printer. For things like classes, orientation, or membership, they have to sign up through our website. Do not take cash.

Answering the Phone

The volunteer on hand is responsible for taking phone calls on Generator's main line, which is 802-540-0761. Answer any general information requests; direct all other callers to an appropriate staff person. If you need to take a message, feel free to leave a sticky note on Beth's office door.

Injuries

First Aid Kits are located throughout the space. They are identified by a red cross on the wall next to the kit. Should an injury happen, and if it is not critical, help the member find the nearest first aid kit. Have them fill out an Incident Report (which is located in the orange volunteer binder at the front desk). If the injury is critical, call 911.

If the injured member elects to leave the premises, ensure that you take their name and contact details so that we can follow up and have an Incident Report filed after they are treated.

EXPECTATIONS

Missed Shifts

Once you have agreed to be available for a particular shift, we count on you to be there. If you do not show up for your shift and do not arrange for coverage more than 3 times, you will be charged the general member rate of \$80 and potentially dismissed as a volunteer. If you know in advance that you can not make your shift, swap shifts with another volunteer by emailing the Volunteer Google group: generator-volunteers@googlegroups.com

You are responsible for making certain your shift is covered. If you are having difficulty, reach out to Beth.

If you have an emergency and can't come in: call Generator at 802-540-0761 and let the volunteer on hand know that you will not be coming in. If you have a solo shift and there are no staff members on hand, the volunteer on hand will need to go through the closing procedures.

If the person with the next shift doesn't show up by the time you need to leave: Call the volunteer to see if they are simply delayed or not able to come in. You can find their number in the orange Volunteer Book at the front desk. Every shift and corresponding volunteer is listed. If there is no staff member available, you will need to go through the closing procedures.

Generator should never be left without a staff member or volunteer available during open hours.

DISMISSAL GUIDELINES

Volunteers can be removed or replaced at any time, for any reason. Possible grounds for dismissal may

include, but are not limited to the following:

- Gross misconduct or insubordination
- Being under the influence of alcohol or drugs
- Theft of property or misuse of organization equipment or materials or funds
- Harassment, abuse or mistreatment of community members, volunteers or staff
- Failure to abide by Generator policies and procedures
- Failure to follow direction as instructed by the Membership Director, Executive Director or Board of Directors
- Misrepresentation of Generator to the press, public or its community partners
- Failure to meet physical or mental standards of performance
- Failure to satisfactorily perform assigned duties

Canceling Volunteer Membership

You must give two week's notice of cancellation so that we have time to fill the shift. There are no last minute cancellations of membership.

OPENING AND CLOSING PROCEDURES

Opening

If you are opening Generator for your shift, take these steps to get the place ready for members.

1. Turn on all lights
2. Turn on the LCD screen at the front desk; ensure that the calendar is displayed
3. Before settling at the front desk, perform a walk through the entire place and make sure things are tidy and ready for our members
4. Take out any garbage that was left from the night before

Closing

- 1) If garbage bins over 3/4 full, take to the dumpsters.
- 2) Throw away or refrigerate any food that has been left out. Clean up any dishes left in the sink.
- 3) Electronics Area: Make sure soldering irons are unplugged.
- 4) Jewelry Area: Acetylene main tank valves are turned off.
- 5) Turn off all lights in the shops and common areas
- 6) When you leave, make sure the front and back doors are locked

TOURS

When someone comes into Generator and wants to check the place out, offer a tour. Here are some guidelines on what to show them and talk about - there's a lot! The goal of Generator tours should be to describe our facility, available tools and resources in each shop, membership rates, the kinds of projects and activities that are supported at Generator.

Here is a list of all of the equipment that is in each shop:

Rapid Prototyping: Laser Cutter, 3D Printer, vinyl cutter Electronics Lab: Oscilloscope, soldering irons, microcontrollers (Arduino, Raspberry Pi), and basic parts (breadboards, wires, capacitors, LEDs, potentiometers, etc)

Metal Shop: MIG Welder, TIG Welder, Bench Grinder, Floor Drill Press, Horizontal Band Saw, Disk Sander, Vertical Milling Machine, Lathe, Swing Mill, Drill, Brake/Shear/Roll Combo, Sand Blast Cabinet, CNC Plasma Cutter

Wood Shop: Table Saw, Compound Miter Saw, Band Saw, Lathe, Planer, Jointer, Drill Press, CNC Router

Jewelry Shop: B Tank Torches, Buffing Wheel, Rolling Mill, Hydraulic Press, Flex Shafts (2), Basic hand tool and forming tools

Great Hall: HTC Vive and Alienware VR setup

Learning Lab: Windows PCs with SolidWorks, Adobe Creative Suite, Sewing machines

MEMBERSHIP

Membership rates as of July 1, 2018 are:

- \$265 Studio Membership – 24/7 access and dedicated work space
- \$90 General Membership – access during open hours
- \$35 Volunteer Membership – 24/7 access after 3 months, holds a 3 hour shift a week
- \$210 Volunteer Studio - 24/7 access and dedicated work space, holds a 3 hour shift a week
- \$100 Family Membership – 2 guardians and up to 4 children (full access to shops and equipment for the adults only)
- \$3000 Company membership – Generator provides area businesses with the option of purchasing company memberships that cover usage by their employees. The basic cost is an annual fee of \$300 for up to six employees. Anyone interested should reach out to Beth Robinson at info@generatorvt.com.
- FREE University Memberships: Generator has several institutional arrangements that provide bulk membership payments for students, faculty and staff. These include Champlain College and UVM students. Monthly membership rates and orientations are waived. Covered certifications vary based on the school. For more information students can reach out to Beth Robinson at info@generatorvt.com

TRAINING AND CLASSES

Tool training is required for all shops. Training opportunities include:

- Wood Shop Wood Tools 1: Saws, Drill Press & Belt Sander Tools, Wood Tools 2: Router, Planer, and Jointer Tools CNC Router Training 4 Axis Mill Lathe (for wood)
- Rapid Prototyping 3D Printer Training & Laser Cutter Training
- Metal Shop Metal Shop Training: Metal Drill Press, Power Hand Band Saw, Horizontal Band Saw, 3-in-1 Sheet Tool, Floor Bender
- Bench Grinder, Angle Grinder, Disk Sander, Sand Blaster / Compressor Machine Mill Training Mig Welder Training Tig Welder Training CNC Plasma Cutter Lathe (for metal)

VOLUNTEER AGREEMENT

To be read, signed and returned to the Membership Manager before beginning a volunteer shift.

I, (print name) _____ have received a copy of The Generator Volunteer Handbook and agree to follow the policies and expectations as listed in the handbook.

Signature

Date

Received/Acknowledged

Date