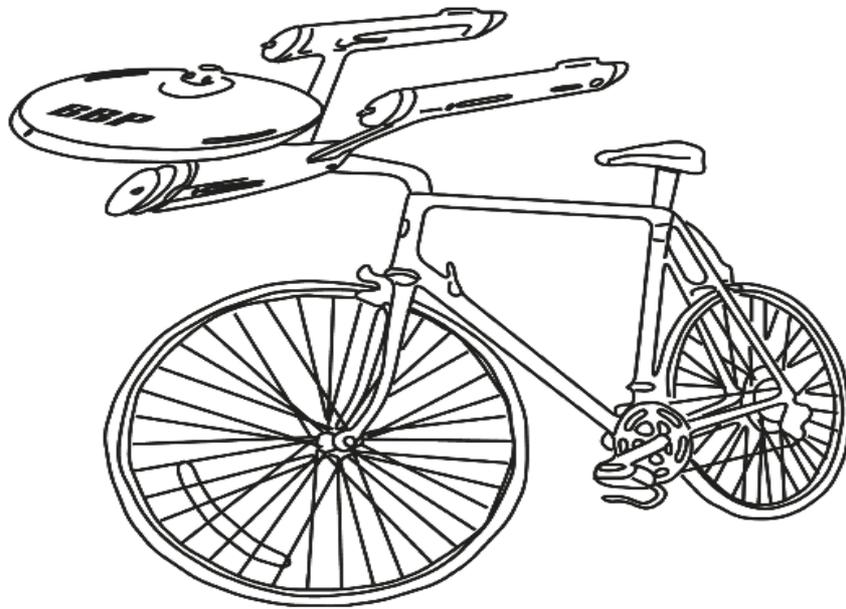


Boise Bicycle Project

Employee Handbook



2010 Edition

Introductory Letter

Welcome to Boise Bicycle Project!

I can still remember waking up early on Christmas morning in 1986, the 4th year of my life. I actually don't think I even fell asleep that night. I knew I was getting a bicycle, it was the only thing I asked for, and the only thing I wanted. When I ran into the family room and looked under the tree, there it was, my very first bike. It was a white and black BMX bike with off road tires and Murray written on the side in bright red letters. I had just received my first key to the world; the adventures to come would be limitless.

The idea of Boise Bicycle Project (BBP) originated from Co-founder Brian Anderson and my shared passion for cycling and shared dissatisfaction with Boise's incomplete cycling community. We knew there must be other people in Boise who felt the same way, we knew Boise needed a community ran bicycle cooperative that would offer bicycles and bicycle education to everyone regardless of income, and we knew that with the help of the community, we could make it happen.

In October 2007 Brian and I purchased 60 bicycles from the Boise Youth Ranch for \$20. We began fixing them out of a 200 sq. ft. studio apartment and distributing them to children of low-income families. Soon, the word caught on and we quickly out grew the small studio. The community began sending us all of their old bikes, and volunteers began to pour in.

In February 2008 we moved into the old Boise Rescue Mission and the bicycle cooperative really began to take form. After a great year in a deteriorating building, BBP once again needed to expand operations, and in June 2009 BBP volunteers moved (by human power) all of the shop's contents to our current location. At the new Lusk St. location BBP emerged as a fully functional bicycle cooperative.

Since BBP's foundation, we have enjoyed the participation of over 1000 volunteers, and with their help, have fixed and distributed over 688 bicycles to the community in need.

We are proud of Boise and its amazing cycling community. Most of all, we are excited about the future of BBP and how it will continue to make huge differences in the community.

Thank you for being a fundamental part of Boise Bicycle Project. We hope you enjoy the limitless adventures to come.

Jimmy Hallyburton
Executive Director
Co-founder of BBP

Table of Contents

- (p 1). Introduction to the Company**
 - History
 - Mission
 - Facts
 - Vision and Values
- (p 3). Organization Chart**
 - Current Board of Directors
- (p 4). Employee Activities and Responsibilities**
 - Types of Volunteers
 - Types of Volunteers Events
- (p 4). BBP Programs**
 - Volunteers
 - Open Shop
 - Membership
 - Earn-a-Bike
 - Work Trade
 - Donations (to BBP and From BBP)
- (p 8). Employee prices and purchases**
- (p8). Rules for Shop personnel**
 - Attendance and Punctuality
 - Dress Code
 - Conservation
 - Music
 - Office Decorations and Maintenance
 - Smoking
 - Media Relations
 - Use of Communication Methods
 - Harassment
- (p 10). Security**
 - Security Administration
- Equipment and Vehicles
 - Toolboxes
 - Parking Passes
 - Inspections
 - Keys
 - Weapons
 - Data Security
- (p 7). Safety Procedures**
 - Awareness
 - Training
 - Liability
 - Suggestions
 - Violence
 - Discipline
 - Medical Conditions
 - First Aid Stations
 - Incident Reporting
 - Illness Related Attendance
 - Fire Safety
- (p 10). Miscellaneous Consent Forms**
 - Harassment-Free Workplace Policy
 - Workplace Violence Policy
 - Safety Policy
 - Drug Free Workplace Policy
 - CHILD ABUSE POLICY AND PROCEDURES
- (p 25). Acknowledgement and Receipt Form**

Introduction to Boise Bicycle Project

History

Boise Bicycle Project (BBP) was founded in October 2007 by two firefighters / bike mechanics / visionaries named Brian Anderson and Jimmy Hallyburton. What started as an idea during the 2007 Fire Season quickly took shape under the guidance of Idaho Federation of Families (an existing non profit organization). With support from Boise's rising bicycle community, it has become a fully functional volunteer ran non-profit bicycle cooperative. It is managed by a dedicated board of directors and committed shop staff. .

Mission

Boise Bicycle Project is a community-oriented effort to promote the personal, social, and environmental benefits of bicycling. It functions as a bicycle recycling center as well as an educational workspace in a diverse and non-threatening atmosphere. Through education and access to inexpensive bicycles, we strive to build a stronger bicycling community.

Facts

Since its foundation in Oct. 2007:

BBP volunteers have fixed and donated over 700 bicycles to the community in need.

BBP Volunteers have helped repair over 300 bicycles for Boise's homeless population.

BBP has taught bicycle safety to over 300 students in the Treasure Valley.

BBP has grown out of two locations, and has received so much support from the community that it became necessary to move into a permanent location to operate out of for years to come.

Vision and Values

BBP believes that Boise has the potential to become the cycling capital of the USA. By creating a permanent community cycling center, BBP is helping Boise reach that potential.

In a perfect world, everyone (regardless of income) would have access to a quality-sustainable bicycle that they could be proud of. By recycling used bikes and teaching bicycle education, BBP strives to make this access attainable.

Bicycle shops can be an intimidating place for many people. BBP envisions a bike shop where everyone (regardless of age, gender, sexual orientation, race, or any other boundary) can build confidence and increase knowledge in a welcoming environment.

There are many kids in our community that need bicycles, but cannot afford them. Kids are a major focus at BBP Through donations and volunteer programs we strive to get more kids on bicycles at no monetary cost.

Many bikes are sent to the landfill when they become unusable. BBP takes the environmentally friendly aspect of cycling to the next level by recycling these bicycles and their parts in order to build better stronger bikes.

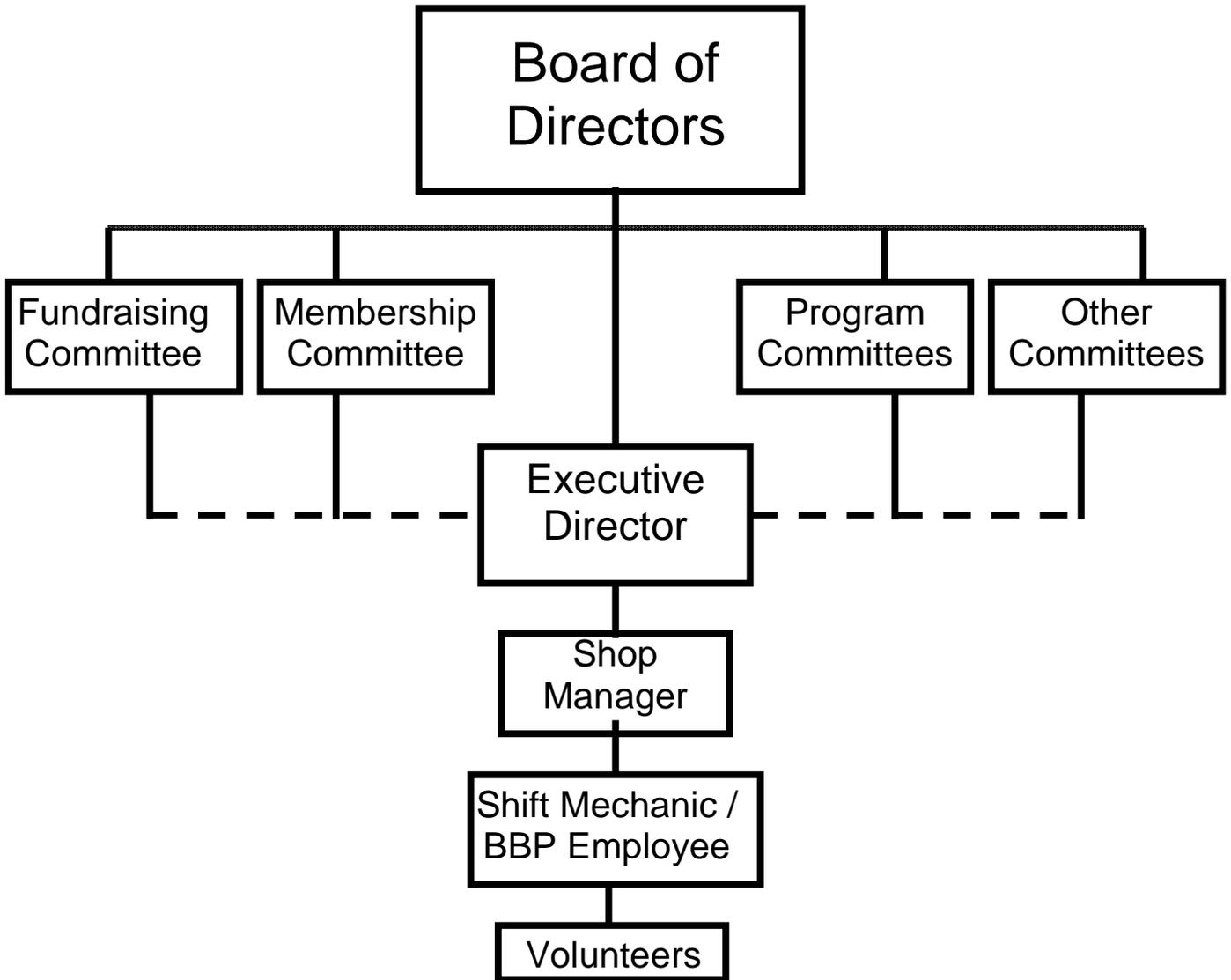
By building partnerships with other like-minded organizations, we hope to be a more complete

Boise Bicycle Project- Volunteer Handbook

service to the entire community.

BBP is a non-specific bike shop. We welcome road cyclists, mountain bikers, BMX, fixed gears, cruisers, and all other bicycle sub-cultures. We seek to close the gaps that separate these cultures by creating an exciting social community bicycle center.

Organization Chart



Directors of Operation

Jimmy Hallyburton- Executive Director & Co-founder

Brian Anderson- Asst. Director & Co-founder

Board of Directors

Lacie Sinn- President
Jarrod Thompson- Vice President
Cindy Trails- Secretary
Jonathan Wilkes- Treasurer

Greg Adams- Board Member
Jennifer Hallyburton- Board Member
Nate Rioux- Board Member

Employee Activities / Responsibilities

A representative of BBP

As an employee you are also the face of BBP. You will be the first thing a customer sees when they come in, and your attitude and interaction will determine their lasting impression when they leave. BBP is a unique bike shop, in that we interact with a wide variety of people (from homeless to high income, refugees to kids). It is important that we treat all people with respect, patience, and fairness. BBP is a hands on shop in a non intimidating environment.

A maintenance teacher and student.

At BBP, we don't fix bikes for people (a temporary solution), we **teach** people how to fix their own bike (an empowering opportunity). Some times the best answer to a maintenance question is "I don't know, let's look it up." We don't expect you know everything and if you learn something new everyday, you will eventually become a mechanic genius. BBP offers several bike maintenance classes on a weekly basis for members and the general public. *Employees are encouraged to attend these classes and will be paid their hourly wage to do so.*

A responsible salesman.

BBP sells bikes and parts in order to keep the doors open and the programs running. All BBP employees are expected to actively assist all customers in finding what they need and showing them other options that will assist them with their goal. All bikes are not created equal, but people are, so make sure that we always try to find the best bicycle/part for each customer, their budget, and situation.

An ever-growing BBP encyclopedia

BBP has many programs, events, and operations that are different from most bike shops. It is all employees' responsibility to become familiar with these programs and be able to explain them to newcomers to the shop. Programs are always changing and new events are always being organized; a copy of each months newsletter will be give to employees before it goes out to the public to prepare shop personnel for future questions.

BBP Programs

Boise Bicycle Project has many different programs available to the public and BBP members. Employees are responsible for knowing these programs.

Volunteers

BBP is an organization governed, supported by and staffed by volunteers. Employees are

Boise Bicycle Project- Volunteer Handbook

enablers of, and not substitutes for, volunteers. When possible, principal management roles are filled by teams of volunteer and employee management partnerships working together and sharing responsibility. Volunteers serve in governance, management, direct service, support service, consulting and advisory roles. Volunteers may be involved in all programs and activities of the organization, and serve at all levels of skill and decision making. Consistent with the mission of the BBP to inspire a new generation of volunteers, volunteers and employees are considered to be partners in implementing the mission and programs of the BBP.

Special Volunteers

Special volunteers are volunteers who may have not completed a BBP Orientation seminar. Special volunteers can participate in special predetermined activities, such as scheduled group volunteer times, charitable group, artists, and other special projects. In most cases, special volunteer are not allowed to work on bicycles.

Regular Volunteers

Regular volunteers are volunteers who have attended a BBP Orientation seminar, and are allowed to work on bicycles as well as regular shop projects. When participating in repair activities, regular volunteers are required to have their job or bicycle signed off by the shift mechanic before it is placed in the finished bike area.

Certified Volunteer

Certified volunteers are volunteers who have attended a BBP Orientation once as a participant, and once as a helper. They are also required to complete a brief checklist, that once completed will certify them to begin assisting customers with bicycle repair and sales, as directed by the shop manager. Certified volunteers may also perform regular volunteer activities.

Volunteer Activities

Open Shop

BBP takes volunteers during any of our regular shop times, unless the shop is filled to capacity (4 regular volunteers per BBP employee). Volunteer tasks will be designated by the shop manager.

Volunteer Nights

BBP has specific times during the week that our Volunteer only. During these times, purchases can't be made and no individual will be allowed to work on personal projects. These are times strictly set aside for giving back to the community. Volunteer tasks will be designated by the shop manager. Clean up begins a minimum of 15 minutes before closing time.

Volunteer Orientation

On the 1st and 3rd Saturdays of each month, 11am-noon, BBP holds a Volunteer Orientation Seminar, which authorizes volunteers to begin repairing or disassembling bicycles, and grants use of some bicycle tools. Orientation will cover shop layout, tool use, basic shop operations, and history.

Open Shop

Open shop is the regular shop hours that BBP is open to the public. During open shop time, the public can purchase bicycles and parts, work on their own bike, or volunteer.

Non-members may use the tools and stand during open shop time for \$5-\$10 / hour (price depends on complexity and amount of assistance needed).

Members can always use the shop during open shop time for free, and are guaranteed a stand (some times this can mean taking a stand from a volunteer, and finding the volunteer a non-stand-requiring job)

Membership

Memberships cost \$40 or \$100 a year, and grant free use of the shop, classes, and discounts on merchandise. Upon purchase of membership, a membership signup form must be completed, a membership card filled out and laminated within 5 business days, and a membership spoke card will be issued immediately. A membership packet will also be emailed to the member within 5 business days.

Alley Cat Membership

Our basic membership package that offers free use of stands and the community tool benches, ability to checkout books at the library, and a 10% discount on merchandise.

Century Ride Membership

Our premium membership package offers all the benefits of the basic membership plus- access to the “master tool” bench, a 15% discount on merchandise, the ability to special order new parts through our wholesale account (15% off MSRP), and a free \$10-\$15 shirt

Friday Night Bikes (Members Night)

Every Friday from 6:15-8pm, BBP hosts a special members only open shop time. During these times members can get an extra 10% off used bikes and parts. Each session an optional class will be held that covers a specific aspect of bicycle maintenance.

Earn-a-Bike

Earn-a-Bike is a program for people who can't afford to purchase a bicycle or would rather donate their time in exchange for a bicycle. Volunteer orientation is required before volunteer hours can be used for Earn-a-Bike. Once orientation is completed participants need to fill out an Earn-a-Bike form and begin fulfilling the tasks required on the form.

10 hours volunteer time required for 18 years and older

6 hours volunteer time required for less than 18 years old.

Work Trade

Customers who cannot pay to use the shop may do a work trade. 1 hour of volunteer time is required for 1 hour of shop time, and volunteer time must be done prior.

Boise Bicycle Project- Volunteer Handbook

Only used tubes, tires, cables, and other parts essential for riding can be purchased with work trade at a rate of 1 to 1 (one hour for one tube, one hour for 1 tire, 2 hours for 2 tubes). Parts must be selected and the work trade time set before starting. Volunteer Orientation is not required, and if not completed, work trade job cannot involve repairing bicycles.

Donations to BBP

Almost all of BBP's bikes and parts are donated. BBP is a 501c3 non-profit and tax receipts can be given for all donations. See italicized font on form below.

Donation Receipt form:

 <div style="text-align: center;"> Boise Bicycle Project a program under Idaho Federation of Families for Children's Mental Health www.idahofederation.org www.boisebicycleproject.org EI # 82-0512838 </div> 		
Date	<i>Filled in by Employee or Customer Use</i>	
Donor Name	<i>Filled in by employee</i>	
Address	<i>Left blank</i>	
Phone	<i>Left blank</i>	
Total Pledge \$	<i>Amount written if applicable</i>	
Description	<i>Filled by employee</i> <small>(Description of merchandise or service)</small>	
Value	<i>Amount written if applicable</i> <small>(Value of merchandise or service)</small>	
#	BIKE CONDITION	Recommended value
	Heavily Used	\$10-\$30
1	Good Shape	\$30-\$100
	New / Performance	\$100-\$300
X	Parts / Other	<i>Fill in range</i>

Donations from BBP

BBP donates bicycle to children under 13 years old. Children must be referred to BBP through another charitable organization (school, church, after school program, councilor, social worker,

refugee organization, etc.) Once a child is referenced to BBP they are placed on a list and given a bike as soon as possible.

Employee Pricing and Discounts

Employees receive a 40% discount on used merchandise (some items restricted), and may place special orders for cost plus 10%. Employees do not receive an extra discount during special sales, unless specified. Employees are not allowed to resale items purchased from BBP, immediate dismissal resulting. All Employee purchases must be done by the Shop Manager or Executive Director.

Rules for Shop Personnel

Attendance and Punctuality

In order to accomplish the BBP mission, it is extremely important that all personnel meet the commitment they have made. Employees must inform the Shop Manager of their availability, so that they can be appropriately scheduled. Although tardiness and absence are sometimes unavoidable, as a normal procedure, each employee should ensure that he or she reports in a timely manner as scheduled. If it is impossible to report as scheduled, please call the Director and let he or she know. Personnel are key components of our daily operations, and it is often impossible to replace an employee on short notice. Employees are asked to show up for their scheduled shop times at least 5 minutes early, and be prepared to stay 15 minutes late.

Multiple unreported missed shifts and continued tardiness will result in dismissal.

Dress Code

The BBP has a casual dress code. Jeans, tennis shoes, sweats and shorts can be worn if they are appropriate for the activity/task you are performing or you have received prior approval from supervisor. Shop aprons are available upon request. Shirts and shoes are mandatory. Open-toed shoes are prohibited at all times for employees.

Conservation

The BBP is committed to conserving the environment and recycling all parts and tools required to repair bicycles. All personnel are expected to dispose of all material and bicycle parts in appropriate recycle bins.

Music

Employees and volunteers may bring music into the shop to play during open hours and volunteer times. Music must be appropriate for the work environment, for all ages, and free from explicit content. All personnel are responsible for their own music devices at all times.

Office Decorations and Maintenance

Boise Bicycle Project- Volunteer Handbook

The BBP is committed to having a safe and clutter free working environment. All decorations need to be approved by the BBP director. Employees are expected to assist in keeping the shop clean and all walk ways free of clutter. Keeping the shop clean by sweeping and mopping as well as placing parts and tools in appropriate locations is also expected.

Smoking

The BBP provides a smoke-free work environment. Smoking inside all BBP facilities, including owned and leased vehicles, is prohibited. Smoking is permitted in exterior designated smoking areas only. Smokers have a special obligation to keep outside smoking areas free of litter and to dispose of all smoking materials in proper receptacles.

Media Relations

Individuals designated to speak on the organization's behalf are the Executive Director and those so-delegated. It is imperative that we speak with one voice when dealing with media. Selected staff members are charged with handling media calls and requests for interviews with media. All volunteers will route media calls and interviews to the available spokespersons.

Use of Communication Methods

All communication systems are BBP property and are to be used only for business purposes. Because these communication systems are provided for business purposes, employees and volunteers should have no expectation of privacy regarding their personal use of any BBP communication systems.

Prohibited uses of BBP communication systems include, but are not limited to:

Developing, accessing or distributing material which:

Harasses or disparages others, or contains ethnic or racial stereotypes, epithets or slurs.

Contains pornography, profanity, violent or sexually explicit images, messages, or cartoons.

Solicits for commercial ventures or outside organizations.

Advocates positions not officially endorsed by BBP.

Violates any applicable law.

Personal mass e-mail distribution ("spamming"), unauthorized computer access ("hacking"), obtaining pirated software, or violating copyright protections.

Distributing sensitive, proprietary, confidential, or private information of the BBP without appropriate authorization.

Obtaining unauthorized access to another volunteer's or employee's communication systems, or sending unauthorized communications under another colleague's name.

Conducting BBP business on a hand held cellular telephone while driving a vehicle

The BBP communication systems may not be used in situations that violate federal, state, or local law. Inappropriate use of any BBP communication systems may result in disciplinary action, up to and including separation.

Personal Communication devices

Personal communication devices (cell phones etc, personal email, etc) are to be used in a

Boise Bicycle Project- Volunteer Handbook

professional and limited fashion during shop time, in a way that does not impede on job performance and customer interaction.

Unlawful Harassment

The BBP is committed to a work environment free from unlawful harassment in which everyone is treated with respect and dignity while working, while on shop premises, while traveling on BBP business, or at BBP social functions. The BBP has zero tolerance for unlawful harassment. Unlawful harassment is defined as harassment based on any characteristic protected by applicable federal, state or local law including race, religion, color, sex, national origin, age, veteran or disability status, which is sufficiently severe or pervasive as to alter the working conditions of a volunteer or employee.

Security

Security Administration

The directors are the main people in charge followed by the board of directors. During all shifts, there will be a Shop Director and head mechanic on shift for security and safety reasons.

Vehicles

Automobile parking will be provided in the back alleyway of the shop for BBP employees. Bike parking is located in front of the shop, because of limited shop space, employees are asked not bring their personal bikes into the building.

Toolboxes

BBP supplies all equipment necessary for all volunteers. If your designated workstation does not have sufficient tooling, you may use the BBP toolboxes. In order to check out toolboxes, the person borrowing must leave something of collateral (i.e. keys, or identification card). Upon returning, a coordinator must inspect the contents of the toolbox to make sure everything is accounted for and in working condition.

Inspections

All oversized bags must be checked in at the front desk before a volunteer is able to enter the shop. This policy is in place to protect other volunteers as well as BBP property.

Keys

The only individuals that are allowed keys to the premises are the directors, members of the board of directors, and individuals specially authorized by the directors.

Weapons

There is *ABSOLUTELY NO* weapons of any kind allowed on the premises at any time. BBP has a strict no tolerance policy concerning this matter.

Data Security

Only the directors and a specific board member are in charge of any and all data saved on the

BBP computer system. This information is kept confidential.

Safety Procedures

Awareness

BBP is very concerned about the safety of its employees and volunteers and the work they perform. Safety is part of each workday, and no job is so urgent or important that it cannot be done safely. We ask that our volunteers be aware of the job they are doing and perform it in the safest manner possible. If you see anything that presents a safety hazard or someone not performing their job in a safe manner, please report it to the Volunteer Coordinator immediately.

Training

In order to provide a secure, safe and healthy work environment for employees, BBP periodically provides information to employees about workplace safety, health, and security issues through regular internal communication means such as meetings, memos or other written communications.

Liability

Employees are discouraged from bringing large amounts of cash or other personal valuables to work. The BBP is not responsible for employees' personal items that are lost or stolen.

Suggestions

Some of the best safety improvement ideas come from our employees and volunteers. If you have ideas, concerns or suggestions for improved safety and security in the workplace, you are encouraged to bring them to the management's attention so that the safety and welfare of all volunteers can be improved. Employees should feel free to report, without fear of retaliation, any condition which they believe poses a safety, health or security risk in the workplace. The BBP will investigate such reports promptly and thoroughly and take appropriate corrective action.

Violence

Any comments or jokes regarding threats of violence will be taken seriously, and dealt with appropriately and promptly.

Discipline

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to their supervisor. Those who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action up to and including separation.

Medical Conditions

Medical conditions, which may create an emergency for you and/or put others in danger, must be reported to the Shop Director. This also applies to the use of prescription or over the counter

Boise Bicycle Project- Volunteer Handbook

drugs which could affect your alertness, driving ability, or your ability to perform assigned duties.

First Aid Stations

All employees are expected to follow appropriate safety guidelines while working. Even under the best of circumstances though, an accident may occur, so be sure and make yourself aware of the location of the First Aid Station and its supplies.

Incident Reporting

If an employee or volunteer is injured, even slightly, they are expected to immediately stop the activity that caused the injury and seek first aid or medical attention if necessary. They must inform the Shop Director about the incident and when required, to complete an incident report form. Such reports are necessary to comply with laws and initiate insurance benefit procedures. The employee/volunteer should not resume the activity until treatment has been provided and/or you have been given approval to continue the activity.

Illness Related Attendance

Employees who become unable to work, because of a work related illness or injury must inform the Shop Director as soon as possible.

Fire Safety

Be sure to be aware of the floor plan of BBP and the exits displayed to assure your evacuation of the building.

In the case of a fire alarm, evacuate the building immediately; do not attempt to save any equipment. Our employees and volunteers mean more to BBP and your safety comes first. When at all possible, leave the building in a calm and safe manner, using the buddy system. The Shop Director has been trained to ensure that all persons are safely out of the building.

Transportation and Vehicles

If any employee is using a vehicle as part of any BBP related activity, proper safety equipment must be used. In the event that an employee is using an automobile, vehicle must be insured, registered, and the driver and all passengers must wear seat belts at all times. In the event an employee is riding a bicycle while performing a BBP related task, a bicycle helmet and closed toed shoes must be worn at all times. If operating at night, the bicycle must be equipped with a front headlight and rear reflector or light.

Miscellaneous Consent Forms

Harassment-Free Workplace Policy

1. Policy Statement

The Boise Bicycle Project (hereinafter referred to as BBP) values and respects each employee and volunteer and is therefore committed to maintaining a harassment-free work environment. The work environment includes the administrative offices, warehouse/shop and any worksite where we may conduct business. Employee/volunteer time, while in an official travel capacity is also covered. BBP also strives to protect its employees/volunteers from any form of harassment by third parties, including customers and vendors. We are each entitled to a safe work environment where all employees/volunteers are treated with courtesy, respect, and dignity and valued for their contribution to our success.

2. Action Required

Harassment of any type or illegal discrimination of any employee or recipient of the services of the BBP is absolutely forbidden.

Any employee, volunteer or supervisor who is made aware of an alleged incident of either harassment or discrimination will take immediate action to bring the matter to the attention of the BBP management. Upon receipt of this notification, the Management will take action to investigate the allegation.

The Management has designated the Human Resource Manager as the official responsible for receiving and investigating complaints of harassment and discrimination. *In all cases, the complaint, the investigation and the solution will be kept confidential to the maximum extent possible.*

3. Definition: Sexual Harassment

According to the official text of the EEOC guidelines (29 Code of Federal Regulations 1604.11) and Sec. 703 of Title VII of the 1964 Civil Rights Act, unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- A. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment.
- B. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual.
- C. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment
- D. (Other Related Practices :) Where employment and volunteer opportunities or benefits are granted because of an individual's submission to the employer's sexual advances or requests for sexual favors, the employer may be held liable for unlawful sex discrimination against other persons who were qualified for but denied that employment opportunity or benefit.

4. Sexual Harassment:

While sexual harassment usually involves members of the opposite sex, this policy also covers “same sex harassment” (i.e.; males harassing males and females harassing females because of the recipient’s gender). Harassment does not refer to behavior or occasional compliments of a socially acceptable nature. It refers to behavior that is not welcome, that is personally offensive, that fails to respect the rights of others, that lowers morale and that therefore, interferes with our work effectiveness.

Examples of harassment include, but are not limited to:

- A.) *Physical conduct:* Unwelcome touching, standing too close or brushing the body, leering, threatening stares or glaring; obscene, threatening or offensive gestures.
- B.) *Verbal or written conduct:* References to private body parts; derogatory or demeaning comments, public criticism, insults, swearing, inappropriate jokes or personal questions, sexual innuendoes, telephone calls or E-mail; catcalls, whistles, sexually suggestive sounds; or loud and abusive comments.
- C.) *Visual or symbolic conduct* – Display of pictures of nude, scantily clad or offensively clad people; display of intimidating religious, political or other symbols, display of offensive, threatening or demeaning drawings, cartoons or other graphics; offensive T-shirts, coffee mugs or other articles.

Sexual harassment may be overt or subtle. Behavior that may be appropriate in a social setting may not be appropriate in the workplace. Regardless of the form it takes, verbal, non-verbal or physical; sexual harassment can be insulting and demeaning to the recipient and cannot be tolerated in the workplace. BBP will not tolerate sexual harassment by an employee, volunteer, manager, supervisor or third party non-employee. All BBP employees, volunteers and managers are expected to comply with this policy and take appropriate measures to ensure that such conduct does not occur. Appropriate disciplinary action will be taken against any employee or volunteer who violates this policy against sexual harassment. Disciplinary action may include verbal or written reprimand, suspension, demotion or dismissal based on the seriousness of the offense.

5. Other Workplace Harassment

BBP also has a strong policy against other types of harassment. This policy prohibits verbal or physical conduct that denigrates or shows hostility or aversion toward an individual. Such conduct includes offensive remarks about race, gender, religion, age, ethnicity, gender orientation, political beliefs, marital status, veteran status or disability. The policy also prohibits written material that denigrates or shows aversion or hostility toward an individual or group because of race, color, religion, national origin, age or disability that is placed on walls, bulletin boards or elsewhere in the workplace and that:

- A.) Has the purpose or effect of creating an intimidating, hostile or offensive working environment;
- B.) Has the purpose or effect of unreasonably interfering with an individual’s work performance;
- C.) Otherwise adversely affects an individual’s employment opportunities

6. Investigation And Resolution

A. Filing Complaints

Boise Bicycle Project- Volunteer Handbook

Any BBP employee or volunteer who believes they are being harassed or retaliated against is encouraged to exercise their rights as soon as possible:

- 1.) Tell the harasser how you feel and ask the person to stop the offensive conduct.
- 2.) Report the incident and how you feel about it to your supervisor, the Human Resource Manager, Volunteer Coordinator or the Management. Employees or volunteers who believe they are being subjected to harassment are encouraged to file complaints through the BBP's Problem Solving Procedure. Due to the sensitive nature of these complaints, any person or step within the problem solving procedure may be bypassed if the complainant feels it is necessary. If an employee chooses, she/he may bypass the problem solving procedure altogether and file directly with the Idaho Human Rights Commission and/or the Equal Employment Opportunity Commission.
- 3.) Applicants for employment or recipients of BBP services may file harassment charges in writing to the Management of the BBP, with the Idaho Human Rights Commission and the Equal Employment Opportunity Commission.
- 4.) No employee, volunteer, applicant or recipient of BBP services shall in any way be adversely affected for filing a complaint of alleged harassment.

B. Confidentiality

- 1.) Due to the potential damage that could result to the career and reputation of any person falsely accused or accused in poor faith of harassment, all investigations and hearings surrounding such matters will be conducted to maximize the protection of privacy and to minimize suspicion toward the accused as well as the complainant. Only those persons responsible for investigating and enforcing civil rights matters will have access to confidential communications.
- 2.) Any employee or volunteer aware of or suspecting the occurrence of harassment will be expected to report the matter through the most confidential and direct means possible to preserve morale and discipline in the work unit.
Steps include:
 - a.) Making a statement of known facts in writing to the Management, Volunteer Coordinator or Human Resource Manager.
 - b.) Avoiding discussion of the matter with co-workers or others not directly responsible for investigation.

C. Investigation Procedure

When an allegation of harassment is made of any employee or volunteer, the Human Resource Manager will take immediate steps to:

1. Obtain a statement or problem-solving form from the complainant regarding times, dates, places and circumstances surrounding the allegations.
2. Discuss the matter with the accused.
3. Obtain statements of witnesses or possible witnesses, if available.
4. Prepare a report of the investigation and submit it to the Management, Volunteer Coordinator,

Boise Bicycle Project- Volunteer Handbook

or Human Resource Manager.

D. Action and Resolution

Based on the report, the Management shall take immediate and appropriate corrective action. A review of the record as a whole and the totality of the circumstances, such as the nature of the behavior and the context in which the alleged incidents occurred will be considered in determining whether the alleged conduct constitutes harassment. The determination of the legality of a particular action will be made from the facts on a case-by-case basis.

Applying general Title VII principles, BBP is responsible for its acts and those of its agents and supervisory employees with respect to harassment regardless of whether the specific acts complained of were authorized or even forbidden and regardless of whether the employer knew or should have known of their occurrence.

[The EEOC will examine the circumstances of the particular employment relationship and the job functions performed by the individual in determining whether an individual acts in either a supervisory or agency capacity.]

With respect to conduct between fellow employees and volunteers, the employer is responsible for acts of harassment of employees in the workplace where the employer (its agents or supervisory employees) knows or should have known of the conduct, unless it can show that it took immediate and appropriate corrective action.

The employer may also be responsible for the acts of non-employees, with respect to harassment of employees and volunteers in the workplace, where the employer (its agents or supervisory employees) knows or should have known of the conduct and fails to take immediate corrective action. [In reviewing these cases the EEOC will consider the extent of the employer's control and any other legal responsibility, which the employer may have with respect to the conduct of such non-employees.]

7. Penalties

A. If after consideration of these guidelines there appears to be no foundation to the allegation:

1.) No record shall be made of the allegation in either the accused or the accuser's personnel records.

2.) A reiteration of the policy against harassment may be appropriate.

a.) If foundation of the allegation exists, disciplinary action against the offending employee, volunteer, or supervisor will follow. The disciplinary action will be commensurate with the scope and severity of the occurrence, and may include (but is not limited to) the following:

- b.) Warnings, verbal or written
- c.) Reprimands, either verbal or written
- d.) Suspension
- e.) Demotion
- f.) Dismissal

Boise Bicycle Project- Volunteer Handbook

Additionally, every effort will be made to provide appropriate relief for the victim.

8. Conclusion

Harassment in any form is both illegal and unproductive, and has no place within the working environment. Every employee, manager, supervisor, and officer of BBP is expected to follow the letter and spirit of the policy.

TO: **Boise Bicycle Project**

FROM: _____
Employee/Volunteer Name

DATE: _____

SUBJECT: **Receipt of Harassment-Free Workplace Policy**

This is to acknowledge receipt of the Boise Bicycle Project Harassment – Free Workplace Policy and Resolution Procedure.

Employee/Volunteer Signature

Workplace Violence Policy

Purpose:

The Boise Bicycle Project is committed to increasing the safety of its employee/volunteers while at work by establishing procedures for reporting, investigating, and responding to incidents of threatened and or actual violence in the workplace. Employee/volunteers who violate any part of this policy may be subject to disciplinary action up to, and including, dismissal.

Prohibited Actions:

Workplace violence includes any behavior through communication or physical action that is intended to, or is reasonably expected to threaten, intimidate, or harm another person. These prohibited actions include, but are not limited to:

- A.) Threats of violence expressed as verbal comments, directly or indirectly expressed in a veiled or conditional manner to another person(s).
- B.) Threats of violence that may be communicated through any written or pictorial documentation including computer memorandum(s).
- C.) Physical actions such as hitting, pushing, kicking, holding, impeding, physical gestures, or forcibly blocking the movement of another person(s).

Additionally, all employee/volunteers, or persons associated with the department whose work is

Boise Bicycle Project- Volunteer Handbook

supervised by Boise Bicycle Project staff or who receive direction concerning work duties that are performed at state facilities, are prohibited from carrying or using a firearm or weapon of any kind that is readily capable of lethal use in a department owned or occupied building and in any department owned equipment or vehicle.

Workplace Violence Reporting

For the protection of all employee/volunteers, the immediate supervisor, or the next higher manager (if the concern is with the immediate supervisor) shall notify the Human Resource Manager of any workplace violence incident. Employee/volunteers shall report to their supervisor incidents regardless of the nature of their relationship to the individual who initiated the prohibited behavior. Any person who intentionally makes a false report about workplace violence will be subject to disciplinary action up to and including dismissal.

All workplace violence incidents that are reported under this policy will be kept confidential to the extent possible. However, the department shall act appropriately and prudently, based upon the information received and will attempt to insure the physical safety of its employee/volunteers and others. The department cannot guarantee anonymity to the person(s) who reported the incident. The identity of any person(s) involved with the reported incident shall only be disclosed to those who have a legitimate need to know.

In the event an incident requires immediate intervention by law enforcement personnel, any involved party may immediately contact the appropriate law enforcement agencies. When appropriate, the department will cooperate and assist with any criminal investigation(s) or prosecution(s) that may result from reported violence incidents.

Discrimination, harassment, or retaliation against any person who reports or responds to workplace violence is prohibited. Interference or obstruction with any investigation by a department employee/volunteer is prohibited.

This Workplace Violence Policy **does not preclude** any personnel, at any time, from contacting proper authorities should the incident/behavior warrant immediate intervention by law enforcement or emergency personnel.

Workplace Violence Incident Documentation

The Human Resource Manager shall document all reported workplace violence incidents and provide a basic non-confidential statistical report of these incidents annually to Boise Bicycle Project executive management.

Definition of Terms:

Workplace violence can be defined as intimidating and/or harassing behavior that may include, but is not limited to, the following:

Verbal:

- A.) Verbal threats communicated in any manner (verbal, written, computer, etc.)
- B.) The use of vulgar or profane language toward others,
- C.) Disparaging, derogatory, or inflammatory comments or slurs,
- D.) Verbal intimidation,
- E.) Offensive name-calling.

Boise Bicycle Project- Volunteer Handbook

Physical:

- A.) Stalking,
- B.) Hitting,
- C.) Pushing or shoving,
- D.) Kicking or striking another person or property,
- E.) Holding, impeding, or blocking the movement of another person,
- F.) Spitting, biting, or scratching,
- G.) Use or threatened use of a weapon,
- H.) Throwing or otherwise propelling an object toward another person,
- I.) Threatening or intimidating gestures.

Visual:

- A.) Derogatory, threatening, or offensive posters, cartoons, publications, photographs, or drawings.

Vandalism:

- A.) Defacing, damaging, or threatening destruction of any property in the work environment.

Weapons:

- A.) any type of firearm
- B.) any knife or similar object which has a blade in excess of six (6) inches
- C.) metal knuckles or other deadly or dangerous weapon

Firearm:

- A.) Pistol,
- B.) Revolver,
- C.) Rifle,
- D.) Or any other firearm

Deadly or dangerous weapon includes any weapon defined in federal law in section 921 of title 18 of the United States Code.

TO: **HUMAN RESOURCE OFFICE**

FROM: _____
Employee/Volunteer Name

DATE: _____

SUBJECT: **Receipt of Workplace Violence Policy**
This is to acknowledge that I have received a copy of the Boise Bicycle Project's Workplace Violence Policy.

Employee/Volunteer Signature

Safety Policy

The safety of our employees, volunteers, business associates and the public we serve is of primary importance to the Boise Bicycle Project. It is our intent to provide safe working conditions and establish operating practices that promote a safe environment for all. Accidents cause untold suffering and financial loss to those injured and results in the waste of human and economic resources. A safe and healthy operation conserves resources, improves the quality of life and is essential to efficient operation.

Integrating safety into all aspects of our operation requires everyone's involvement. All levels of management are responsible for developing and implementing safe work practices, promoting safety, and setting a positive example for others. Employees and volunteers are expected to adhere to safe operating instructions and encouraged to provide their ideas and expertise in making safety a part of the job. We all need to continually promote safety awareness and maintain property and equipment in safe operating condition.

Through cooperative effort we can each make a contribution to a safe environment for everyone.

I have read this Workplace Safety Policy statement, received a copy of it and understand it.

Employee/volunteer Signature

Date

Drug Free Workplace Policy

The federal Drug-Free Workplace Act of 1988 requires notification of all employees of agencies receiving federal money that it is policy to maintain a drug-free workplace. Further, it is the policy of the Boise Bicycle Project that our non-profit agency, whether they receive federal funds or not, will have in place a drug-free workplace policy and comply with the intent of the law.

Alcohol-drug abuse in the workplace has many detrimental effects on any organization and its employees. Alcohol-drug abuse impacts morale, lowers productivity, causes safety violations, and increases health care costs. The Boise Bicycle Project is committed to maintaining a work environment free from illegal drugs and alcohol and other drug abuse.

Employees and Volunteers of the Boise Bicycle Project are prohibited from the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance in the workplace. Violations of this policy will result in corrective action, which may involve discipline up to and including dismissal. Employees and Volunteers are urged to take advantage of any services that may be provided if alcohol or other drug abuse is a problem.

As a condition of employment and volunteering your time, each individual of the Boise Bicycle Project is required to abide by this drug-free workplace policy, and is further required by federal law to notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction.

I have read the Drug Free Workplace Policy, received a copy of it and understand it.

Employee/Volunteer Signature

Date

CHILD ABUSE POLICY AND PROCEDURES

The increasing incidence of reported child abuse is a special concern for BBP. It is all of the staffs' duty to recognize and report child abuse and neglect. Child abuse is damage to a child for which there is no "reasonable" explanation. Child abuse includes non-accidental physical injury, neglect, sexual molestation, and emotional abuse. The following guidelines have been adopted as the official policy.

Staff Recruitment, Training and Supervision

1. Reference checks on all prospective employees and program volunteers will be conducted, documented, and filed prior to employment. The Volunteer Application must be completed by all volunteers and should be retained on a local basis.
2. Supervisors are encouraged to work with the Personnel Office to secure license checks, or otherwise conduct criminal record checks of staff and volunteers who work directly with youth and youth development education programs and their associated events.
3. All new employees and volunteers will be required to participate in an orientation program including written materials explaining policies, procedures, and regulations on child abuse. They should be aware of legal requirements and, by their signature, acknowledge having received and read appropriate policies and procedures.
4. Employees and volunteers working directly with children will be provided training and information about identifying signs of possible child abuse. Staff training will include approved procedures for responding to the suspicion of child abuse.
5. Administrative staff responsible for the supervision of programs involving the care of children will make unannounced visits to each program site to assure that standards, policies, program quality, and performance of staff are being maintained.

Staff Relationships With Children

6. In order to protect individuals, employees and volunteers, they are encouraged to avoid, where possible, being alone with a single child.
7. BBP employees and volunteers are encouraged not to socialize with program participants under the age of 18 outside of organizational activities.
8. BBP employees and volunteers will not, under any circumstances, discipline children by use of physical punishment or by failing to provide the necessities of care such as food or shelter.

Boise Bicycle Project- Volunteer Handbook

9. BBP employees and volunteers should be alert to the physical and emotional state of all children each time they report for a program. Signs of injury or suspected child abuse should be reported to the Executive Director.

Responsibilities To Parents

10. Parents will be informed about their child's program participation and may visit programs at any time.

Reporting Procedures

11. When there is suspicion of child abuse, employees or volunteers to whom it has been reported will immediately inform the Executive Director, or direct supervisor. The reporting of suspected child abuse situations is a personal obligation as well as a professional and legal one.

12. The designated supervisor receiving the initial report is responsible for investigating the facts reported and the condition of the child. This should be done as soon as the report is received.

13. Volunteers who suspect any child abuse should report the information to the Executive Director, or direct Supervisor

14. In the event the reported incident involves a BBP employee or volunteer, this individual will be relieved from all activities involving children until cleared.

15. Regardless of where or under what circumstances the alleged incident takes place, if an BBP employee is involved, appropriate action will be taken according to BBP's Discipline Policy.

16. BBP employees and volunteers should be sensitive to the need for confidentiality in the handling of information concerning child abuse. Employees will discuss matters pertaining to abuse and suspected abuse only with the appropriate supervisory representatives.

I have read the Child Abuse Policy, received a copy of it and understand it.

Employee/Volunteer Signature

Date

EEO/AA POLICY STATEMENT

Boise Bicycle Project emphatically states that it will provide equal employment opportunities to all persons and prohibits employment decisions on the basis of race, religion, color, creed, national origin, sex, age, disabling condition, political affiliation, or sexual orientation. All selection, hiring, and promotion decisions will be based on valid job related requirements consistent with performance of the essential functions of the position. This policy is in keeping with Executive Order 11246, as amended, Titles VI and VII of the Civil Rights Act of 1964, as amended, Title IX of the Education Amendments of 1972, the Equal Pay Act of 1963, Sections 503 and 504 of the Rehabilitation Act of 1973, the Civil Rights Restoration Act of 1988, the Americans with Disabilities Act of 1990, the Civil Rights Act of 1991, the Vietnam Veterans Readjustment Assistance Acts, N.C.G.S. §126-16, and other applicable federal and state laws.

In furtherance of this policy, Boise Bicycle Project prohibits any individual from creating a hostile or intimidating work environment. Personnel policies and practices are to be conducted in a work environment that is fair, free from discrimination and free from harassment based on race, religion, color, creed, national origin, sex, age, disabling condition, political affiliation or sexual orientation. Moreover, retaliatory action of any type exercised by any employee(s) of the BBP against another employee or applicant for employment because the individual filed a charge, testified, assisted, or participated in any manner in a hearing, proceeding, or investigation of employment discrimination is prohibited.

The principle of equal employment opportunity shall apply with respect to all incidents of an employment relationship, including, but not limited to:

- recruitment, including advertising or solicitation for employment;
- job selection, hiring, and placement;
- treatment during employment and probation period including compensation, promotion and upgrading;
- evaluation of work performance;
- administration of all forms of pay and other compensation;

Boise Bicycle Project- Volunteer Handbook

selection for training and other professional development opportunities including trainee, work-against, intern and apprenticeship opportunities; other career development opportunities; and transfer, demotion, layoff, termination, and reduction-in-force.

In addition, the Boise Bicycle Project will provide reasonable accommodations for applicants and/or employees with disabilities in an effort to enable them to successfully perform essential functions of the job or benefit from training.

Adopted March 2007

Acknowledgement and Receipt Form

Signature on this receipt acknowledges that you have reviewed the Boise Bicycle Project Handbook.

Volunteer Handbook Statement of Certification:

I, _____ certify that I have received and reviewed the Boise Bicycle Project Handbook.

I further understand that, by signing this statement as required I am indicating that I have read the Volunteer Handbook and understand its contents, or have discussed questions I have with the Volunteer Coordinator or the Executive Director. I also realize that this statement will become a permanent part of my volunteer personnel file.

Volunteer's Name (Please Print)

Signature

Address

Date

**Please return to the:
Boise Bicycle Project**