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Welcome to El Sol, Jupiter’s Neighborhood Resource Center!

We’re so glad you’ve decided to volunteer with us. Volunteers are an integral part of the El Sol community; without them, El Sol would not be able to operate. In 2014, 359 active volunteers contributed time in order to support El Sol’s many different programs. El Sol’s volunteers and partners are committed to the organization and produce many milagros (miracles) on a daily basis. On an average day volunteers welcome employers, make and serve food, teach classes and help with the administrative needs of El Sol. Last year, volunteers contributed over 17,040 hours to El Sol, including substantial professional and pro bono legal services.

Volunteers are also a bridge between cultures. Whatever your background, we hope that you’ll come to El Sol willing to share it with others and to be enriched by what others have to bring. Most of all, we sincerely hope that you find your time here at El Sol rewarding and enjoyable.

Thank You, volunteers!
¡Gracias, voluntarios!
A Brief History of El Sol

In Jupiter, an "open-air labor market" began to develop on Center Street. Hundreds of day laborers (primarily Mayan immigrants from Guatemala and Southern Mexico) congregated daily on Center Street in an unorganized outdoor labor market where employers picked them up for work.

Neighbors complained to town officials about traffic safety, loitering, and a drop in real estate values. Laborers were subject to wage theft, unsafe work environments and abuse. The cultural tensions in Jupiter were escalating. A group of residents, immigrants, faith-based groups, and university and town officials coalesced to address the problem. In 2006, that grassroots, public/private coalition resulted in the creation of El Sol, Jupiter's Neighborhood Resource Center. El Sol was formed as a result of a community effort to transform the problem of an unsafe and contentious open-air day-labor market into a safe and productive resource center in which all people can achieve their highest potential.
**Our Mission**

*El Sol's mission is to improve the quality of life of residents of Northern Palm Beach County by providing services to those in need, especially Jupiter day laborers and their families.*

**Organizational Chart**

**Programs and Services**

**Day Labor Program**
El Sol’s core service is operating our Labor Center, which is open daily. Workers register with the Labor Center and show up on all days when they are available for work. Contractors and homeowners needing workers come to El Sol and within minutes are matched with workers who have the skills needed for the work requested.
English for Speakers of Others Languages (ESOL) classes
El Sol offers ESOL classes two days plus three nights per week. The classes teach written and spoken English. ESOL Table Talk, three days a week, helps students develop conversational skills.

Plazas Comunitarias
(Spanish Literacy) classes
Basic literacy in Spanish is taught to workers on Thursday and Friday nights to help prepare them to learn English and other subjects.

Computer classes
El Sol’s computer lab is open daily, and two nights per week computer classes are offered to improve basic computer skills.

Te Escucho (I Hear You)
Begun in March 2012, Te Escucho is a peer listening program where members of the community come to have their problems heard by a concerned neighbor. This service is available by appointment only.

Vocational Workshops
Several vocational workshops, including OSHA trainings, help improve the occupational skills and safety awareness of El Sol’s workers.

Legal Assistance
Volunteer attorneys provide pro bono attorney referrals at El Sol.
Food program
Through donations from local businesses, restaurants and faith-based organizations, El Sol serves a small breakfast and a hot lunch daily to workers who are not hired for the day.

Sewing classes
The volunteer-created and led sewing program helps those interested become more self-sufficient by teaching them sewing skills.

Health Services
El Sol’s Health Coordinator organizes free health fairs and screenings, health education and awareness programs and limited referrals.

Community Service
El Sol’s registered workers are committed to giving back to their community by volunteering in a number of different community service projects.

ArtFest
Some of the workers’ many artistic talents are showcased with an annual show in November.
**Special events**
El Sol coordinates special events throughout the year, including a Volunteer Recognition Luncheon, Soccer Tournament, Thanksgiving, and holiday celebrations.

**Academic Programs**
International scholars have visited El Sol to conduct research and present their findings on migration, the economy and culture.

**Childcare**
El Sol is continuously recruiting for evening childcare volunteers.
Volunteer Positions and Responsibilities

❖ Employer Desk Volunteer
  o Greets employers and inputs their requests for workers into the database. Ensures that all information on the employers is up to date. Frequently the person who explains how the program works. Helps the job desk fulfill requests for day laborers.

❖ Labor Desk Volunteer (must be bi-lingual)
  o Registers new workers on Saturdays, assists in issuing identification cards, explains how the system works to new registrants, helps workers become oriented to El Sol’s policies, programs and practices.

❖ Kitchen Volunteer
  o Assists in preparation of breakfast and lunch for the workers, maintains cleanliness, ensures that food storage protocols are being followed, assists in identifying needs in the kitchen and adhering to health codes.

❖ Palm Beach County Food Bank Shopper
  o Drives to the food banks and picks up the food for the kitchen that is sourced from the Palm Beach County Food Bank organization. Assists in making sure the food is stored properly. Mileage is reimbursed.

❖ Daytime ESOL Table Talker
  o Classes take place in the mornings. Assists the ESOL teacher in teaching English to speakers of other languages; provides one-on-one assistance and tutoring for students who are struggling. Curriculum is provided.

❖ Daytime ESOL Teacher
  o Classes take place in the mornings. Takes the lead in teaching English to speakers of other languages while following a prescribed curriculum. Ensures that students are moving through the levels of understanding and proficiency. Keeps statistics on attendance, testing, and promotions.

❖ Nighttime ESOL Teacher
  o Classes take place in the evenings. Takes the lead in teaching English to speakers of other languages while following a prescribed curriculum. Ensures that students are moving through the levels of understanding and proficiency. Keeps statistics on attendance, testing, and promotions.

❖ Childcare
  o Monitors the children of the parents who are availing themselves of nighttime classes. Keeps the child-care room clean and ensures the children are in a safe environment. Note: Background check is required.
**Plazas Comunitarias (Spanish Literacy) Teacher**
- Spanish speaking teacher offers literacy classes to native Spanish speakers who cannot read or write in Spanish. Curriculum is provided by the Government of Mexico. Classes take place both day and night. Must be a native Spanish speaker. Does not have to be fluent in English. Keeps statistics on attendance, testing, and promotions.

**Te Escucho Volunteer**
- Assist the Te Escucho professional with administrative needs on an as-needed basis. Must be pre-qualified and trained.

**Administrative Volunteer**
- Assists with data entry, filing, copying, writing thank-you letters for donations, and performs other administrative assistant responsibilities on an as-needed basis.

**Computer Lab Volunteer**
- Our Computer Lab is open from 12-2 every day. The Computer Lab Volunteer monitors the use of the computers and ensures that El Sol’s policies about the use of the Internet are being followed, distributes and collects headphones, follows rules for food and drink in the lab, and keeps attendance. The Computer Lab Volunteer does not need to be a computer specialist as s/he is simply a monitor.

**Computer Teacher**
- Teaches computer literacy to the workers. The computer classes take place at night. Volunteer should have a basic knowledge of how a computer works but does not have to be a computer expert.

**Sewing Class Volunteer**
- Assists the sewing class teacher two nights a week; assists with teaching students how to cut patterns, use and care of sewing equipment; maintains an organized supply of sewing notions.

**Health Program Volunteer**
- Assists the Health Coordinator with data entry, filing, copies, event management, and follow up phone calls to promote the Health Program at El Sol and assist with navigating our clients through the health system.

**Health Program Translator**
- Provide translation services in person for clients who need assistance at medical appointments.
Photographer
- Attends special events and photographs El Sol staff, workers, and volunteers; assists with editing and choosing photos for social media sites, engages in on-site photography of the staff, volunteers and workers, attends community service projects and photographs the workers.

Graphic Design Volunteer
- Assist El Sol with development and management of the EL Sol Shines Newsletter along with different requests for graphic designs during the year on an as-needed basis. Artwork is needed for Community Events such as ArtFest or our Soccer Tournament and flier development and design.

Webmaster
- Assist El Sol with the maintenance and improvement of our current website at www.friendsofelsol.org. A working knowledge of web based design software is necessary for this position.

Facilities/Maintenance Volunteer
- Provides handyman services, keeps the building maintained by replacing lights, locks, switches, installing doors, building or removing items and provides other handyman services as needed.

Special Events Volunteer
- Assists staff with special events; is engaged in the planning stages, helps with décor and food preparation and provides other services as prescribed by staff.

IT Volunteer
- Assists the information technology provider in maintaining the computers, assisting in creating new programs and performing other IT duties as requested by the IT provider.

Board Member
- Volunteers to attend board meetings, assists in setting policies for the benefit of El Sol, assists in researching and securing donations through grants, donations and other sources.

Committee Member
- Joins various committees and assists in planning and carrying out events, programs, classes and meeting other needs as directed by the Executive Director and/or the board.
Grant Writing Team Member
- Assists in finding grant opportunities that will be a good fit for El Sol, researches the requirements, ensures that El Sol meets the requirements, assists in writing the grants, filling out applications, writing letters of inquiry, and other duties necessary to secure grants for El Sol.

Legal Volunteer
- Assists the lawyers and paralegals in a variety of activities such as filling out forms, helping clients understand the requirements and expectations, assisting clients in assembling necessary documentation, and other duties as prescribed by the legal team.

Garden Volunteer
- Assists the Garden Coordinator in keeping the garden productive and healthy; ensuring that all staff and volunteers are observing the rules for organic gardening; assists in supervising harvesting and provides other gardening services as prescribed by the garden coordinator.

Vocational Training Volunteer
- Assist the VISTA staff member with training for Vocational training events. Expertise in specific training subject is required.

Financial Literacy Volunteer
- Assist the VISTA staff member with training for Financial Literacy training events. Expertise in Financial Literacy is required.

Promotores
- Community members who are provided training in order to outreach and educate other members of the community regarding health prevention and education.
Volunteer Guidelines

Recruitment
Volunteers are recruited from our local community to assist with the operation of programs at El Sol. We recruit volunteers from local churches, non-profit organizations, local Corporations, civic organizations, and public and private schools. El Sol will promote volunteer opportunities through speaking engagements, volunteer fairs, community service events, El Sol tours, and community outreach events.

Application and Interview Process
Volunteers are asked to fill out an application form, meet with our Volunteer Coordinator, and participate in our Volunteer Orientation. All volunteer information will be stored for El Sol use only on our password protected server.

Hour Requirements
Regular volunteers are encouraged to commit to a two-hour shift every week, unless otherwise noted.

Age Requirements
If you are under seventeen years of age, you may only volunteer if accompanied by a parent or guardian who will assume responsibility for you. El Sol complies with FLSA and DOL requirements.
Background Checks
Criminal Background checks may be required depending upon your volunteer position. El Sol keeps this information confidential and in a locked cabinet.

Orientation
New volunteers are asked to attend a volunteer orientation, held weekly on Wednesdays. This will include an overview of the agency mission, services, professional code of conduct, dress code, and a tour of the facility.

Harassment
El Sol Jupiter's Neighborhood Resource Center (El Sol), intends to provide an environment that is free from intimidation, hostility or harassment that is based on a volunteer's protected status such as sex, race, color, religion, age, sexual preference, national origin, veteran status, marital status, or any other factor prohibited by the law. Harassment of any sort - verbal, physical, visual - will not be tolerated. Please report any harassment to the Volunteer Coordinator.

Signing In and Out
Please sign in to the attendance sheet in the Volunteer’s Office upon arriving to volunteer and sign out upon leaving. These hours are used not only for us to be able to recognize your contribution to El Sol, but they are also important to show the Town of Jupiter how much our volunteers do!

Supervision
All Volunteer positions will be under the supervision of the Volunteer Coordinator. If you have questions about your responsibilities, please speak with the volunteer coordinator to clarify.
Nametags
Please wear a nametag in a visible location at all times when volunteering.

Scheduling Conflicts
If you are unavailable for a scheduled volunteering time, please notify the Volunteer Coordinator as early as possible. If possible, please find your own substitute.

Behavior
All volunteers must abide by the Code of Ethics (attached to the end of this handbook) and the Center Rules (posted in the building).

Clothing
When volunteering or perceived as an El Sol volunteer, casual attire is fine, but remember that you are representing El Sol. Please do not wear anything revealing or offensive, including clothing with profanity or drug propaganda, clothing that is very tight or reveals the midriff, spaghetti straps, or shorts, skirts and dresses shorter than mid-thigh.

Recognition
Every February El Sol hosts the Volunteer Appreciation Luncheon to recognize the achievements of our Volunteers at El Sol.

Reimbursement
If, during the course of your volunteer work, you are required to spend your personal money on items or gas for El Sol, a reimbursement sheet should be filled out with a receipt for expenses, and you will be reimbursed. All expenses must be preapproved by the Executive Director.

Training
Training will be provided for all volunteer positions. New volunteers are paired up with current volunteers who are familiar
with the position and will provide training. The Volunteer Coordinator organizes specific training classes as needed.

**Grievance and Discipline Procedures**
As a volunteer, we want you to feel respected as a person. If you feel that any of your rights as an individual or volunteer (see p. 13) have been violated in any way, please refer to the Grievance Policy and Procedure booklet in the Volunteer Office for further information.

**Exit Interviews**
El Sol will attempt to have exit interviews with all volunteers who voluntarily or involuntarily separate from El Sol to maintain a level of understanding of our volunteers and their concerns.
El Sol Workplace Rules

**Employee and Volunteer Conduct and Work Rules** - To ensure orderly operations and provide the best possible work environment, El Sol expects Employees and Volunteers to follow rules of conduct that will protect the interests and safety of all employees and the organization. It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

a) Supplying false or misleading information when applying for employment or during employment
b) Personal use of company credit cards or corporate charge accounts
c) Theft or inappropriate removal or possession of property
d) Falsification of timekeeping records
e) Working under the influence of alcohol or illegal drugs
f) Possession, distribution, sale, transfer, or use of alcohol or illegal drugs or abuse of prescription drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
g) Failure or refusal to submit or consent to a required alcohol or drug test
h) Fighting or threatening violence in the workplace
i) Boisterous or disruptive activity in the workplace
j) Negligence or improper conduct leading to damage of employer-owned or customer-owned property
k) Insubordination or other disrespectful conduct
l) Engaging in unethical or illegal conduct
m) Having an unreported or undisclosed conflict of interest
n) Violation of safety or health rules
o) Smoking in prohibited areas
p) Sexual or other unlawful or unwelcome harassment
q) Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
r) Excessive absenteeism or tardiness or any absence without notice
s) Unauthorized absence from work station during the workday
t) Unauthorized use of telephones, computers, fax machine, mail system, or other employer-owned equipment
u) Unauthorized disclosure of confidential information
v) Making or publishing false or malicious statements concerning El Sol
w) Violation of personnel policies
x) Unsatisfactory performance or conduct that does not meet the requirements of the position
y) Other circumstances which warrant discipline
Volunteer Bill of Rights

As a volunteer at El Sol, you have the right to:

1. An environment in which you are treated as a professional and as a valued asset – not just free labor.

2. Receive respect, recognition and reward for attitude and performance.

3. Know as much as possible about the organization – policies, people and programs.

4. Sound guidance, supervision and direction with a job description clearly defined.

5. Suitable assignments according to your abilities, knowledge, location, experience and desires.

6. Opportunities for participation, development, advancement and varied experiences.

7. Quality training appropriate to your assignment.

8. Be heard and participate in planning.


10. Frequent expressions of appreciation from other volunteers and the community.

Adapted from the Erie County Volunteer Firefighters’ Bill of Rights www.erie.gov 9/2011
## Resources and Contact Information

| ![Computer](94x125 to 221x207) | Find out more about what’s happening at El Sol on our website at [www.friendsofelsol.org](http://www.friendsofelsol.org) |
| ![News](106x621 to 208x704) | Attend “News & Views,” our quarterly volunteer meeting (check Volunteer Calendar for dates) |
| ![Mailbox](112x515 to 202x597) | Sign up for the El Sol Shines e-mail newsletter. Send an e-mail to elsolshines@gmail.com |
| ![Facebook](127x422 to 188x490) | Like El Sol, Jupiter’s Neighborhood Resource Center on Facebook |
| ![Envelope](123x329 to 192x398) | Contact Michelle Rivera, Volunteer Coordinator: volunteer@friendsofelsol.org 561-745-9860 |
| ![Map](124x234 to 191x301) | Visit us at 106 Military Trail, Jupiter, FL 33458 |
Code of Ethics

In order for El Sol to preserve its integrity and trustworthiness, members of the board of directors, staff and volunteers shall abide by the following principles:

I pledge to maintain the highest professional standards of behavior, treating all others with respect, honesty and fairness, and follow all laws, regulations and policies that apply to me.

I pledge to be honest and fair in my dealings with clients, staff, volunteers and board members.

I pledge to disclose situations in which a personal interest conflicts with my El Sol obligations, and to take action to avoid all actual and perceived conflicts of interest.

I pledge not to use my position with El Sol to benefit myself financially, and if I am a board member to recuse myself from votes on matters which could give me a financial benefit.

I pledge not to disclose any client or other confidential information that I may learn directly or indirectly through my responsibilities at El Sol.

I pledge to honor El Sol’s status as a not for profit, non-sectarian, 501 (c) 3 organization.

I pledge to not involve El Sol in any political matter, unless El Sol has specifically authorized such involvement.

I have read this code of ethics and agree to abide by it.

Name (print)____________________________________________

My Signature_________________________________    ______________________

Date signed