



# **VOLUNTEER HANDBOOK AND AGREEMENT**

Updated February 21, 2023

# HatchSpace Volunteer Handbook and Agreement

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## INTRODUCTION

*If you're reading this handbook, chances are you've elected to become a volunteer at HatchSpace. Thank you! Volunteering at HatchSpace fulfills an important part of our mission: to foster a welcoming, inclusive, safe and productive environment for our members, students, and anyone who visits our facility.*

The rewards of volunteering are largely intrinsic - which is to say non-tangible, maybe even hidden. You do it because, like each of us, you believe in the mission of HatchSpace and see a way to contribute to building a great place to create in Brattleboro. Most of all, you care about the people and projects that come through HatchSpace and you're excited to see them succeed! When you volunteer at HatchSpace you're taking on a role that is a lot like the mortar between the bricks of our building - great volunteers bind our community together and keep us upright. So again, thank you!

We're excited to welcome you as a Docent, Steward, or Mentor. Each role comes with a unique set of opportunities to engage with the HatchSpace community, and all of them guarantee that you will make a meaningful, lasting - and what we hope will be a fulfilling - contribution to the organization and the lives of our members.

## VOLUNTEER OPPORTUNITIES

In general we ask that HatchSpace volunteers commit to one 3 hour shift each week. Helping us to provide consistency and predictability of the member experience is an important outcome of our volunteer program. Volunteers are covered under HatchSpace's general liability, unemployment and workers compensation insurance while performing your approved and scheduled duties. We ask that you not undertake direct instruction or tool repair during your shift without explicit training and permission from a HatchSpace member of staff.

### Volunteer Commitment

Your primary responsibilities as a volunteer are to be available to the general public to give tours and answer questions; to be present on-site to facilitate member and guest access to the space; and to keep the place clean, organized and functional for our members.

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Volunteers are welcome to work on personal projects during your shift as long as you have first upheld your responsibilities as a volunteer.

We ask that weekday volunteers provide the following:

- One regularly held 3-hour shift each week, with reliable attendance
- Weekday shift are: opening 9AM to 12PM; 12PM to 3PM; 3PM to 6PM; or closing 6PM to 9PM
- A minimum 3-month commitment; orientation and training are required.

We ask that weekend volunteers provide the following:

- At least two and up to four regularly held 3-hour shift each weekend, with reliable attendance
- Weekend shifts are: opening 9AM to 12PM; 12PM to 3PM; or closing 3PM to 6PM
- A minimum 3-month commitment; orientation and training are required.

## Volunteer Roles

The volunteer roles offered at HatchSpace – which can be carried out during any of our weekday and weekend shifts – are:

1. **Docent.** Circulate throughout the space regularly. Welcome visitors and members, ensure everyone signs in, give tours, explain how things work at HatchSpace and answer questions, help new members and guests get oriented to the space. Direct inquiries to the right members of the HatchSpace team. Take pictures and send them to Hatch!
2. **Shop Steward.** Circulate throughout the shops regularly, introduce yourself as steward to members and guests. Ensure walk-ways are clear of clutter; tools are clean and ready for use. Check in with members who are in the shops and verify that they have the appropriate clearance for the tools they are using. Ensure that members and guests sign in. Provide a guided tour for drop ins with an overview of membership and class offerings. Complete incident reports when needed, provide regular feedback to the Operations team. Take pictures and send them to Hatch!
3. **Mentor.** Circulate throughout the shops regularly during Open Shop hours. Be familiar with member projects and keep an eye out for the safe operation of machines. Assist members to trouble-shoot tool and process questions. Complete incident reports when needed, provide regular feedback to the Operations team.

## Be A Helping Hand

Not able to make a consistent commitment? Not to worry, we still have other ways to be involved. A general mode to enable anyone to pitch in from time to time to support Hatch life, from in-house chores to off-site events. So dive in when you can, there's plenty of fun, recognition and praise to go around when you make a positive difference at HatchSpace!

## Getting Started

Volunteers are the eyes and ears of HatchSpace; please take ownership of your role by getting involved in the life of the community and seek out 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 HatchSpace. If you agree to the duties and activities outlined in this handbook, please sign the agreement form at the end of this document to accept them as your responsibility as a HatchSpace volunteer.

## GROUND RULES

We do have a few important ground rules that we want you to know about in advance. Please read these ground rules carefully and ask us any questions that you have - frequent and upfront communication is the best communication! If you cannot accept these ground rules, it is okay that volunteering at HatchSpace may not be the right fit for you. Our ground rules are:

1. **Direct tool instruction to qualified staff and instructors only.** If you are not trained on a tool and are not authorized to provide instruction on that tool, direct questions to staff. If no one is available, encourage the individual to cease their operation and come back for it at a later time.
2. **Show up for your shift free from drugs and alcohol.** We are a place of work where human health and safety are prized. If you have consumed alcohol or are under the influence of a controlled substance before your shift, call in sick. Do not show up for your volunteer shift.
3. **Do not share access codes with anyone.** HatchSpace puts a lot of trust in our members and our volunteers to treat the space with care and respect. Access codes

are considered proprietary and confidential business information, and the safety and security of our facility depends on keeping these codes in the hands of trusted parties.

4. **Follow instructions from staff.** Your duties may occasionally shift based on the needs of the organization. Please work collaboratively with staff to meet changing priorities.
5. **Do not accept cash.** Due to our cash controls, HatchSpace cannot ask our volunteers to handle cash on our behalf. If someone would like to pay their dues, class fees or any other expense, please direct them to our website or to a staff member.
6. Refrain from all forms of harassment. HatchSpace seeks to be a welcoming, safe place for all users. It is not appropriate to sustain unwanted conversation, comment on an individual's physical features or social affect, use derogatory or offensive language, physically touch or intimidate anyone on premises, or engage in any other form of unwelcome attention toward another member.

**If you are able to uphold these ground rules, please keep reading - we're probably a great fit!** If you have issues with any of these ground rules, or feel uncomfortable with them, please see a staff member to discuss these ground rules before you sign up.

## RESPONSIBILITIES, DUTIES, AND TASKS

At the present time, only our Shop Stewards have specific duties assigned to the position, which you may take on in any order, at any time during your shift. If a specific task feels unsafe or uncomfortable to you at any time, please seek assistance or do not undertake the task.

### Responsibilities

As a volunteer at HatchSpace, the organization places a significant amount of trust and responsibility in the hands of our stewards. These responsibilities include:

- Access codes are provided to volunteers for the sole use of opening and closing shops before and after business hours; they should not be used during non-business hours
- Uphold high standards of professionalism and confidentiality. Do not use or reveal the personal information of other members outside of HatchSpace.

## Duties

When on a regular shift, all volunteers are expected to:

1. Ensure that all visitors sign in at our guest book
2. Communicate our mission with visitors. You are our public ambassadors.
3. Give tours to guests (see "Tour" information below)
4. Answer questions about membership, shop access and classes

## Tasks

The primary duties of Shop Stewards are to ensure member safety and that HatchSpace shops are clean and orderly at all times. This is especially important for the start of every work day, and for cleanup after and prior to classes. Priority activities to be carried out when Steward arrive for your shift include:

- 1. Return furnishings to their proper location including:**
  - a. Work benches
  - b. Chairs and stools
  - c. Carts and dollies
- 2. Clear work surfaces of tools and materials including:**
  - a. Bench surfaces
  - b. Machine table surfaces
  - c. Work table surfaces, any horizontal surface!
- 3. Return tools to their proper locations including:**
  - a. All hand tools
  - b. All powered electrical tools
- 4. Vacuum, sweep, or blow dust from surfaces including:**
  - a. Work surfaces
  - b. Machine and Tool surfaces
  - c. Electrical outlets
- 5. Sweep and vacuum floors including:**
  - a. Shop floors

- b. Hallways and common spaces
- c. Trim and window surfaces

## 6. Properly dispose of waste materials

- a. Consolidate waste wood in proper bins
- b. Bring filled bags of shavings to the loading dock
- c. Recycling/compost disposed of in proper receptacle

Additional and elective things to watch out for or to carry out :

- There are no dangling, hanging or trailing electrical cords, especially across walkways and footpaths
- Hallways are clear of trip hazards including debris, tools, barrels and carts
- Check for any prep work assigned to stewards by the Education Manager
- Wood in scrap bins can be cut down to the size of kindling and transferred to kindling bins

## Occasional Tasks

These are things that need to be done once in a while. If you notice it needs to be done, pitch in:

1. Swap out a full trash bag with a new one
2. Outdoor cleaning (sweep storefront, wipe exterior glass, water flowers) and winter maintenance (shovel sidewalk, ice-breaking, salt)
3. Sweep, vacuum, and mop the entry hallways and vestibules
4. Clean out the refrigerator and wipe down the kitchen counter and sink
5. Sweep the sidewalks free of debris at High Street and Green Street

## 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 HatchSpace during your shift - member features, project photos. Feel free to send photos from your phone to [info@hatchspace.org](mailto:info@hatchspace.org) with any necessary credit and the staff team will use them!



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2. If you are a "Shop Mentor," troubleshoot or assist with member 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.

*Volunteer note: **Never instruct a member on a tool if you are not tested and certified to use that tool.** For safety and liability reasons only staff, instructors or "Mentors" are asked to provide hands-on, directed assistance with a tool. If you see someone using a tool in a dangerous or inappropriate manner, ask them to stop work and find a member of staff. Never guide a member through a piece of fixed equipment or a process that you are not familiar with.*

3. Fix or repair something. There are times when components of our facility wear out, from studio walls to legs on chairs. The repair can be as simple as tightening loose bolts or more complicated, like cutting and painting fresh trim. If you see something, check in with a staff member – more than likely they could use some help with that.

*Volunteer note: Tool repairs must be carried out in direct coordination with staff. If you think something needs to be done - service or repair - to maintain a tool in safe working order, please find a member of staff or send a support ticket through our [member portal](https://hatchspace.spaces.nexodus.com/support) **immediately** (<https://hatchspace.spaces.nexodus.com/support>). **If you feel that the situation presents a risk to users, you may use a "Tag Out" card to take the machine out of service.** Tag out cards and locks are located in the top shelf of the staff maintenance cart in the "Staff Work Shop."*

4. Make something. Part of HatchSpace'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.

*Volunteer note: Making something should be done during down time. The expectation is that, should a visitor or member require assistance, you will be there to support them.*

## OPENING AND CLOSING PROCEDURES

If you are a Steward who has taken on an opening (9AM) or closing (6PM) shift, we ask that you carry out the following key tasks:

### Opening

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

members.

1. Unlock the Green Street entrance doors
2. Turn on all shop and common area lights
3. Sign in at the main entrance
4. Reset classrooms and shops to a working condition ie return chairs and other equipment to their proper location
5. Open the entry door to High Street, propping it with a stop block
6. Before settling in to your shift, perform a walk through the entire place and make sure things are tidy and ready for our members

## Closing

1. If garbage bins are over 3/4 full, please change their bags; leave full bags at the loading dock.
2. Throw away or refrigerate any food that has been left out. Clean up any dishes left in the sink.
3. Turn off all lights in the shops and common areas
4. Check that ALL doors are locked:
  - a. Interior doors from the hallways
  - b. Exterior door at Green Street

## New Members

If someone comes in asking about signing up for a membership, answer any questions they have and direct them to the website ([hatchspace.org](http://hatchspace.org)) where they can sign up for the appropriate membership level online. They are welcome to use the computers at HatchSpace 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, including class attendees, must sign a safety waiver.

## Injuries

First Aid Kits are located throughout the space, including the bathroom. They are identified by a red cross on the wall next to the kit. Should a non-critical injury happen, help the member find the nearest first aid kit. Have them fill out an Incident Report located in the

volunteer binder at the front desk.

If the injury is critical, call 911 and then seek immediate assistance from a member of staff; if no one is available call the Executive Director at 802-585-8414.

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.

### **Payment Transactions**

Most transactions can be handled by directing people to our website where they can use Paypal or a credit/debit card. Do not take cash.

Gift certificates are available for online purchase. Please direct all gift card inquiries to <https://hatchspace.org/giftcard/>

### **Answering the Phone**

Volunteers are not expected to answer the phone. If you happen to answer the phone, please take a message, leave the message in the notebook at the volunteer desk. Staff will check the book from time to time.

### **Accessing WiFi**

Everyone can use the HatchSpace network but they must log on. It is a secure 250Mb network with the ID "HatchSpace" and the password is "H1ghgr3en".

## **GIVING TOURS**

When a curious visitor comes into HatchSpace, offer a tour. Here are some guidelines on what to show them and talk to them about - there's a lot!

The goal of HatchSpace tours should be to describe our facility, available tools and resources in each shop, and the kinds of projects and activities that are supported at HatchSpace. Mention a few highlights that people are generally interested in (SawStop, laser cutter, belt sander!).

## Mission and History

The mission of The Hatch is to promote the value and practice of craft by providing the instruction, tools, and space to support a community of makers.

The Hatch, Inc. was founded in 2014 as a 501(c)3 nonprofit organization, originally to produce fundraising cultural events. In 2018, The Hatch began organizing plans for a publicly accessible woodworking facility, dubbed HatchSpace. This transition was led by board president Tom Bodett and co-founder Greg Goodman. Tom is a professional humorist and storyteller, as well as a skilled life-long carpenter and furniture maker. Greg is a master furniture maker with the Guild of Vermont Furniture Makers.

In February 2019 HatchSpace opened its furnished workshop in Brattleboro with teaching space at 35 Frost Street. The launch was supported by donated equipment valued at \$105,000 and over 1,500 hours of donated professional services.

In 2020 the organization made the difficult and important decision to close its doors due to the impact of the Covid-19 pandemic. With support from the HatchSpace founders, board, numerous community partners, and members and volunteers, the organization was able to relocate to its current location at 22 High Street.

Today, with more than 8,000sq.ft. under management and a growing staff and suite of programs, HatchSpace is swiftly becoming a valued community resource to preserve and promote the artistry of woodworkers through advancement of traditional and contemporary woodworking skills and methods.

## Main Floor Plan



HatchSpace is an 8,000sq.ft. woodworking facility on two floors.\* Our primary shops are all located on the third floor, accessible from both High Street and Green Street. Our workspaces include a bench room, the main teaching shop, a light CNC studio, a heavy duty shop, and a finishing room. Members and students may use the loading dock, storage facilities, and meeting spaces.

\*Our second floor shop contains a full-sized ShopBot CNC mill, a table saw, drill press, dust collector and a limited collection of miscellaneous hand tools and tooling. For a complete list of HatchSpace's tools, please visit our website at: <https://hatchspace.org/tools>

## Member Rates

- Individual \$49/mo Our most popular option, individual members build our community, shape our culture and inspire collaboration.
- Duo/Family \$75/mo Because making is better together, a 20 percent discount off our individual rate for partners in life.
- Supporter \$99/yr Sustain the organization and advance our mission while enjoying discounts on classes and day-time coworking use.

## Standard benefits (For all our members)

- Day-time access to shared facilities, including our coworking lounge and meeting space
- One complimentary shop safety check and tool test
- Access to shops and tools, depending on qualifications (excluding Supporters)
- Access to member-only events

## Other things to know

- Hours of operation at HatchSpace are 9AM to 6PM M-F; we are closed after hours and on weekends until we pick up volunteers to cover those shifts.
- Members must be at least 18 years old; younger woodworkers may take classes.
- Hatch can provide limited on-site storage including lockers, shelves, carts and racks for an additional cost ranging from \$10/mo to \$15/mo. Please visit our "[Products](#)" page for more info.
- Anyone needing a little financial assistance may join with a "pay what you can" offer.
- Anyone wishing to support financial inclusion at HatchSpace may "round up" your membership payment with a tip that will go into our assistance fund. Email [info@hatchspace.org](mailto:info@hatchspace.org) for more information.

## Training and Classes

Tool training is required for each of HatchSpace shops. These fee-for-service training opportunities are delivered by qualified staff and occur in one of three ways:

1. **Group instruction in a general class setting.** For example, most multi-week courses in furniture-making provide enough hands-on experience to qualify for an evaluation test.
2. **Group instruction in a tools class.** These are hands-on courses that demonstrate and provide hands-on training in the use of specific groups of tools used in specific woodworking procedures. These classes are designed to prepare students for an evaluation test. We think about tool training two ways:
  - a. "Bundled" courses that provide instruction on a broad collection of tools over an extended period of time, for example 3 weeks
  - b. One-off, single tool training courses are designed to be specific and limited in their duration, for example a 3 hour course of instruction on the bandsaw
3. **One-on-one instruction.** A student seeking customized, individualized instruction may arrange for a private, one-on-one course taught to their interest and needs, perhaps even a specific project they have in mind. The course will provide training necessary to qualify for most evaluation tests.

## 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, we may elect to dismiss you from volunteer duties.

**If you know in advance that you cannot make your shift:** Swap shifts with another volunteer by emailing the volunteer group: [volunteer@hatchspace.org](mailto:volunteer@hatchspace.org). You are responsible for making certain your shift is covered. If you are having difficulty, reach out to the HatchSpace team ([info@hatchspace.org](mailto:info@hatchspace.org)).

**If you have an emergency and can't come in:** Call HatchSpace at (802) 257-3935 and let a staff member know that you will not be coming in. If there is no answer text the Executive Director on (802) 585-8414 or email [info@hatchspace.org](mailto:info@hatchspace.org). If you have a solo shift and there are no staff members on site, the volunteer on duty (the shift prior to your shift) 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:** Access the member directory to call or email the volunteer to see if they are simply delayed or unable to come in. You can find their number in the volunteer directory at the sign-in or send an email using the Nexodus platform.

If there is no volunteer or member of staff available to take over for you, you will need to lock up; if you are not a volunteer with a closing shift and are not familiar with the closing procedure, please ask the volunteer coordinator for guidance; if the coordinator is not available, reach out to a member of staff. **HatchSpace should never be left open without a staff member or volunteer available.** If you are uncertain about what to do during business hours, reach out to the director Lars Hasselblad Torres on 802-585-8414.

**Do not share access codes with anyone.** HatchSpace puts a lot of trust in our members and our volunteers to treat the space with care and respect. Access codes are considered proprietary and confidential business information, and the safety and security of our facility depends on keeping these codes in the hands of trusted parties. *Under no circumstances should you share access codes with other members.*

## VOLUNTEER DISMISSAL

Volunteers can be removed or replaced at any time, for any reason, by the Shop Lead, the Executive Director, or a member of the board. Possible grounds for dismissal may include, but are not limited to the following:

- Gross misconduct or insubordination including failure to follow direction as instructed by a member of staff or a member of the board
- Showing up for duties under the influence of alcohol or drugs
- Theft of property or misuse of organization equipment, materials or funds
- Harassment, abuse or mistreatment of community members, volunteers or staff
- Failure to abide by HatchSpace policies and procedures
- Misrepresentation or mischaracterization of HatchSpace to the press, public or before our community partners
- Failure to meet standards for physical or mental performance and unsatisfactory performance of assigned duties

## CANCELING YOUR MEMBERSHIP

While we hate to see you go, we recognize that things change. You may cancel your membership at any time. To help us cover your shifts in the event that you need to cancel, please give at least two week's notice so that we have time to fill your shifts. HatchSpace does not reimburse membership dues for early cancellation.

## STAFF CONTACTS

HatchSpace volunteers can be reached as a group at [volunteers@hatchspace.org](mailto:volunteers@hatchspace.org). HatchSpace staff are on site daily in a variety of roles. Current on-site staff are:

- Lars Hasselblad Torres, Executive Director, [lars@hatchspace.org](mailto:lars@hatchspace.org)
- Karen Cornish, Community Learning Manager, [karen@hatchspace.org](mailto:karen@hatchspace.org)

In the event of an emergency, immediately contact Lars Hasselblad Torres by text on 802-585-8414.



## **THANK YOU**

*Volunteers play a big part in the life of the HatchSpace community. Thank you for making valuable time to give back to HatchSpace and for helping to make it a stronger, more vibrant and productive place to create, learn and launch!*

## **VOLUNTEER AGREEMENT**

This volunteer agreement must be read, signed and returned to the Executive Director before beginning a volunteer shift. This volunteer agreement accompanies HatchSpace's Member Agreement.

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

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name