



**Cincinnati
Recycling &
Reuse Hub**

Volunteer Handbook



Volunteer Handbook

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**Cincinnati
Recycling &
Reuse Hub**

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@ cincyrecyclingreusehub

Dear Volunteer,

On behalf of the Cincinnati Recycling & Reuse Hub, I would like to welcome you to our volunteer team! We are excited to have you volunteer with us.

The Hub was started to help reduce the amount of waste going to landfills by increasing recycling and reuse options. As the only organization in Greater Cincinnati accepting such a vast amount of items for the general public to recycle in one place, we could not do this without volunteers. We hope your time volunteering is as positive an experience for you as it is for us and that when you are done, you have a better understanding about the complexities of recycling and an increased interest in reuse.

This manual was designed to provide you with information about some of our volunteer policies. We hope you find this useful, because it will help you be successful in your role as a volunteer. Please note that prior to your first volunteer shift, all volunteers must complete the waiver and it is the volunteer's responsibility to review the handbook and its contents.

As an organization, we continue to grow and improve. In order to do that, if you have any feedback from your time with us, please let me know. We value your input and time, and it will help us going forward.

Sincerely,

Carrie Harms, Warehouse Director, and the CRRH Team

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Who We Are

The Cincinnati Recycling & Reuse Hub (CRRH, or the Hub) reduces the amount of waste going to landfills through our one-stop drop-off location where we accept items and materials that are recyclable and reusable, even those that are not permitted in traditional recycling bins. The one-stop model is unique in that it saves time, effort, and gas for donors, and it allows for more items to be recycled or reused than the current waste/recycling/reuse infrastructure for the Greater Cincinnati Area does. The Hub is the only organization in Greater Cincinnati accepting such a vast amount of items for the general public to recycle in one place.

Mission Statement

Our mission is to revolutionize how people think about “things” and to provide a place where almost anything can be recycled or reused. Our goal is to help mitigate the effects of climate change by increasing recycling, reuse and landfill diversion rates in the greater Cincinnati area.

Our Values

CRRH was developed as a non-profit, as we are doing much more than just keeping items out of a landfill. We work to increase awareness of the connections among “things,” consumer habits, and harmful environmental consequences.

These efforts aim to shift norms and expectations away from disposability and toward sustainability--where the value of an item is judged not only by its immediate utility, but also by its long-term effects on the environment, the economy, and social justice.

CRRH Board & Staff Members

You will interact with staff members and board members during your time volunteering at Cincinnati Recycling & Reuse Hub. We encourage you to visit our website to meet our [current board members](#) and our [current staff members](#). We are looking forward to meeting you!

Volunteer Coordinator

Lily Greiser serves as volunteer coordinator for The Hub. Lily is the primary point of contact for all volunteer-related activities. Any questions can be sent to the following email and phone number: volunteers@cintirrh.org | 513-629-9040.

General inquiries can be sent to contact@cintirrh.org.

Volunteer Roles

Downstairs/ Mini Hub

- Help guests sort their items in the proper receptacles
- Supervise one of the following stations: flexible film, rigid plastics, and one floater/ TerraCycle volunteer.
- Senior volunteers in the Mini Hub will act as 'runners', using the elevator to move loads upstairs.

Upstairs/ Warehouse

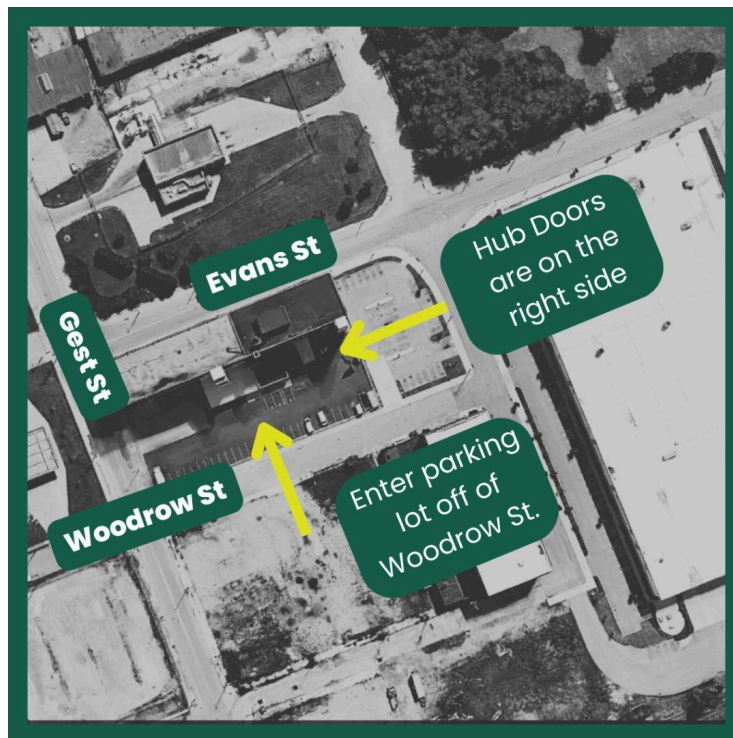
- Process materials after they are sorted by downstairs volunteers (organizing shelves for ZeroLandfill and Creative Reuse sections)
- Offer help to customers who are 'shopping' in our reusables sections and weigh the materials each customer takes.
- A supervisor will need to be present at all times for warehouse volunteers to be working upstairs.

Whether volunteering in the Mini Hub or in our warehouse, most volunteer work requires standing for long periods of time and may require lifting and moving items. The warehouse can become very noisy and energetic, as well. Please be mindful of the physical nature of the work and atmosphere, when signing up for a volunteer position. If you have accommodations for volunteering, it is best to reach out via email (volunteers@cintirrh.org) to be sure that we can make adjustments if necessary.

Experienced Volunteers

Experienced volunteers are a select group of long-term volunteers who know The Hub and our processes well. They are leaders among volunteers and our organization as a whole. Experienced volunteers are a great resource and hold a plethora of knowledge. Do not hesitate to ask questions. *These volunteers are the volunteers who may operate the CRRH elevator.*

Location and Hours



Our address is 911 Evans Street which is the front of the building. The gated lot is on the backside of the building with the entrance along Woodrow Street.. See map above for assistance. Call the number for the Hub (513-629-9040) if no one is at the garage door when you arrive.

Mailing Address P.O. Box 58087 Cincinnati, Ohio, 45258-0087

Facility Address 911 Evans Street Cincinnati OH, 45204

Thursday Hours: 12pm-6pm Saturday Hours: 10am-2pm

Recycling Industry Information

The recycling industry experiences rapid changes on a regular basis. Recycling processors have very specific guidelines for what they will and will not take. Processors and buyers can reject entire loads of recyclables due to contamination. If this happens too often, buyers can choose to end the relationship with our organization. For these reasons, sorting properly and ensuring contamination guidelines are followed as closely as possible are a top priority at The Hub.

What We Take

While our volunteers are not responsible for knowing all the details about what we take, it is helpful to review the list to have a broad understanding. Please refer to our website for the most up to date information on what we take. [Cincinnati Recycling & Reuse Hub](#)

We have signs and posters in the Mini Hub and upstairs, so you will have guidance on how best to sort items. We encourage you to review the [How to Sort Recycling Quick Guide](#) on our website, so that you are familiar with the basics and have a general sense of what to look for when assisting/guiding customers at drop-off.

Sorting items into TerraCycle categories is our preferred option, because it generally generates a small amount of money for the Hub. We pay to recycle all other items, including things that Rumpke accepts or that can be recycled at stores, like plastic bags.

Recycling Partner Programs

TerraCycle is a New Jersey based for-profit company that accepts hard to recycle, brand specific items such as Gerber baby food packaging, Taco Bell sauce packets, and Brita water filters. An exhaustive list of what TerraCycle items we take at CRRH can be found on our [website](#).

ZeroLandfill Cincinnati is a volunteer based, community-wide program designed to divert, from landfills, samples from interior design and architecture firms and promote re-purposing of unused materials. The Hub hosts take away days for community members to take free materials such as paint chips, ceramic tiles, and wood flooring for reuse. An exhaustive list of materials we accept for this program can be found on our [website](#).

What We Do NOT Take

While we appreciate donations, not all items can be donated to the Hub. Please refer to the [website](#) to see the current list of items that we generally do not accept, so that you have a general idea of these items, when you are guiding customers at the Mini Hub. You could also refer customers to our [resource page](#) for reuse and recycling organizations that may be able to assist.

Volunteer Policies

Professionalism and Representing CRRH

At The Hub, we hold ourselves and our volunteers to a level of professionalism similar to that of a workplace. All volunteers should treat other volunteers, staff, and guests with respect and kindness. Unkind language (hate speech, slurs, and general rudeness) is not acceptable. Conversations should be appropriate for people of all ages, as minors sometimes do accompany their parents when volunteering.

Youth volunteers should act in a mature and responsible way, adhering to the same policies and expectations we hold our adult volunteers to. If there is concern about a volunteer's behavior (youth or adult), this will be addressed by staff or a board member privately.

As a volunteer, you are representing our organization to all guests and patrons. Volunteers should practice good customer service with guests, being as helpful and attentive as possible. The same expectations are applied to interactions with our community partners and sponsors. If asked to speak about CRRH with a representative of the media, volunteers should direct the party to the Warehouse Director for an official testimonial or statement on behalf of the organization.

Private matters and complaints about a volunteer's experience should not be expressed on public platforms such as Facebook, Twitter, Instagram, etc. Volunteers should address concerns with a staff member or a member of the board of directors. This allows CRRH to be aware of any issues and concerns and work to prioritize constructive solutions. We do encourage volunteers to share the Hub's direct social media posts on their personal social media platforms.

Please note that prior to your first volunteer shift, all volunteers must complete the waiver each calendar year. It is the volunteer's responsibility to review the handbook and its contents.

Diversity, Equity and Inclusion

The Cincinnati Recycling & Reuse Hub (CRRH or the Hub) is committed to creating and promoting an environment that is diverse, inclusive, and equitable where all staff, community members, partners, volunteers, and board members are treated with respect and dignity. Diversity refers to race, gender, ethnicity, nationality, religion, sexual identity, familial status, age, physical and mental ability, political affiliation, veteran status, and socioeconomic status. Inclusion refers to the process of ensuring that every person, no matter their individual needs or barriers, has equal access to services and the same opportunities to utilize resources provided by the Hub. Equity seeks to provide all people with access to the same resources, regardless of the pre-existing barriers they may face from historical, structural, legislative, racial, and socioeconomic inequalities.

We are an organization that celebrates the diversity of the greater Cincinnati area and we will not tolerate discrimination, biases, or harassment of any kind. Additionally, we recognize that climate change is an issue that disproportionately impacts communities who suffer from socioeconomic, racial, structural, and other inequalities. We strive to provide resources and services that will mitigate these disproportionate impacts to create a future that is more equitable for all.

CRRH abides by the following action items to help promote diversity, equity, and inclusion:

- Pursue cultural competency throughout our organization by creating learning opportunities and transparent policies
- Advocate for and support board-level thinking about how systemic inequalities impact our organization's work and how best to address that in a way that is consistent with our mission
- Pool resources and expand offerings for underrepresented communities by connecting with other organizations
- Challenge systems and policies that create inequality, oppression, and disparity in both the public and private sector
- Improve our leadership pipeline by creating and supporting policies that foster leadership that reflects the diversity of the greater Cincinnati area
- Challenge assumptions about what it takes to be a strong leader at our organization and who is well positioned to provide leadership

As an organization and Board of Directors, we agree to be guided by these principles and pledge that they will be reflected in our vision, mission, strategic planning, programming, governance, and board composition. Our commitment to diversity, equity, and inclusion extends to our staff, our members, and the programs we develop and support.

Safety

Our volunteers and the Hub share responsibility for establishing and maintaining a safe work environment. We will attempt to ensure a safe work environment and to comply with federal, state, and local safety regulations. In turn, you are expected to obey safety rules and to exercise caution in all of your work activities. You are asked to report any unsafe conditions to your supervisor immediately. Any accident, which results in injury, regardless of how insignificant, must be reported promptly to your supervisor. First aid kits are located in multiple locations on the 4th Floor. A supervisor will advise you of exact locations on site.

- Drug and Tobacco-free Facility – CRRH is a drug and tobacco-free workplace.
- Any volunteer who reports to work under the influence of drugs or alcohol will be dismissed. The Hub upholds all federal and state laws.
- Firearms, weapons and other hazardous materials are not permitted at the Hub.

Only “senior volunteers” may operate the elevator or those tasked by the volunteer coordinator, CRRH staff, or board members.

Who can volunteer?

Volunteers are a vital part of our organization. We thank you for your interest and time. In order to successfully serve our customer base, it is necessary that we work together to be as attentive and helpful as possible.

Children 12 years old and over are welcome and must be accompanied by at least one adult per three children at all times. Volunteers over 16 years old are welcome without adults. **All minors must have a parent or guardian complete a waiver for them, in order for them to volunteer.**

For those that wish to volunteer as a group, please contact the Hub at volunteers@cintirrh.org or 513-629-9040 to discuss the details and schedule.

The Volunteer Coordinator has the right to deny applications or dismiss existing volunteers if there is a concern for the safety of other volunteers, staff, or guests. Violation of any of the volunteer procedures is also grounds for dismissal from one's role.

Dress Code

Safety of volunteers is a primary concern of CRRH, therefore volunteers should dress in well-fitted clothing. Close-toe shoes should be worn at all times. Please dress in weather-appropriate attire. Our building is not air conditioned in the summer months, and during the winter the garage door is open. Winter coats, rain jackets, and sunscreen are encouraged according to seasonal weather conditions.

If possible and weather permitting, please wear a green shirt, so that customers can identify you as a volunteer. Name tags will be available at the volunteer station, when you arrive.

Attire should be free of offensive, crude, and inappropriate language and images. Any volunteer found to be wearing inappropriate attire will be asked to change or leave for the day.

Attendance and absences

Volunteers are vital to the Hub. If you are unable to show up for the day and time you signed up for, please let us know as soon as possible by emailing or calling us at: volunteers@cintirrh.org, 513-629-9040. We would appreciate it if you would delete your name from the Sign Up Genius with the hopes that someone else might be able to take your place. If you will be late, please call the Hub to let us know as soon as possible.

Shift Expectations

- a. Complete the Volunteer Waiver if this is your first time volunteering with us.
- b. If the door to mini-Hub is not open, call 513-629-9040 and communicate that you are a new volunteer waiting in the parking lot.
- c. Wear green if possible when volunteering on an open day (Thursday or Saturday).
- d. When volunteering on an open day, do not park in our parking lot. Please park in the Nehemiah Manufacturing lot, located across the street from the Hub.

- e. Come to the Hub open-minded and ready to learn. There are many intricacies involved in the recycling process that you will be expected to communicate and uphold. . If this is difficult for you to do, please make note on the Sign Up Genius or email us directly. We will try to accommodate our volunteers' needs, but may not be able to do so for every volunteer shift.
- f. When you show up, ask for Lily Greiser, who will give you a quick tour and assign where you will work and what you need to do.
- g. Gloves are not required, but if you feel more comfortable handling items to sort with gloves, feel free to bring your own.
- h. Interact with our customers in a friendly manner throughout your volunteer shift.
- i. If this is your first time volunteering with us, it is recommended that you sign up for the first shift of the day so that there is ample time to train and answer questions before your volunteer work begins.

CRRH News and Updates

The Hub sends a newsletter with updates about our organization. All volunteers are encouraged to join the mailing list for the newsletter, which can also be found on the [website](#). It would be beneficial for volunteers to read each newsletter, as this will be where updates and changes regarding volunteer policies and procedures are communicated, as well as important events and updates with operations.

Additional information that is not included in the newsletters or in the Volunteer Handbook can be found on the website.

Providing Feedback

The board of directors welcomes the opportunity for feedback on their experience. Volunteers can email volunteers@cintirrh.org with any feedback about their time with CRRH.

Volunteer Rights and Responsibilities

The Cincinnati Recycling & Reuse Hub makes an ongoing effort to serve our community to the best of our ability and it is important that volunteers support the community relations which is critical for our success. We appreciate when our volunteer's values align with ours regarding respecting the planet and practicing recycling and reuse. As a volunteer, you are acting as a representative of CRRH.

We are committed to creating a respectful, courteous environment free of discrimination and unlawful harassment of any kind. CRRH does not tolerate sexual or other unlawful harassment by any employee, Board Member, volunteer, vendor, contractor, consultant, customer, or visitor, regardless of their sexual orientation or identity. Harassment is a breach of CRRH policy and may be a violation of state and/or federal law. In addition to any disciplinary action that CRRH may take, up to and including dismissal, offenders may also be personally liable for any legal and monetary damages.

The term "harassment" may include, but is not limited to slurs, jokes, and other verbal, graphic or physical conduct which relate to an individual's race, color, gender, religion, national origin, citizenship, sexual orientation, age or disability. CRRH will not tolerate harassment of any volunteer by anyone, including any supervisor, volunteer, staff, customer or visitor. Sexual harassment consists of unwelcome sexual advances, requests for sexual favors and other verbal and physical conduct of a sexual nature when such conduct has the purpose or effect of unreasonably interfering with the individual's work performance or creating an intimidating, hostile or offensive environment. Subjecting volunteers to unwelcome sexual conduct is prohibited by Title VII of the 1964 Civil Rights Act. Examples of conduct that may constitute sexual harassment include, but are not limited to explicit sexual propositions, sexual innuendoes, suggestive comments, sexually oriented kidding or teasing, telling sexually oriented jokes, making sexually offensive remarks or engaging in unwanted sexual teasing, subjecting another volunteer to pressure for dates, making sexual advances or engaging in unwelcome touching such as patting, hugging, pinching or brushing against another person. ALL CRRH volunteers are responsible for helping to ensure that our workplace is free from harassment. Any CRRH volunteer who believes that they have been subjected to harassment by anyone, including supervisors, employees, volunteers or visitors are required to bring the matter to the attention of their department supervisor, the CEO and HR so that we may investigate and deal with the issue. Volunteers can raise concerns and make reports without fear of reprisal. CRRH will investigate all complaints and commit to handle these matters expeditiously, confidentially and in a professional manner so as to protect the offended individual. Confidentiality will be maintained as practical. If an investigation confirms that any harassment has occurred, corrective action will be taken and disciplinary measures instituted, as appropriate, up to, and including immediate termination of employment. CRRH forbids retaliation against anyone who has reported harassment and any such instances will be deemed extremely serious. Any volunteer who is found to have retaliated against an individual reporting an instance

of harassment shall be disciplined and is subject to immediate termination of their volunteer services.

Thank you for volunteering at the Hub! We look forward to working with you.

Updated: May 2024