

Community Knights Bingo Volunteer Standards

At Community Knights, volunteering is about more than just getting the job done — it's about doing the job **with care, honesty, and respect for our mission**. Our goal is to build a team of volunteers who take pride in their work, treat our equipment and money responsibly, and contribute positively to the community we serve. Because of your time spent volunteering with CK, high school students with disabilities on the Peninsula can access life-changing work and skill-building experiences.

If you show up, try your best, and care about doing things the right way, you'll always have a place here. But if you rush through tasks, disregard instructions, or handle money or tickets carelessly, this might not be the right fit — and that's okay.

Core Expectations

- **Reliability**
You are reliable to your word and follow through on your commitment to CK. This includes:
 - Showing up on time
 - Staying for the full shift
 - Contacting the Volunteer Coordinator if something changes
 - **Care with Money and Materials**
You count carefully, handle tickets and cash responsibly, and report any issues immediately. Lost or mishandled money — whether from neglect or something more — directly hurts our mission to serve people with disabilities on the Peninsula and may result in removal from volunteering.
 - **Respect and Teamwork**
You treat fellow volunteers, players, and staff with respect, help where needed, and maintain a positive attitude even when it's busy.
 - **Attention to Detail**
You take your time to do things right — accuracy and integrity matter more than speed.
 - **Reflect the CK Mission**
You represent Community Knights by creating a more inclusive community through your words and actions. This includes being kind, patient, and respectful in how you speak and interact with others, ensuring every person feels valued and welcomed.
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When It's Not a Fit

Sometimes, volunteering with Community Knights isn't the right match — and that's okay. If someone consistently struggles to follow procedures, handle money properly, or work with others respectfully, we may refer them to another volunteer opportunity that better suits their strengths. Please note that volunteer assignments are always at the discretion of the Volunteer Coordinator and Community Knights. Shifts may be limited, and volunteers can be turned away if all positions for a given day are already filled.

Accountability System

At Community Knights, we believe volunteering is a privilege and a partnership built on trust. To maintain a positive and dependable team, we follow a simple accountability system. We provide training and offer corrections throughout the process, ensuring every volunteer has the opportunity to improve and succeed.

- **Minor Issues:**
If a volunteer repeatedly demonstrates minor issues after reminders or retraining, it may lead to a **pause or removal from the volunteer schedule.**
 - **Major Issues:**
Any major issue involving dishonesty, disrespect, or mishandling of money or materials may result in **immediate removal from volunteer duties.**
 - **Review Process:**
In most cases, a staff member or volunteer coordinator will meet with the individual to discuss what happened and determine whether retraining, a short suspension, or removal is appropriate. The goal is always to preserve trust, safety, and respect for our mission.
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Minor Issues

- Arriving up to 10 minutes late without notice.
- Leaving a shift more than 30 minutes early without approval.
- Taking longer than a 15-minute break.
- Taking multiple breaks without talking to the volunteer coordinator.
- Leaving cash or tickets with someone other than CK managers.
- Ignoring a supervisor's instruction or reminder.
- Unauthorized phone usage during active volunteer time.

Major Issues

- Major conduct or integrity violations that threaten trust or safety.
 - Mishandling or losing money or tickets due to carelessness.
 - Taking or concealing CK supplies, prizes, or materials.
 - Dishonesty when reporting cash totals or hours volunteered.
 - Disrespectful or harassing behavior toward volunteers, players, vendors, or staff.
 - Repeated refusal to follow instructions after warnings.
 - Leaving the building with money or tickets.
 - Any action that potentially damages Community Knights' reputation or jeopardizes its programs.
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Volunteer Name [Printed]

Volunteer Signature

Date

Volunteer Coordinator Name [Printed]

Volunteer Coordinator Signature

Date