

Solid Ground's VOLUNTEER MANUAL

*Your time, energy, and skills help
build pathways beyond poverty!*



**AmeriCorps
Seniors**



OFFICE of the
**INSURANCE
COMMISSIONER**
WASHINGTON STATE

**solid
ground**



Building community to end poverty

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Welcome!

Thank you for choosing to volunteer with us!

At Solid Ground, we believe poverty is solvable – but we can't do it alone. Your time, energy, and commitment is essential to our work to meet basic needs, nurture success, and promote change – and it plays a vital role in our race and social justice efforts. We're so happy to have you join us to make our community more equitable, caring, and safe for all.

This volunteer manual outlines our organizational philosophy, mission, values, and vision for what our community can become, and it guides you through the distinct role you'll play as a Solid Ground volunteer.

There are a wide variety of laws, regulations, and standards we must comply with as a nonprofit agency. We also have established policies, procedures, and systems that both provide a framework for agency operations and help us conduct our business in a consistent and organized way.

Each year, 1,200+ community members donate tens of thousands of volunteer hours to support Solid Ground's mission to end poverty and undo racism and other oppressions that are root causes of poverty.

We're grateful you're joining us to build a community beyond poverty and oppression where all people have an equitable opportunity to thrive. We can't achieve our mission without you!

If you have any questions about any information presented in this manual, please contact Solid Ground's **Volunteer Coordinator** at **206.694.6825** or **volunteers@solid-ground.org**.

Once again, welcome and thank you!

~Solid Ground's Volunteer Services Team~

Our Story

In the spring of 1974, a group of neighborhood activists and volunteers responded to growing economic desperation in Seattle's Fremont neighborhood by launching the Fremont Public Association (FPA). Tapping into the spirit and funding of the federal War on Poverty, they pledged to work for **Freedom from Poverty through Action**.



In response to neighbors' immediate needs for food and employment, the FPA started with a food pantry, clothing bank, and job referral service. The agency grew rapidly by asking the community what it needed, then aggressively pursued funding to develop programs and services. It branched out into many areas, including housing, transportation, and youth development. It convened partnerships and coalitions, created innovative service models, and continued to base its advocacy on the input of community members.



In 2007, FPA took a new name, **Solid Ground**, to reflect how its impacts went well beyond the neighborhood where it started. Today, we continue to partner with our community to develop services and advocacy efforts focused on overcoming barriers to thriving and supporting equitable access to opportunity.

In 2024, we celebrated our 50th Anniversary and reflected on more than a million community members' success stories. We have deep gratitude for all the volunteers, staff, and supporters who've helped build a community where all of our neighbors have opportunities to thrive. Visit our solid-ground.org/our-story to read some of these stories and view a timeline of agency highlights.



Our Mission, Vision & Values

MISSION

Solid Ground works to end poverty and undo racism and other oppressions that are root causes of poverty.

VISION

Solid Ground envisions a community beyond poverty and oppression where all people have equitable opportunity to thrive.

VALUES

- ▶ **Accountability:** We actively listen and respond to concerns raised by our residents, program participants, staff, and community partners. We align with community and regional objectives. We do what we say we will do.
- ▶ **Collaboration:** We work alongside our residents, program participants, staff, and community partners. We build relationships with others to connect and organize our efforts to achieve common goals.
- ▶ **Compassion:** We listen to people and validate their stories, acknowledging the authentic struggles people have. We deliver services with sensitivity and humanity.
- ▶ **Integrity:** We strive to make honest, responsible decisions and act in alignment with our mission, vision, and values.
- ▶ **Respect:** We honor the leadership from the communities we serve, and we support them to meaningfully participate in developing opportunities for their lives. We treat people as we would want them to treat us, and strive to understand and reconcile our differences. We practice kindness and professionalism with each other.
- ▶ **Social Justice:** We fight racism and other oppressions, and build equitable access to opportunity.

Programs & Services

This outline summarizes the structure of our primary programs and services. Visit solid-ground.org for more info.

ADVOCACY

- ▶ Anti-Racism Initiative (ARI)
- ▶ Benefits Legal Assistance (BLA)
- ▶ Statewide Poverty Action Network

FOOD ACCESS & EDUCATION

- ▶ Community Food Education (CFE)
 - Adult & Family Education
 - FARMacia
 - Giving Garden at Marra Farm
 - Youth Education
- ▶ Food System Support

HOUSING & HOMELESSNESS PREVENTION

Residential Services:

- ▶ Broadview Shelter & Transitional Housing
- ▶ Family Shelter
- ▶ Sand Point Housing
 - Brettler Family Place
 - Family Housing
 - Phyllis Gutiérrez Kenney Place
 - Santos Place

STABILIZATION & SUPPORTIVE SERVICES

- ▶ JourneyHome Rapid Rehousing
- ▶ Homelessness Prevention
- ▶ King County Housing Stability
- ▶ North Seattle Regional Access Point (RAP)
- ▶ Seattle Housing Stabilization Services
- ▶ Shelter Diversion
- ▶ Tenant Services

TRANSPORTATION

- ▶ Downtown Circulator Bus
- ▶ Solid Ground Transportation (SGT)

VOLUNTEERS

- ▶ Community Volunteers
- ▶ RSVP (Retired and Senior Volunteer Program)
- ▶ SHIBA (Statewide Health Insurance Benefits Advisors)

Volunteer Programs & Roles

Volunteers provide a wide variety of support to Solid Ground and our partners. They garden, support nutrition education classes, tutor, provide Medicare counseling, coordinate supply drives, knit warm winter clothes for those who need them, provide leadership and input, offer administrative support, help events run smoothly, and more! Current needs and opportunities are updated often.

See all current volunteer opportunity descriptions at solid-ground.org/volunteer.

Volunteers in leadership positions provide input on Solid Ground's crucial decision points, programming, and policies.

Board of Directors: Solid Ground's board is responsible for the agency's overall fiscal health. Made up of volunteers who bring a diverse range of expertise and experience, our board's tripartite structure includes one-third people with lived experience of poverty, one-third elected officials or their representatives, and one-third community at large.

Community Accountability Council (CAC): At Solid Ground, we believe people know best what they need and should be involved in decisions that affect their lives. Our CAC provides input to help us understand and incorporate the real-life experiences of people who come to us for services to help shape Solid Ground policies and programs. The CAC is made up of Solid Ground community members committed to leading change – people who understand that what's happening in their lives is also happening to other people. CAC members participate in leadership development, advocacy, and social justice training to engage decision-makers. Together, we explore the root causes of poverty and ways to address them to promote community-driven solutions to issues affecting people experiencing poverty in the Seattle/King County area. If you've ever wondered why the struggle is so real or questioned why the help you get sometimes makes life harder, the CAC may be for you.

See more information and apply at solid-ground.org/community-accountability-council.

Solid Ground's Volunteer Services team also recruits, onboards, and engages volunteers for the RSVP and SHIBA programs.

Retired and Senior Volunteer Program (RSVP)

Solid Ground receives federal funding through AmeriCorps Seniors to operate our Retired and Senior Volunteer Program (RSVP). One of the largest senior volunteer networks in the nation, RSVP is open to anyone 55 and older who wants to use their time, talents, and wisdom to make a difference. When you join RSVP, you join a local and national network of volunteers who collectively give thousands of hours of time, wisdom, and support to the most urgent needs in our community. All contributed hours count toward a national service impact.

Registering as an RSVP volunteer opens the door to opportunities at 30+ partner organizations throughout King County. While volunteering, RSVP volunteers receive supplemental accident and liability insurance, annual recognition, and a subscription to the ***Experience In Action (EIA)*** newsletter. Published multiple times a year, the EIA keeps volunteers up to date on opportunities, the impact of fellow volunteers, and issues that matter to our community. Whether you're seeking opportunities within Solid Ground or at any of our partner sites, we invite volunteers 55 and older to join RSVP.

Learn more at solid-ground.org/rsvp.

RSVP



**AmeriCorps
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Statewide Health Insurance Benefits Advisors (SHIBA)

Solid Ground's SHIBA volunteers help people understand Medicare rights and options. In partnership with the Washington state Office of the Insurance Commissioner, Solid Ground is the local SHIBA office in King County. Our well-trained volunteers counsel people of all ages – including people under age 65 living with disabilities, people getting ready to turn 65, and those already enrolled – about their Medicare choices and options.



SHIBA volunteers assist people through one-to-one consultations via phone, video chat, or in-person appointments. They answer Medicare questions, make referrals, and help evaluate and compare health insurance policies so people can make informed decisions to find the best possible coverage that meets their needs and budgets. Volunteers can also help screen to see if people qualify for low-income programs to save money on Medicare coverage.

Learn more at solid-ground.org/shiba.

Accountability Standards

Solid Ground must comply with a wide variety of laws, regulations, rules, and standards and be accountable to multiple funders and governmental organizations. We stay accountable through various methods, including assessment, auditing, and reporting. Noncompliance with regulations and discrepancies in recordkeeping can have serious consequences, including corrective action plans, fines, and penalties.

Solid Ground has internal policies, procedures, structures, and systems designed to meet requirements, legal regulations, and standards from our funders and governmental organizations. They help us conduct business in a consistent and organized manner, and provide the framework for how our agency operates and how we perform our individual job duties. For this reason, we ask that volunteers read, understand, and follow the policies outlined for your position.

Agency Responsibilities

Solid Ground expects that our policies, procedures, structures, and systems are communicated clearly to all volunteers, carried out consistently throughout the agency, and accompanied by clear expectations and consequences for noncompliance. Management and supervisory staff must ensure that volunteers like you understand their volunteer duties and responsibilities, as well as the relationship between their roles and those of Solid Ground staff. Volunteer supervisors are expected to give volunteers regular feedback on their performance in their volunteer role(s). If you do not understand the rules and need further clarification, please speak to your supervisor.

Expectations of Volunteers

Just as Solid Ground is held accountable by external sources, volunteers are also held accountable for the services they provide. As a volunteer, you're expected to:

- ▶ Complete all assigned tasks and projects within established deadlines.
- ▶ Communicate with supervisors regarding problems or concerns in a timely manner.
- ▶ Collaborate respectfully with other staff and volunteers.
- ▶ Take responsibility for your mistakes as part of your learning process, and when appropriate, work with your supervisor for solutions and guidance.
- ▶ Seek information or assistance from your supervisor when something is unclear.
- ▶ While volunteering, maintain professional conduct, communication, attitude, and relationships with Solid Ground staff, residents, program participants, fellow volunteers, and other members of the community.
- ▶ Familiarize yourself with policies and procedures relevant to your volunteer duties, and follow the rules and directions given to you by your supervisor.
- ▶ Adhere to Solid Ground Anti-Harassment Policies.

Boundaries

Solid Ground is greatly aided by you, our generous volunteers, in delivering services and support to our communities. However, please understand that the ultimate responsibility for safe and effective programs and services delivery rests with Solid Ground staff. If you have any questions about staff versus volunteer roles and responsibilities, please talk with your supervisor for more information and clarification.

Volunteer Policies

The policies stated in this handbook are guidelines that are subject to change at the sole discretion of Solid Ground. These policies do not constitute a contract or guarantee a volunteer relationship with Solid Ground for any specific duration.

Volunteer Orientation

Attending Solid Ground's Volunteer Orientation is a requirement for most volunteer positions here. The following programs are generally exempt from a volunteer orientation: →Knit-It-Alls, →Marra Farm Giving Garden →Special Events, →one-time and drop-in volunteer opportunities, and →RSVP opportunities at organizations other than Solid Ground.

However, we do encourage and welcome all Solid Ground and RSVP volunteers to our volunteer orientations.

Orientations are a way for us to share our mission, vision, and values, as well as how we approach our work through an anti-racist, trauma-informed, social justice lens. We invite you all to join us in promoting a more just and equitable community.

Background Checks

Before volunteering at Solid Ground, prospective volunteers are required to complete a Washington State Patrol (WSP) Criminal Background Check and National Sex Offender Public Website (NSOPW) screening. When considering a volunteer application, we may conduct a background investigation on behalf of the agency as part of our due diligence to prevent individuals with certain criminal histories from working with vulnerable populations. All volunteers who continue to volunteer at Solid Ground beyond a year must complete the WSP/NSOPW checks annually after their initial start date. Also, all volunteers at Broadview Shelter and Transitional Housing must complete a national background check before starting.

Volunteers Under 18

All volunteers under 18 years old must have a signed waiver from a parent or guardian. The minimum age for each volunteer role varies. For most programs, 16 is the minimum age, with a few exceptions. Marra Farm permits volunteers 14 and older to volunteer unaccompanied, but all volunteers under 14 must be accompanied by a parent or guardian. All Broadview volunteers must be 18 or older. For all other Solid Ground programs, exceptions may be made on a case-by-case basis.

Volunteer Hours

The time you contribute as a volunteer is significant, and accurate records of all volunteer hours are critical for our grantors, financial records, and insurance. For all these important reasons, please make sure that you accurately record your volunteer hours and report them to your supervisor in a timely manner. If you volunteer for multiple programs, please follow the procedures for each program and report hours separately – and check with your supervisor(s) if you have any questions related to these processes.

Individual Volunteer Records

Solid Ground maintains files on each volunteer. These files include but aren't limited to: → a Solid Ground volunteer application, → underage volunteer waiver if applicable, → background check release forms, → Washington State Patrol background check clearance, → attendance records for required trainings, and → completed reference check forms. Access to these files is restricted to staff who need information essential to the function of a volunteer position, for emergency situations, for contract compliance, and for other legal requirements.

Attendance & Absences

Your dependable attendance at your scheduled volunteer time is an essential part of our programs. In the case of an emergency or illness, you must notify your supervisor as soon as possible. If you're not able to contact your supervisor, please contact other staff of the program you volunteer with or Solid Ground's Volunteer Coordinator. If you plan vacation time, please notify your volunteer supervisor and other staff you volunteer with so that work plans can be adjusted. The minimum notification requested for planned absences is two weeks, but we encourage you to let us know as early as possible!

Equipment Use

For any volunteer role that requires the use of office, farm, or repair equipment, you'll receive specialized training from your supervisor – and they'll notify you if any equipment or training is required.

Volunteers as Drivers

Volunteers are strictly prohibited from transporting Solid Ground program participants at any time. Before driving for Solid Ground, you must provide a copy of your driver's license and proof of current insurance. In case of an accident in your personal vehicle, your insurance will be the primary insurance. Volunteers who drive their personal vehicles for approved Solid Ground business may be eligible to be reimbursed for mileage at the current Federal Mileage Rate (some restrictions and caps apply). Please check with your supervisor for details and training on federal mileage reimbursement regulations and forms.

Working with Children

All volunteers working with children under 18 receive mandatory specialized training on policies and procedures from their supervisors, which must be completed before volunteers work directly with children. Your supervisor will let you know if you need this training.

Agency Property

All Solid Ground property and donations must remain onsite, unless an appropriate staff person approves them to be taken offsite.

Accessibility to Services

If you think you're eligible, you're welcome to apply to access Solid Ground services – but you'd be restricted from volunteering with any program you currently receive services from. Volunteers at Solid Ground can access services the same way as the general public does.

Volunteer Termination & Appeals

There are two types of volunteer terminations: voluntary and involuntary. Voluntary terminations are when the volunteer initiates the separation, including written or oral resignation. Involuntary terminations are when Solid Ground initiates the separation for reasons including unsatisfactory work, absenteeism, misconduct, or program reorganization.

A volunteer can appeal in writing to Volunteer Services, stating why the grounds for separation don't apply to their situation. We'll conduct an investigation within one month to decide if the separation was appropriate. If we disagree with a separation, we'll let the volunteer know what actions can be taken to correct the situation.

Organizational Policies

All volunteers must adhere to the following organization-wide policies. (Note: These are brief descriptions, which aren't intended and shouldn't be construed as a comprehensive statement of Solid Ground's policies and procedures.)

Confidentiality Policy

It's vital that we respect the privacy of the people we serve. Anything you see, hear, or witness regarding residents and program participants remains strictly confidential. Volunteers must not disclose participant information to anyone, including other participants, volunteers, or individuals on or off Solid Ground premises. Any violation of participant confidentiality is grounds for dismissal from all volunteer duties.

Exceptions include:

- ▶ Where mandated by law.
- ▶ To prevent a clear and immediate danger to people.
- ▶ When a volunteer is a defendant in a civil, criminal, or disciplinary action arising from a contract with a 3rd party.
- ▶ In accordance with a written waiver.

Volunteers must store and dispose of all records and documents in ways that maintain confidentiality and secure identity information. Please follow your program's established procedures, and if you're unsure of what they are, check with your supervisor.

Communications Policy

Only volunteers who have prior approval should speak to the media on Solid Ground's behalf. If you're contacted by a reporter or blogger, please let them know they must contact the Solid Ground Communications Office, which coordinates all media interactions, at communications@solid-ground.org.

Conflict of Interest Policy

Volunteers need to avoid placing themselves in a position that may create or lead to a conflict of interest or the appearance of one. For this reason, volunteers may not contact participants outside of program-related activities unless a previous relationship exists, or the contact is approved by the volunteer's supervisor. Volunteers may not accept gifts, rides, or services from participants and should not offer gifts, rides, or services to participants.

Drug & Alcohol Policy

Solid Ground receives funding from the federal government and is subject to the Drug Free Workplace Act of 1988. Volunteers must notify the agency of a conviction of any drug statute violation no later than five days following the conviction. No volunteer will report to Solid Ground impaired by any substance, drug, or alcohol, lawful or unlawful. Exceptions are limited to lawful medications and based strictly on an assessment of the volunteer's ability to perform their regular duties safely and efficiently.

Exceptions are limited to:

- ▶ Lawful over-the-counter drugs in reasonable amounts.
- ▶ Other lawful prescription drugs in reasonable amounts.

Except as specifically described above, we strictly prohibit:

- ▶ The possession, use, or trafficking of illegal drugs at any time.
- ▶ The possession, use, or trafficking of alcohol or drugs, legal or illegal, while on Solid Ground premises or any other location where a volunteer performs work for Solid Ground, or while representing Solid Ground.
- ▶ Being under the influence of alcohol or drugs, legal or illegal, while on Solid Ground premises or any other location where a volunteer performs work for Solid Ground, or while representing Solid Ground.
- ▶ Unlawful manufacture, distribution, or dispensation of controlled substances (including alcohol) on any Solid Ground premises or any other location where a volunteer performs work for Solid Ground.

While use of legal (over-the-counter or prescription) medication is not a violation of this policy, you must notify your supervisor and be approved to begin working when taking legal medication that may affect your performance or safety. We may require that you provide a written note from a medical provider that you're able to safely perform your volunteer role while taking medication before allowing you to volunteer. Volunteers who manufacture, dispense, distribute, possess, or use controlled substances (including alcohol) on the job are subject to immediate discharge, and any drugs confiscated will be turned over to local law enforcement officials.

Weapons

Weapons of any kind are prohibited on all Solid Ground premises, including parking lots. Weapons accessible off premises, for instance in a vehicle driven to Solid Ground, are also prohibited. This policy applies to weapons of all kinds, including guns, knives, and related paraphernalia such as ammunition.

Harassment, Including Sexual Harassment

Solid Ground is committed to a volunteer work environment in which all people are treated with respect and dignity. Everyone has the right to work in a professional atmosphere that promotes equitable opportunities and prohibits discriminatory practices, including harassment.

Solid Ground strictly prohibits and does not tolerate harassment against employees or any other covered people – including volunteers – due to: →age, →sex, →marital status, →sexual orientation, →gender expression or identity, →race, creed, or color, →national origin and citizen or immigration status, →honorably discharged veteran or military status, →sensory, mental, or physical disability, →use of a trained dog guide or service animal by a person with a disability, or →any other characteristic protected under applicable federal, state, or local law. Any employee or volunteer who engages in harassment will be disciplined and may be dismissed.

If you're aware of any instances of any type of harassment, please report it immediately to your staff supervisor or Solid Ground's Human Resources Director. If you're experiencing harassment directly, we also encourage you to promptly advise the offender(s) that his/her/their behavior is unwelcome and request that they stop. If a staff supervisor receives a harassment report, it's their responsibility to inform Human Resources promptly. Solid Ground will investigate all concerns and decide whether and/or how to take further action to ensure that the work environment is safe for any affected volunteers.

Health & Safety

Safety Information

Please report any hazardous or unsafe conditions immediately to your supervisor or other Solid Ground staff. Call **9.1.1** for fire, police, or medical emergencies. For more information, see the Emergency Procedures packet provided by your supervisor.

Fragrance/Chemical Sensitivity

It's Solid Ground policy to maintain a fragrance-free workplace in consideration of employees, volunteers, program participants, or other visitors to our office who may have sensitivities, allergies, or physical reactions to various fragrances or scented products. This means employees and volunteers must refrain from wearing fragrant products in the workplace that others can smell, such as perfumes, colognes, powders, scented body lotions, and similar products.

If cleaning chemicals such as disinfectant must be used, Solid Ground will make every effort to notify volunteers and employees prior to use. Scented products such as candles, potpourri, scented oils, and similar products are also prohibited at Solid Ground locations.

Personal Hygiene

Please wash your hands frequently (or use an alcohol-based hand sanitizer if there are no facilities), and keep any cuts or wounds dressed. Please don't volunteer when you have symptoms of illness.

COVID-19 Policy

In-person volunteers must adhere to our COVID policies. If you've tested positive or are experiencing symptoms:

- ▶ Tell your supervisor the date you first tested positive and if you were exposed to any other employees, program participants, or volunteers.
- ▶ Isolate at least through Day 5 and wear a mask through Day 10.
- ▶ If you've been exposed to someone with COVID, you're permitted to be in the community as long as you have no symptoms, but please wear a mask for 10 days. Test yourself on Day 6 (but not earlier) – and test immediately if you have symptoms.
- ▶ Anyone is free to mask at any time. Masking is only required if King County reinstates a public mandate.

Supplemental Insurance for Volunteers

At no cost to you, we provide supplemental accident, personal liability, and automobile liability insurance (with some restrictions) beyond other insurance coverage you may have. This coverage is in effect while you volunteer or travel to and from assignments. Benefits are payable only if Solid Ground has a record of your volunteer activity on the day and time of the injury or property damage, so it's important to report your volunteer hours to your supervisor as well as follow sign-in/sign-out procedures in the office and at meetings and other events.

Volunteers are covered by:

- ▶ **Accident insurance** for personal injury while traveling between their homes and volunteer sites, during meal periods while volunteering, and while attending Solid Ground-sponsored activities such as recognition celebrations, orientations, and other events. It does not duplicate expenses covered by Medicare or any other valid and collectible insurance.
- ▶ **Personal liability insurance** provides economic protection for volunteers if they accidentally injure someone or damage another person's property. This coverage is in excess of any other valid and collectible insurance coverage.
- ▶ **Automobile liability insurance** covers bodily injury or property damage claims for volunteers while driving their own cars as a part of volunteer assignments, such as delivering food to a food site. This coverage is in excess of any insurance they carry, or the limits of the state financial responsibility law, whichever is higher. To be eligible for this coverage, volunteers must have valid driver's license numbers on file with Solid Ground. This insurance does not cover damage to volunteers' automobiles.

What happens in the case of an accident at a Solid Ground site? Volunteers and their supervisors should respond to any injuries and medical needs first, then contact Volunteer Services as soon as possible within 48 hours to report the injuries and details surrounding them, including date, time, place, and cause. Volunteer Services staff will submit initial claim forms to CIMA Companies, Inc.



After volunteers receive treatment, they should copy any medical bills and file the originals through their medical carriers. Then they must submit copies of bills and an Explanation of Benefits (EOB) to:

CIMA Companies, Inc.
2750 Killarney Drive, Suite 202
Woodbridge, VA 22192
Attn: Claims Department

Claims are accepted within 52 weeks from the date of the accident. If a volunteer doesn't receive a reply from our insurance company within 45 to 60 days of submitting a claim, they should notify the Volunteer Services office. The insurance company doesn't automatically notify us regarding claims, so we depend on our volunteers to let us know if there are any problems.

For insurance coverage details, please visit the CIMA Volunteers Insurance program webpage: cimaworld.com/nonprofits/volunteer-insurance-access-for-insurance-agents.

Undoing Racism & Other Oppressions

Cultural Humility Policy

It's essential to Solid Ground that our participants, volunteers, donors, and staff are treated with respect and courtesy. Solid Ground volunteers are responsible for communicating respectfully with people of all cultures, languages, ages, genders, gender identities, sexual orientations, races, physical abilities, ethnic backgrounds, and religions. Cultural humility is the ability to learn from others and respect different ways of doing things and different ways of being. Volunteers should understand that their cultural approach isn't the only way to interact with the world, complete tasks, or communicate with others. Respecting this is a pathway to respecting and valuing other cultures as equals.

Anti-Racism Initiative (ARI)

Solid Ground's race and social justice efforts build on the understanding that solving poverty means undoing racism and other oppressions. We strive to be accountable to all the communities we serve, dismantle any institutional barriers that prevent people from accessing our services, and ensure our services meet program participants' needs. Over half of the people Solid Ground serves are people of color. Many face challenges as a direct result of institutional racism: housing discrimination, benefits denial, predatory lending, employment barriers, and disparities in the education and criminal justice systems. Simply put, we can't be an effective anti-poverty organization without tackling racism!

Our work to undo oppressions starts with racism, because throughout our country's history, Black, Indigenous, and other People of Color (BIPOC) have experienced a different United States than that of white dominant culture. Still, our approach is intersectional. We look at the impacts of all forms of oppression, including but not limited to sexism, ableism, genderism, homophobia, classism, and so on. We acknowledge and respect that everyone has multiple social identities, which complicate, inform, and often compound each person's lived experience of poverty.

For more information on Solid Ground's policies, contact your volunteer supervisor or the Volunteer Coordinator at 206.694.6825 or volunteers@solid-ground.org.

Undoing Racism Resources

This list is by no means comprehensive, but it's a good launching place to begin your education and self-reflection on racial relations in the United States. If you want more information about our Race & Social Justice work, please visit solid-ground.org/race-social-justice or contact antiracism@solid-ground.org with any questions.

Videos

- ▶ *5 Tips for Being an Ally* by Franchesca Ramsey
- ▶ *Creating Freedom: The Lottery of Birth* (2013), available for purchase on Amazon
- ▶ *Internalized Racism Part 5* with Dee Watts-Jones
- ▶ *Race: The Power of Illusion*, available to rent
- ▶ *13th* (2016), available on Netflix
- ▶ *White Like Me* based on the book by Tim Wise, available to rent

Films by World Trust (available at world-trust.org for rental by individuals and purchase by groups)

- ▶ *Healing Justice*
- ▶ *Cracking the Codes: The System of Racial Inequity*
- ▶ *Mirrors of Privilege: Making Whiteness Visible*
- ▶ *Light in the Shadows: Staying at the Table When the Conversation about Race Gets Hard*

Books & Articles (available at your public library or in PDF format on the internet)

- ▶ *The Color of Wealth: The Story Behind the U.S. Racial Wealth Divide* by Meizhu Lui, et al.
- ▶ *Killing Rage: Ending Racism* by bell hooks
- ▶ *So You Want to Talk about Race* by Ijeoma Oluo
- ▶ *White Privilege: Unpacking the Invisible Knapsack* by Peggy McIntosh
- ▶ *From White Racist to White Anti-Racist: The Lifelong Journey* by Tema Okun

Contact Information

Wallingford Office

Solid Ground's administrative offices are located in Seattle's Wallingford neighborhood. We share a building with the FamilyWorks Wallingford Food Bank and the Wallingford Branch of the Seattle Public Library. If you're visiting in person, please call ahead first to ensure reception is open, or schedule an appointment with a staff member.

ADDRESS: 1501 N 45th St, Seattle, WA 98103 | **BUILDING HOURS:** M-F, 8:30am-5pm (closed federal holidays)

PHONES: 206.694.6700 | **FAX:** 206.694.6777 | **EMAIL:** info@solid-ground.org

Wallingford Parking: While there's a parking lot behind our office, we encourage you to use free residential parking around the neighborhood since our visitor parking spots are limited. To get to our back parking lot, turn onto Woodlawn Pl N from N 45th St. (Note that the exit on Woodlawn Ave N says "Do Not Enter" because our parking lot is designed for one-way traffic.) For all other locations, please check with your supervisor for parking guidelines.

Wallingford Sign In: Please sign in and out with our front desk on the second floor of the building. You'll be asked to wear a Visitor badge while on the premises. Signing in and out is required to ensure safety. In case of an emergency, it's important for us to know who's in the building. For all other Solid Ground locations, please check with your supervisor for sign-in guidelines.

Broadview Shelter & Transitional Housing

Broadview is at an undisclosed, secure location in Seattle. Approved volunteers will receive the address when appropriate.

PHONE: 206.299.2500

EMAIL: broadview@solid-ground.org

Giving Garden at Marra Farm

Part of Solid Ground's Community Food Education program, our Giving Garden is at Marra Farm in the South Park neighborhood.

ADDRESS: 9026 4th Ave S, Seattle, WA 98108

EMAIL: marrafarm@solid-ground.org

PHONE: 206.694.6869

Sand Point Housing

Located in Seattle's Magnuson Park near Lake Washington, our Sand Point Housing campus provides permanent supportive housing, affordable permanent housing, and onsite support services for formerly homeless families and individuals.

ADDRESS: 6940 62nd Ave NE, Seattle, WA 98115

EMAIL: sandpoint@solid-ground.org

PHONE: Sand Point Housing campus: 206.753.4830

PROGRAM PHONES:

- ▶ **Brettler Family Place, Children's Program, & Family Shelter:** 206.753.4823
- ▶ **Sand Point Family Housing:** 206.753.4822
- ▶ **Santos Place:** 206.694.6775

Questions about volunteering through Solid Ground? Contact...

▶ **Volunteer Services:** 206.694.6825 | volunteers@solid-ground.org

▶ **RSVP:** 206.694.6786 | rsvp@solid-ground.org

▶ **SHIBA:** 206.753.4806 | shiba@solid-ground.org



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