

**JUMP**™

Jack's Urban Meeting Place

THE JUMP FRIENDS HANDBOOK

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JUMP Contact Information

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## 1.0 Introduction to JUMP

### 1.01 JUMP'S LIFE STORY

The story begins with J. R. (Jack) Simplot, an Idaho entrepreneur who saw potential where other people could not. He is a model of the entrepreneurial spirit, of taking risks, and thinking outside the box. JR died in 2008. He left behind his legacy but also a collection of vintage tractors. While deciding what to do with these tractors, a new idea emerged. Instead of building a typical tractor museum, which would likely be under-utilized, we decided to build a lively community space, unlike anything Boise has ever seen, called JUMP. While "JUMP" is a metaphor for explorative play, it is also an acronym for "Jack's Urban Meeting Place". Our desire is for this place to honor Jack by giving opportunities to continue to inspire, grow, and innovate.

### 1.02 MISSION

"Creating an environment for inspiring human potential."

### 1.03 THE JUMP VISION

"Cultivate each person's potential for a better shared future together."

We created JUMP as a place for everyone to discover new possibilities and explore their potential. This takes gumption, a combination of vision and courage. JUMP is a safe and accessible environment to look at things in new ways, including ourselves, and to try things for the first time. JUMP is our underlying metaphor since "to jump" is to part with stability (leaving the ground beneath our feet) and experience something new. When we JUMP we expand our lives, enrich our communities, and push the human story forward.

### 1.04 JUMP CULTURE

JUMP is about empowering our friends to discover and embrace their potential in a positive environment. We believe in staying true to ourselves to inspire purpose and possibility. At JUMP we believe in working together to share resources, ideas, and experiences to support our mission.

### 1.05 PROGRAM OVERVIEW

JUMP strives to provide creative, out-of-the-box, self-esteem building opportunities that incorporate participatory, educational, and hands-on experiences. We promote activities that help people see the world and themselves differently and inspires one to JUMP, try new things, take risks, and promote personal growth. Our hope is to connect people from all walks of life to promote empathetic, entrepreneurial and innovative behavior.

### 1.06 ORIENTATION

JUMP will provide an orientation to all new friends prior to the friend being eligible to assist. The orientation will provide friends with information they need to become a valuable JUMP Team Friend.

## **2.0 Friends Guidelines**

### **2.01 BACKGROUND CHECKS**

All friends are subject to a preliminary background check. If a friend refuses to submit to a background check, they may no longer be considered for a friend position.

### **2.02 PERSONAL BEHAVIOR**

Unsafe acts, harassment, and inappropriate practical jokes are risky behaviors that do not promote JUMP's mission. Friends are obligated to work in an injury-free manner displaying accepted levels of behavior. Conduct that places a friend, or other visitor at risk, or which in any way threatens or intimidates others, is forbidden.

### **2.03 PROFESSIONAL APPEARANCE**

Friends are a reflection of JUMP. To represent JUMP in the best way possible, friends are obligated to wear a JUMP-issued identifier. Certain positions require specific clothing requirements; which will be explained to friends prior to their friend shift. Friends are expected to maintain a professional appearance while working. Clothes with holes, explicit graphics or text, logos, or clothes deemed unfit for work by management will not be permitted.

### **2.04 JUMP BRANDING**

No friend may enter into any contracts on JUMP's behalf without permission from their immediate supervisor and/or Volunteer Coordinator, nor promote any event not specifically sanctioned by JUMP with the use of JUMP's name, logos, or stationery.

### **2.05 CREATIVE CONTENT**

Content created at JUMP, or content created using JUMP's equipment by "you" as a friend must fit the mission and support the ideologies of JUMP. All content must be approved by your immediate supervisor and/or the Volunteer Coordinator. Failure to receive approval for content before public consumption may result in immediate revocation of friend status. Content created by JUMP friends, including but not limited to physical materials or digital works will become property of JUMP unless prior permission is given by a Director. By signing JUMP's Volunteer/Facilitator Agreement you agree to transfer ownership of all content that you create at JUMP as a friend to JUMP, LLC.

### **2.06 JUMP PROPERTY**

No friend may remove any JUMP property from the premises without permission of immediate supervisor and Volunteer Coordinator.

### **2.07 SOCIAL MEDIA**

Friends may use social media to support and promote JUMP. Please carefully consider what you post about JUMP and JUMP Team Members before updating.

### **2.08 UNEXPECTED CLOSINGS**

Unexpected closings due to weather or other conditions will be determined by the Executive Director. In the event that the JUMP building is unexpectedly closed due to weather, fires, power failure, or other emergencies, a JUMP representative will try to contact all Jump Friends. During severe weather it is advised friends check the JUMP website at [jumpboise.org](http://jumpboise.org) or call the front desk at 208-639-6610 for closures.

## **3.0 Safety and Security**

### **3.01 SAFETY ADMINISTRATION**

The Operations Director oversees the safety and security of JUMP. The primary responsibility of JUMP friends is to perform their duties in a safe manner in order to prevent injury to themselves and others. Friends MUST become familiar with, observe, and obey JUMP's policies and procedures in order to help prevent injuries while at work. Before beginning special work or new assignments, every friend is responsible for reviewing applicable and appropriate safety rules. If a friend has any questions about how a task should be done safely, they are under instruction NOT to begin the task until they discuss the situation with their supervisor. Together, the supervisor and friend will determine the safe way to do the job. NO FRIEND IS EVER REQUIRED to perform duties that they believe are unsafe, that they believe are likely to cause injury, or they believe are a health risk to themselves or others. Friends are expected to review the Lost Child Procedures and Emergency Action Plan documents, received during orientation, to familiarize themselves with our safety and security expectations.

The purpose of the policies and procedures is to protect friends and visitors from potential harm. Friends are expected to report any and all safety or security incidents or concerns to their immediate supervisor including, but not limited to: lost equipment, security breaches, or misuses of JUMP property/equipment.

### **3.02 HOUSEKEEPING**

Whether working indoors or out, please keep work areas tidy, clean and safe. Please dispose of waste in approved containers, wipe up any spills immediately, and clean and put equipment and tools away when finished. Please keep all aisles/exits/stairways, fire extinguishers/emergency equipment, and all electrical breakers/controls/switches clear from obstruction. If a friend notices a housekeeping issue outside their normal working area they are asked to control the area to prevent injury, and notify their immediate supervisor if the issue cannot be readily corrected.

JUMP looks and feels better when all the spaces are neat, clean and orderly. We ask that all friends be conscious of the space layout and straighten tables and chairs whenever practical.

### **3.03 SMOKING, VAPING, AND USE OF TOBACCO**

JUMP requires a firm adherence to a smoke-free environment. Smoking, including e-cigarettes, cigars, or other forms, is not permitted anywhere on the JUMP premises. Friends are required to go to public grounds for the use of tobacco.

### **3.04 SUBSTANCE ABUSE**

In the interest of creating and maintaining a safe environment for friends and the public, friends may be subject to drug and alcohol tests. Friends may be requested to take a drug/alcohol test for suspicious actions, or post-accident. Use and/or possession of illegal drugs on the JUMP site, or while volunteering/facilitating, is forbidden. Reporting for duty while under the influence of illegal drugs or while taking prescribed medications which may affect the ability to perform safely, is forbidden.

### 3.05 EMERGENCY EVACUATION

Friends will be notified of a possible fire, either by the fire alarm system and (or) by a paged announcement. In the event of an emergency remain calm and immediately evacuate the building by the nearest exit. In the event of a fire do not take elevators, use the stairs. Do not delay evacuation to get personal belongings or to wait for others. Upon exiting the affected area, all friends should meet at Celebration Circle to report to their supervisor for a head count.

If any person is missing, an immediate report should be made to their supervisor or Security who will in turn report to the first available fire department officer. Friends should stay together in a group at the relocation area so that periodic updates on the situation can be issued. The order to re-occupy the building will be issued after appropriate authority has reported an all-clear.

\*Any friend having a mobility, visual, hearing or other condition that may hinder them from becoming aware of an emergency or evacuation, should request special assistance.

### 3.06 WEAPONS

Friends are not permitted to bring weapons of any kind to JUMP including but not limited to: buildings, parks, and parking garages.

### 3.07 VIOLENCE AT JUMP

JUMP has a zero-tolerance policy for violence. Friends that engage in threatening or violent behavior will face disciplinary action, up to and including termination. Any friend who feels that they have been threatened should immediately report their concern to their supervisor.

If a friend observes a person exhibiting threatening behavior or making threatening statements, the friend discovering the situation should warn others in the area and immediately notify Security, or their supervisor. Depending upon the level of concern, the police department (911) should be called immediately. Never attempt to confront any person exhibiting threatening behavior. In the event of an imminent threat of violence, all JUMP Team Members must be ready to lockdown JUMP to maximize security against such threats, and quickly move patrons/visitors to a safe area. If a friend is in a situation where a fellow friend, facilitator, or another person appears threatening, the friend should take all necessary precautions to ensure their safety and the safety of others.

### 3.08 ANTI-DISCRIMINATION/HARASSMENT

JUMP is committed to an environment in which all individuals are treated with respect and dignity. JUMP expects all relationships among persons at JUMP to be free of bias, prejudice, and harassment.

JUMP does not tolerate harassment or discrimination of our job applicants, employees, friends, guests, vendors, contractors or other third parties. Harassment or discrimination on the basis of any protected characteristic is strictly prohibited. Harassment or discrimination may be verbal, written, or physical conduct that degrades or shows hostility or aversion toward an individual based on race, color, national origin, age, marital status, sex, sexual orientation, gender identity, gender expression, disability, religion, height, weight, veteran status, or any other legally protected status and that has the purpose or effect of creating an intimidating, hostile or offensive work environment. This also includes sexual harassment which has been defined

according to JUMP guidelines as: Unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature.

All allegations of discrimination, harassment, and sexual harassment will be taken seriously, and will result in an immediate investigation. When management determines that an allegation of discrimination or harassment is credible, they will take prompt and appropriate corrective action. Retaliation of any kind against a friend who reports a suspected incident of discrimination or harassment is prohibited.

### 3.09 RISK OF LOSS AND LIABILITY

JUMP Friends are solely liable for, and shall indemnify, defend and hold JUMP harmless against any and all costs and damage incurred by JUMP and any and all damage to persons or property, in either case caused by or resulting from any negligent act or omission or any reckless or intentional misconduct on the part of the friend or friend's employees, representative, or agents arising out of the services or friend's use of the premises.

JUMP will not be responsible or otherwise financially liable for any accident, theft, vandalism, or damage to the friend's belongings from any cause. JUMP will not be responsible for any injury, loss, or damage that may occur to the friend, friend's employee's, representatives, agents, or their property and the friend shall indemnify and defend JUMP against any action or claim made against JUMP. JUMP does not maintain insurance covering the friend, friend's employees or agents, or property. The friend is solely responsible to obtain any insurance necessary for covering such losses.

### 3.10 CHILD ABUSE REPORTING

Those who learn of facts or have reason to suspect a child has suffered an incident of child abuse; know or have reasonable suspicion a child was abused or neglected, or know actions will be taken that one would reasonably expect to result in the abuse or neglect of a child, must immediately contact their supervisor or Volunteer Coordinator (this includes abuse that has or appears to have happened outside of JUMP). Together the reporter and Management will contact the appropriate authorities.

Child abuse reporting requirement is both a legal obligation under state law and a requirement of JUMP and must occur within 24 hours of becoming aware of the circumstances. Failure to report suspected abuse, neglect or abandonment is a misdemeanor. Anyone making a referral in good faith is immune from prosecution.

An employee, facilitator, or friend who knowingly files a false report will be addressed accordingly by JUMP Management, and/or local law enforcement (if applicable).

### 3.11 CONFIDENTIALITY

JUMP may disclose certain proprietary or confidential information to our JUMP Friends for business related purposes. "Confidential Information" includes all information or materials used or generated by JUMP or its representatives. Information that is considered proprietary or confidential including, but not limited to, information related to or involving business plans, finances or forecasts, customers, trade secrets, or other information related to JUMP must remain between the Friend, JUMP, and (or) its representatives. Confidential information may exclude any information that is publicly known.

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All JUMP Friends are responsible for taking appropriate measure to ensure the information remains confidential. The Friend agrees to not publicize, release, or otherwise disclose any information concerning any JUMP related information or materials. Upon termination of Friend relationship with JUMP for any reason, the Friend agrees to leave all JUMP documents, records, or other materials containing JUMP related information in the possession of JUMP. Friends have an obligation to maintain confidentiality that does not expire upon the termination of the Friend relationship.

## **4.0 Miscellaneous**

### 4.01 CHANGES IN POLICIES

The Friend Handbook is used as a guideline for policies and procedures and is not intended to be a comprehensive list of all possible applications. As such, changes to the handbook may be made at any time. Friends are expected to follow the guidelines set out by the handbook and any changes that are made. Friends will be notified and will be expected to sign an acknowledgment of any and all changes. Questions or concerns about policies or procedures are to be directed to the Volunteer Coordinator or JUMP Director.

### 4.02 THANK YOU!

From all the JUMP Team Members we express sincere gratitude for the generosity of your time, talents and enthusiasm. You are an integral part of our JUMP community and we truly appreciate your service!