



Groundwork - Handy Book

Rideshare Program (trial)

Track your time and your kilometers!

Groundwork provides volunteer insurance & reimbursements on eligible trips. Track your time/km's and provide descriptions. REMEMBER TO GAS UP AT THE CO-OP GAS STATION!

*\$0.68 / km for ride sharing to projects (or for Groundwork requested attendance)
Check the chat group for projects and carpools, bring your friends and have your travel reimbursed!*

*\$0.34 / km for eligible travel reimbursement requests.
Sometimes people have a long way to go, just track your hours and your kilometers and ask for a reimbursement. (Carpools take priority, when there's extra funds we would like to help you out)*

How to report?

Just let everybody know your hours and kilometers in the chat group and it'll be recorded. Alternatively keep a weekly log and hand it to a coordinator. *Don't forget to fill out your membership package to be eligible!!*

Da/Mo	Name	Location	Hours	Km

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Purpose of Rideshare Trial : Reimbursing kilometers for use of personal vehicles for Volunteer Projects or Volunteer Administrative Activities. To develop a framework for equitable reimbursement to volunteer members who contribute the use of personal vehicles for Groundwork Member projects. To incentivise both contributions and ridesharing among members.

Definitions

Volunteer Activity: Activity which is part of an registered project of Groundwork.

Administrative Activity: Activity which is part of the administration of the Legal entity Groundwork CSC.

Rideshare: Two or more volunteers (basic membership required) in a vehicle.

Rider: Members joining in a rideshare trip.

Driver: Members donating their vehicle for use in the carpool program.

Solo Trip: Members donating their vehicle for use in the carpool program who does not have any riders.

Start of trip: Location of starting trip (typically home - or last location of errands before departing).

Location of Activity: Place where the activity takes place, must be a member of Groundwork.

End of trip: Location of end of trip after activity (typically home or a location of another errand).

Purpose of Activity: Description of the activity taking place. Used for future grants and charitable activity reporting purposes.

Project: An activity registered with Groundwork which is eligible for Groundwork benefits. Could be another service organization, someone's home project, a business. Must be registered with Groundwork.

Vehicle Requirements : Vehicle insured for rider transport minimum 1,000,000 liability.

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Code of Conduct

Benefit from the use of the 4 agreements

1 Be impeccable with your word

Speak with integrity. Say only what you mean. Avoid using words to speak against yourself or to gossip about others. Use the power of your word in the direction of truth and love.

2 Refuse to take anything personally

Nothing others do is because of you. What others say and do is a projection of their own reality. When you are immune to the opinions and actions of others, you won't be the victim of needless suffering.

3 Refuse to make assumptions

Find the courage to ask questions and to express what you really want. Communicate with others as clearly as you can to avoid misunderstandings, sadness and drama. With just this one agreement, you can completely transform your life.

4 Always do your best

- *Your best is going to change from moment to moment; it will be different when you are healthy as opposed to sick. Under any circumstance, simply do your best, and you will avoid self-judgment, self-abuse and regret.*

Benefit from the use of the “Advice Process”

There is wisdom in groups of people. Tap into collective wisdom in pursuit of a sound decision!

- *This does not mean finding a watered-down but ‘unanimous’ agreement that “accommodates” every opinion.*
- *It does mean seeking advice from two directions*
 - *those individuals with expertise on the topic*
 - *those individuals or groups who would be impacted by a decision you make.*
- *With all the necessary or available advice choose the best course of action as you see a need!*
- *Assume responsibility for the execution of your decision or find someone else better suited who sees the same need and can help you take on the project.*
- *Take ownership of the execution of the decision. Know that relying on someone else to see the need and “do it for you” is futile.*

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Benefit from the use of effective and secure communication

Keep developmental conversations going!

Best practices for verbal communication

1. In person 2. Phone call 3. Voice over internet (voice message) eg; Signal recordings aka "VOIP" 4. Email 5. Text Message 6. Meta Messenger Services (Facebook, WhatsApp)

Defend against falsehoods in communication

"Meta" platforms (eg; facebook, Instagram, WhatsApp) can be ripe with falsehood. Use caution for Groundwork Projects, avoid their use for formal Groundwork Administration.

Defend against negative representations of Groundwork:

In public digital and physical places.

Benefit from Building Patience

- Haste makes waste... Slow is steady, steady is fast... First things first; finish tasks to flourish
- *Mantra: "Patience is the calm acceptance that things can happen in a different order than I have in mind"*

Develop Self-care & Solidarity

- Mental, emotional, physical, spiritual well-being of self and others.
- Freedom and responsibility are not mutually exclusive.
- *"If the oxygen masks drop down, put your own oxygen mask on first then help the person next to you"*

Maintain Strong Determination

- Concentrate on the task at hand - over time this will develop skill.
- People have good intentions, yet they are apt to make mistakes.
- We are all perfectly imperfect, only practice - makes perfection.
- FAIL = First Attempt In Learning
- *Mantra : "Achievements are made by ordinary people with extraordinary determination"*

Benefit by Being of Service

- True Wisdom only arrives when one realizes it is more effective to be of service than to strive to be successful.
- *Mantra: "Service rendered without joy helps neither the giver nor the receiver".*

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Benefit from feedback

- People can only hold/process three pieces of feedback (information) at once!
- 10 seconds is the prime/golden window for instantaneous verbal feedback.
- Better out than in, better late than never, better said than unsaid.
- Deliver “tasty feedback sandwiches” - 1. Appreciate 2. Offer room for improvement 3. Appreciate.

First - Keep Your Own House Clean

- What you reject, projects.
- *Mantra :“It is the inner reality which creates the outer form. Joy follows a pure mind like a shadow that never leaves”*

Other Useful Quips

- Chop wood, carry water.
- Good luck, bad luck, who knows (a story...)
- Peace begins with a smile.
- Success isn't measured by money or power or social rank. Success is measured by one's discipline and ability to beat the odds time and time again.
- If you want to make peace with an enemy, work with them, make them your partner and they can no longer do the damage an enemy can.



For the benefit of all : in Tsq'escenemc Territory

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Conflict De-escalation & Resolution Process

Disagreement is healthy, debate is foundational, and all efforts to proactively improve communication are encouraged. When a disagreement between members becomes a conflict, this process shall be used in an effort to bring the organization back to equilibrium by facilitating communication between affected members to work towards a mutually-beneficial resolution for all affected in a respectful, structured and accountable process.

The goal is to resolve conflict such that both parties are *able to continue their involvement without large disruptions to individuals or the organization* (as all conflicts cause disruptions) and all parties to this process shall work towards this goal.

Conflict De-escalation Overview

The concept of "conflict resolution" can only occur once an open conflict has "settled down". It is like the clean-up after a bomb detonates. De-escalation determines the "fall out" of the bomb. It is essential to know how to de-escalate conflict to maintain a healthy *calm and productive environment*. De-escalating conflict is a most valuable skill to learn in social settings.

Proven De-escalation Techniques

1. Cultivate genuine compassion
2. Be inquisitive
3. Listen carefully to understand (not to respond)
4. Speak respectfully

Anyone can learn to de-escalate conflict when they understand the importance of communication and have empathy for others. With the right practice and some introspection; members and coordinators will be able to recognize when a person's behavior will lead to rising tensions and potential conflicts. It's never too late to focus on building a positive culture.

How to De-escalate a Conflict?

Conflict is necessary and healthy in groups. Conflict de-escalation is preventing the need for elaborate resolutions (the clean up after the bomb) rather than the

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prevention of open conflict itself. When leaders are freed up of the need to act as a referee amongst angry or disgruntled team members they can provide them with tangible advice for autonomous resolution instead.

The useful “F” concepts:

- Failure
 - Failure is a concept that many people fear, and while fear of failure can be a motivator for some, most let it eat away at them and let it discourage any leaps of faith or innovation.
 - When it comes to managing conflict when working with a team, fear of failure can cause people to shy away from correctly handling conflict leading to more conflict.
- Feelings
 - It is important that members are encouraged to ask others how they feel. This can mean asking how they are doing, how they are feeling about a certain subject, and in general.
- Fights
 - This centers around the “how” of managing conflict on a team or in a workplace: how does the organization deal with conflict and how can those conflicts be resolved for all parties?
- Flourish (one of the more positive “F” words!)
- How do we create a situation where everyone can experience success and flourish together?
- What does success look like?
- Flow
 - Is there a flow of empathy, dialogue, and engagement throughout the organization?
 - What about a flow of ideas, meaning, and purpose?
 - This flow can contribute to a sense of happiness and productivity for leaders and employees alike.
- Forgiveness
 - Forgiveness is all about accepting responsibility for what went wrong and moving forward from it.
 - Forgiveness is also about distributing and accepting apologies when something goes wrong or there is a conflict.
 - The ability to move on and move forward is impossible without forgiveness.

Pick-up on non-verbal cues of fellow members, like recognizing a person's anxiety or impatience with a situation or conversation, often exemplified by a tapping foot, crossed arms, a clenched jaw, and facial expressions. The tone of voice will also express how that person feels, even if they aren't necessarily saying anything combatively. Nonverbal communication may be what leads to escalation to begin with as it activates fear based responses. This requires practice with the following behaviors.

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Have tension related conversations in private

Prevent other people from being needlessly drawn into the conflict by having conflictive conversations in private. Consider having one trusted individual present if you have safety concerns.

Remain Calm

This can be difficult, but it's crucial in order to avoid further escalation. If you find yourself getting angry or upset, take a step back and take some deep breaths. Give yourself time to cool off.

Be-Proactive

In not letting tensions grow and fester, many situations can be avoided. It can be challenging to have tough conversations. It is generally more effective to attempt to clear the air sooner than later. Remember to give the other person some time to cool off as well.

Speak and Listen with Empathy

Seek to understand the other side of the story. What feelings is the person trying to express? It will be easier to understand how you can work together to make interactions more enjoyable.

Use Neutral Language

Use neutral or positive language to diffuse the situation. Ask the other person open-ended questions and reflect before responding. If you're confused, or there may be miscommunication, ask the other person to explain further. It's also important to see things from the other person's perspective. This doesn't mean that you have to agree with them but it does mean trying to understand where they're coming from. Empathy can go a long way in de-escalating conflict and it is another valuable leadership skill that can be learned with the right training and practice.

Responsibility and Self-accountability

Taking the time to self-reflect on your reaction towards a high-pressure situation can have an impact on a future conversation as a means of de-escalation. This can go a long way towards reducing day-to-day tension.

Offer Solutions

This shows that you're willing to work towards a resolution and not just looking to start an argument. Sometimes an offer of solution may be met with distrust if you haven't taken the time to listen and understand the other position. Maintain eye contact and suggest things you can do as well to improve the situation. We are all responsible for our own selves so there's no need to shout and boss each other around. Provide strategies to move forward. If you can find a way to compromise, that's even better!

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De-escalation is an Essential Skill

De-escalating conflict allows leaders & members to maintain a calm and constructive environment. Open conflicts can help us understand the ways we work together and the ways we interact with one another. The de-escalation of conflicts helps prevent normal and healthy conflict from becoming disruptive to the positive culture.

Organizations that build from a positive culture - where people can enjoy their experience knowing their voices are heard, and can feel safe and respected amongst their peers - will thrive.

While a certain amount of conflict can have a positive outcome, a positive outcome will never arrive if it never resolves and escalates into a dangerous situation for anyone involved. It doesn't even have to become violent for a conflict to have *damaging consequences and lasting repercussions*.

Most importantly, if many people understand open conflict and de-escalation techniques, that means each person can feel more comfortable knowing they're not going to face a hostile or toxic environment in participation.

Conflict Resolution Process

The application of a process begins at the request of a party in conflict and continues until such time that all affected parties agree that the issue has been resolved, one or both parties exits the organization or the Board has deemed the conflict resolved.

Confidentiality is maintained at all times. Any supporting actors (people involved in-directly) that have been apprised of details of the conflict- beyond its abstract existence- must be transparently brought into mediation upon request of any party for a resolution process. Supporting actors are expected to maintain confidentiality throughout the process. The responsibility of this rests on both the supporting actor and the parties.

Confidentiality is maintained for the purpose of restoring equilibrium and fostering the well-being of all parties involved (as well as the organization as a whole).

A resolution process is to be taken as a **LAST RESORT**. It is expected that members will seek autonomous resolutions using the Code of Conduct and de-escalate conflicts quickly and proactively ***without the need to start official processes***. No one needs to lose their position or membership over conflict of ego and we believe in seeking resolution and reconciliation as needed, above escalation and rejection of

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people(as opposed to the punitive approach of the general culture)..

Code of Conduct

Groundwork is committed to proactively building relationships of mutual aid between members. The Code of Conduct is the primary method by which the organization shall work to minimize the impacts of conflict on the collective. All members must *aim to resolve their conflicts amicably when they inevitably arise*, as they do in any group environment, no matter how healthy or high functioning.

Starting a Conflict Resolution Process

After the initial escalation into conflict has settled down, If there has been no effective autonomous resolution (ie; tension remains) the party initiating must email the Project Coordinator (and/or Steering Committee if applicable) and will also notify the other affected parties involved of their desire to begin a process. They may willingly divulge information about the conflict but are generally encouraged to keep the details about other party actors (and personal support individuals or people) to a minimum whenever possible. Parties to any process (meaning the parties in conflict exclusively) are expected to self-manage (see Good Faith below) until such time that a mediator or third party must step in to facilitate a resolution meeting.

Good and Bad Faith

Demonstrations of good or bad faith from the parties involved in the dispute will be factors in any recommendations made by a Coordinator, Committee or Mediator (if none available - the Board) Good faith could be described as *acting with integrity with the intention to help reduce tensions*. Bad faith could be described as *acting to deliberately undermine others' efforts*.

Steps in the process

1. After first having an in person conversation about the conflict with each other - using the best practices of the Code of Conduct a process may be initiated. Any party that is unwilling or unable to engage in an in person conversation FIRST must send in writing their justifiable reasons to the Coordinator (and/or Steering Committee or board if none applicable). The Coordinator (and/or Steering Committee) will *arrange an open meeting between the parties in the dispute or move to another step of the resolution process*.
2. The individuals involved will choose a mediator from the membership to facilitate a resolution meeting. In the event that the parties cannot find a mutually agreed upon mediator the Coordinator (and/or Steering Committee) will select a mediator from the membership and their decision will be binding (this does not constitute the involvement of the coordinator in the process).

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3. Should the resolution not be accepted by one or both parties - a members committee of 3 shall be chosen by the Coordinator (and/or Committee) to further explore solutions to resolve the conflict. The role of this committee is to *work towards a resolution* and suggest possible solutions. The ratio of members on the committee shall be *consistent with the member type(s) in conflict as much as possible*. This means that a committee should include coordination members if coordination members are in conflict, or volunteer members or staff etc. A combination of both or multiple is appropriate when different member types are in conflict.

4. Should resolution not be found, administrators or Board Members (or Trustees) or registered UCA Members will be asked to join the panel and attempt to help resolve the conflict.

5. Should resolution not be found and both parties to the conflict would like to maintain their involvement in the organization the Board will decide how to proceed with the recommendations. This step may include disciplinary actions for those parties unable to reach resolution.

6. Should a resolution to conflict tensions not be found in this way one or both parties will voluntarily cease their involvement in the organization.

* in the event that the conflict is between Coordination and another member, the Steering Committee or the Board Chair (or in the absence of the president the vice president) shall select the next most active member in the organization to act in the stead of the Coordinator until such time that resolution is found or the process is closed.

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Purposes of Association

The purposes of the are:

- (a) to protect, preserve, manage, administer, develop and to assist in the protection, management, administration and development of these 18 Sectors:
 - (i) Member services & charitable systems and;
 - (ii) Financial services & estate planning systems and;
 - (iii) Vocational Support & Skills Development Systems and;
 - (iv) Technology support & development systems and;
 - (v) Capital, finance & asset management systems and;
 - (vi) Legal support & Justice systems and;
 - (vii) Sustainable homes & community building systems and;
 - (viii) Facilities management & construction systems and;
 - (ix) Market solutions & settlement systems and;
 - (x) Media production & network communication systems and;
 - (xi) Health support & well-being systems and;
 - (xii) Ethical food & therapeutic systems and;
 - (xiii) Security & emergency systems and;
 - (xiv) Transport & logistics systems and;
 - (xv) Advanced energy & infrastructure systems and;
 - (xvi) Disease prevention & sanitation systems and;
 - (xvii) Environmental protection & preservation systems and;
 - (xviii) Ethical agriculture & organic systems;

For the public good; other charitable & community organizations without limit, within the mits and bounds of the local communities of the Campus. To encourage and enable the public to use and enjoy the same.

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