

Heart of Awareness Buddhist Community and Practice Center

Volunteer Handbook

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INTRODUCTION

Welcome and thank you for your interest.

The Heart of Awareness Buddhist Community and Practice Center's mission is to cultivate a supportive, inclusive, and growing community of practice and study of the Buddha dharma for the benefit of people within and beyond Heart of Awareness and the pueblos of Lake Chapala.

The Center is made possible by the generous contributions of our volunteer staff and the sustaining pledges and donations of our membership. As a result of everyone's participation, we can practice together and enjoy additional offerings, including dharma teachings, reflection/discussion time, retreats, practice and book study groups, monthly movie matinees, a lending library, and periodic special events. Our Sangha members also enjoy taking advantage of opportunities to socialize together.

This handbook is meant to be a supplemental resource for use at the Center. Your volunteer coordinator is also available to help guide you and address any questions or concerns.

We are happy to get to know you. Thank you for your generosity.

With Metta,

The Advisory Committee

Garrett Browning, Chairperson
Marty Janowitz, Senior Dharma Teacher
Michael Sullivan, Treasurer
Rosalinda "Rusty" Castillo, Facilities Manager
Elena Sznadjer

The Program Committee

Jane Custer
Marty Janowitz
John Yukimura
Shelley Pierce
Mark Helsel
Walter Wesley

OUR BUDDHIST LINEAGE

The Heart of Awareness community centers on sharing and supporting the practices and teachings of the Buddha. In our founding years we drew primarily from the Vipassana (awareness or insight) meditation stream of teachings which continues to be a central dimension of our approach. At the same time, we appreciated and continue to cultivate an inclusive 'non-sectarian' view. This 'non-biased' perspective recognizes and respects the value and benefit of multiple experiences and lineage pathways, including Mahayana Zen/Chan, Vajrayana Tibetan, and India/Southeast Asia's Theravada. Holding this attitude and approach, many great masters of the past were able to present and guide students to discover the essential meaning of the Buddha's teachings. And as modern 'western' Buddhists, we also pay attention and seek insights available from a broad worldwide spectrum of spiritual traditions and within our own cultural and societal contexts.

The Tibetan term **rimé**, meaning "unlimited, non-partisan, or without bias," is one example in Buddhist history, of this attitude that helps people work with diversity in a way that supports personal development while promoting greater harmony with those who may hold different understandings or reference points. Heart of Awareness' believes that this characteristic, recognizes that our openness is a strength, encouraging our members and visitors to share everyone's unique experiences and to reach out to teachers, sources and presentations that will enrich access to the rainbow of Buddhist wisdom. As we progress along the path of dharma, access to various insights can help us overcome obstacles by offering alternative ways of thinking about a given situation. And finally, when we progress to more senior stages of study and practice, it provides us with a greater flexibility of mind that can be used to adapt to a wide variety of situations, helping us to bring greater benefit to those around us. In this way, a rimé philosophy is helpful in the beginning, middle, and end. Along the way we commit and strive to be rooted in a blend of qualities that contribute to our gradual path over time. As we strengthen one quality, it naturally encourages the conditions for the other qualities to arise. In this way, we can think of our rimé philosophy as being like a flower that starts off as a seed and eventually blooms into a beautiful display of color.

At Heart of Awareness, we seek to cultivate at least these core qualities:

- ☐ Tolerance, built on a basis of mutual respect.
- ☐ Receptivity, to create space in the mind for new ideas, and open possibilities of deeper communication.
- ☐ Curiosity, an inquisitive and flexible mind that desires to understand.
- ☐ Discriminating awareness (prajna or shes-rab) the disciplined, mindful examination of possibilities to discern what makes sense or doesn't, is helpful or harmful, reality or not reality, a doorway to accessing penetrating insight and wisdom.

THE MEANING OF “HEART OF AWARENESS”

In Buddhist traditions the Sanskrit term ‘bodhicitta’ generally translates as ‘heart of awareness’. Bodhi means ‘awakening’. Mind and heart are often described by one word – ‘citta’. This heart-mind has many dimensions, which includes all our thoughts, feelings, emotions, intuition, temperament, and consciousness itself. This is quite different than the typical term mind, in the West, which generally only refers to the rational thought processes – the endless stream of thoughts and thoughts about thoughts. Most significantly, this stream of thoughts (including their colorful variants known as emotions), leads to the conclusion that this flow of discontinuous thoughts is ‘me’, separate from every other ‘me’ in the world. If this flow of thoughts is pleasant the ‘me’ feels good and we cling to them, but if not, we suffer, and we seek to be rid of those. The central focus of Buddhist teachings and practice is to see this suffering for the unnecessary struggle and to share the path that can allow us to let go of it, allowing us to reside in bodhicitta, our awakened heart of true awareness – the state most referred to as ‘enlightenment’.

SCHEDULE OF BASIC OFFERINGS

WEDNESDAYS

- 3:15 pm – 3:45 pm: Social time at the Center.
- 3:45 pm – 4 pm: Noble Silence.
- 4 pm – 5 pm: Meditation practice session.
- 5 pm – 6:15 pm: Dharma teaching followed by discussion period
(Offered in-person at the Center and live on Zoom).
- 6:15 pm: Social time – dinner at a nearby restaurant for those who are interested.

On months when there are five Wednesdays, a “focus” Wednesday is devoted guided meditation instruction in place of our regular program.

THURSDAYS

- 1 pm – 2:30 pm: Practice and book study group.

SUNDAYS

Meditation Practice:

- First Sunday of each month: 9 am - Noon
Participants are invited to stay for all 3 hours or arrive at the top of any hour.
- All other Sundays: 9 am- 10 am

Additional Offerings (dates, times vary)

Retreats, potlucks and other special events, lending library.

PRACTICE RECITATIONS

Each of our practice periods begins with Noble Silence followed by recitation of the “Three Refuges” and the “Four Immeasurables/Brahmaviharas”. We end our formal practice period with the “Dedication of Merit”.

The Three Refuges (Triple Gem)

- *I take refuge in the Buddha, awakened heart, and mind. (BELL)*
- *I take refuge in the Dharma, the teachings and practices that lead to freedom from suffering. (BELL)*
- *I take refuge in the Sangha, practicing with others inspired by the potential for freedom from suffering. (BELL)*

The Four Immeasurables/Brahmaviharas

- *May all beings be free from suffering and the root of suffering.*
- *May all beings know happiness and the root of happiness.*
- *May all beings live in sympathetic joy, rejoicing in the happiness of others.*
- *May all beings live in equanimity, free from passion, aggression, and delusion. (BELL)*

Dedication of Merit

I dedicate the merit of my practice to all beings. May each Being experience freedom from suffering. (BELL)

PRACTICE CENTER ETIQUETTE

We honor the meditation hall and our practice by following these guidelines:

- Leave shoes outside.
- Enter slowly and in silence; maintain silence during meditation periods.
- Electronics are silenced and not used during periods of meditation or teaching.
- Do not wear perfumes or strongly scented lotions, etc.
- If using a cushion as a footrest, protect it from bare feet with a small towel or use “loaner socks”. Place used socks in restroom laundry basket.
- It is respectful to be seated and settled when meditation begins and to stay until it has ended.
- Soles of the feet should not be facing the Buddha Rupa (statue) nor the teacher.
- Do not browse the library during sitting or walking meditation periods or during dharma teaching.
- No food is allowed in the Practice Center. Beverage containers must be covered with a leak-proof lid.
- No dogs or other pets are allowed inside.

Thank you, on behalf of all who practice here.

GREETER

Introduction

The Greeter's responsibility, in addition to those listed below, is to provide an inviting, professional, and helpful presence as people approach the Heart of Awareness Center. Thank you for offering to serve in this important role. We ask that you arrive one hour before our program is scheduled to start. This will allow you enough time to air out the Center, give the minisplit air conditioner time to cool down the room, and set up without having to rush. Please be seated at the Greeter table at least 15-20 minutes before the practice period/program begins.

The role of the Greeter includes:

- Opening, airing out, and setting up the Center, bathrooms, hallway, and Greeter table.
- Orienting newcomers and answering their questions: e.g., schedule, handouts, location of bathrooms, email list, shoes off, they can sit on a chair or floor cushion.
- Sitting inside near the door (if possible) once our meditation practice period begins and being available to quietly assist any late newcomer.
- Informing newcomers of: The Heart of Awareness bi-fold pamphlet and pointing out the recitation page, our Google Group email sign-up list, Newcomer bi-fold pamphlet, Monthly Schedule and any other pertinent information.
- Partially closing sliding door drapes before the beginning of a dharma video to reduce glare.
- Turning off the floor fan during recorded dharma talks (live teacher) to ensure better recording quality.
- Providing microphone support during the discussion period (wiping and circulating the hand-held microphone to participants who want to share during the discussion period (allows Zoom participants to hear).

Please read the rest of this section in the Handbook.

OPENING AND SETTING UP THE CENTER

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1. Opening the Center: Keys

There are 3 different keys (one for our first set of sliding doors, one for the second set of doors and one for the building gate door). When you unlock and lock our sliding doors, **please make sure the key notch is facing the ceiling before you remove the key (if you don't, we may have trouble with the lock afterward).**

2. Airing Out the Center and Turning on the Lights

- SLIDING DOORS/AIR CONDITIONING: When the air conditioner is not needed, open them completely but keep the screen doors closed to keep out flying insects. **During hot weather immediately turn on the air conditioner (located above the counter as you enter the Center). Press the orange power button and then the "Jet Mode" button. The remote control is located on the counter, as well as instructions on how to operate the unit. Be sure that the glass sliding doors remain closed when the air conditioner is in use.**

- FANS: Turn on the large floor fan. Turn the ceiling fans on, if they are off, to setting #1.
- CEILING LIGHTS:

The ceiling light switches are on the wall between the 2 sets of sliding doors. They are dimmer knobs and must be turned either all the way on or all the way off to prevent the lights from flickering on and off. Use your discretion about how many ceiling lights to turn on, if at all).

- LAMPS: Turn them on
 - One behind the Buddha shrine.
 - A floor lamp to the left of the Buddha shrine and teacher's chair.
 - 2 Himalayan "salt" lamps on the long counter under the wall mounted Buddha.

3. Check the entryway

- If needed, please sweep away any debris or dust that may have accumulated in the building hallway in front of both our doors. A broom and dustpan are available in our bathroom.
- If there aren't any chairs, set up two chairs for shoe removal assistance (do not block building passageway).

OPENING AND SETTING UP THE CENTER

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4. Set up the Meditation Room and Restroom

- Please make sure the meditation room is clean and neat: empty wastebasket, check chair arrangement, pillows, table surfaces, countertops, handouts, tissues, etc.
- Re-stock water cups on top of the garrafon if needed. (The paper cup supply is in the middle cabinet of the back counter).
- Check our restroom: empty wastebasket, restock toilet paper and soap if needed (on shelves).

5. Attend to the Buddha Shrine

A lighter is located behind the Buddha. Extra candles, candle holders and matches can be found in the small, labeled "Buddha Shrine" bin in the lower left cabinet. Scissors for flower arranging (if needed) are in the upper stationary drawer in the back cabinet (toward the right).

- Turn on the light behind the Buddha and make sure it is centered.
- Replace wilted flowers or water plant if needed (usually on Wednesdays).
- Light candle and center it in front of the Buddha (make sure there is enough candle wax to last the entire program).

6. Set up the Greeter table:

- Place the Greeter table in the building hallway, perpendicular to but not blocking our first door, so that it faces anyone entering the building. Also provide yourself with a chair.
- Supplies for the table can be found in the following locations on the left side countertop as you enter the Center.
- Place the following on the Greeter table:
 - Heart of Awareness bi-fold leaflet (explains practice format, schedule, recitations).
 - Newcomer leaflet
 - Monthly program flyers and, if applicable, any special event flyers.
 - Meditation instruction flyers
 - Clipboard with mailing list form, and pen
 - Bottle of hand sanitizer and box of tissues

OPENING AND SETTING UP THE CENTER

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7. Place three tent signs:

- The “Heart of Awareness” sign is placed out on the sidewalk, near the opening of the building, so that people walking in either direction can see it.
- Two “Silence, Meditation in Progress” signs (located inside the Center between our two sets of sliding doors) are placed in the hallway, one near our first sliding door and another near our second sliding door. Please be careful not to block the passageway to the other businesses in the building.

8. Set up the Building Hall Restroom

This building restroom is not stocked by the landlady. Our supply bin for the restroom is in the left lower cabinet. It contains the restroom key, soap, toilet paper and paper towels. Additional supplies are in our restroom – feel free to restock the bin.

- Use the key that is in the bin if the restroom door is locked. Supply toilet paper, soap, and paper towels.
- Empty the wastebasket (if needed) into the building’s trash bin.
- Leave the restroom door open to air it out.

Operating the Air Conditioner

1. Upon Entering the Center:

The remote is located on the entryway counter under the A/C unit:

- To turn on: press the orange power button.
- **Press the "Jet" mode button.** It is a button on the remote that sets the unit to run at a higher fan speed for 30 minutes with a default temperature setting of 18 degrees. After 30 minutes, the temperature stays at 18 degrees and the fan will run at a lower speed. If the room is still too warm, you can push the "Jet" button again to start another cycle of faster fan speed.

A few things that can make a big difference in the overall comfort of the room are:

- If the outside temperature is lower than inside when you arrive, open both sets of glass doors for the first 10 minutes or so, to allow the air to circulate. BE SURE of keeping the screens closed when glass doors are open.
- Also, be sure to have the floor fan running at the lowest setting (and leave it on for the whole time the room is in use
- Turn the ceiling fans on if they are turned off - setting #1 is adequate.
- Keep the sliding glass doors closed when air is in operation.

2. When Leaving:

- Push the power button on the remote to turn the A/C off.
- Leave the remote and these instructions on the counter under the A/C unit.

Discussion Period - Microphone Support

Part of the Greeter's role is to provide the hand-held microphone to any participant who wants to speak during the discussion period. The microphone enables our Zoom participants to hear the discussion and makes it easier to hear people with soft speaking voices. The Greeter also sanitizes the microphone with an antiseptic wipe between each speaker.

TIP: *There is a short break between the practice period and the dharma presentation. You can use this time, if you wish, to obtain the handheld mic and sanitary wipes. These are located on the front table – ask the tech support volunteer if you can't find them.*

Microphone Use Instruction

After the dharma teaching, time is allowed for audience discussion. You will be introduced as the microphone support person. If the program facilitator has not provided instruction, please instruct participants to raise their hand if they want to speak, to hold the mic close to their mouth so that our Zoom audience can hear them, and that you will be wiping the mic with an antiseptic cloth between each speaker.

Wipe the mic and turn it on just before you hand it to the first participant. Shut off the mic between speakers, if needed. Re-wipe and turn the mic back on before you hand it to each successive speaker.

Please be sure to turn off the mic and return it and the antiseptic wipes to the basket on the front table.

CLOSER - CLOSING THE CENTER

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Participants typically like to stay a little while after an event to socialize. To facilitate this connection and sense of community, we ask that the closer be mindful while putting things away (so that people don't feel rushed out). Please plan to stay for 15-20 minutes after an event ends to accommodate this. PLEASE REMEMBER TO TURN OFF THE MINISPLIT UNIT UPON LEAVING.

1. Collecting and Preparing Donations for the Bookkeeper/Treasurer

We receive different types of donations (e.g.: dana, sustaining pledges, retreat registration fees). It is helpful to our treasurer when the instructions below are followed:

- **DANA** (use pre-printed envelopes located in the basket behind the dana urn)

- On the envelope, please print legibly, as follows:

First column: date of event

Second column: type of event (e.g.: Wed. sit, Sun. sit, Mon. film, Thur. practice/study grp.)

Third column: # of people (including yourself and presenter) attending. If the event included a zoom audience, please indicate the number of people who attended in-person followed by the # of attendees on zoom. (eg: 14+2)

Fourth column: amount collected.

- Place money in a pre-printed envelope (if possible do not fold bills) and just fold the flap over. No tape needed.
- Place the envelope in the large plastic supply box located in the bottom lefthand cupboard on the far wall.

CLOSING THE CENTER

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- **ALL OTHER TYPES OF PAYMENTS**

Please use blank manilla envelopes located in basket behind dana urn.

- Other types of payments include pledges, special events, items sold etc.
- On the envelope please write: the date, what type of payment it is, and amount.
- Place money in a blank envelope (if possible do not fold bills) and just fold the flap over. No tape needed.
- **Place the envelope (s) in the large plastic supply box located in the bottom lefthand cupboard on the far wall.**

2. Leave the email-list clipboard on the entryway counter.

3. Outer Hallway

- Retrieve:
 - 2 Meditation tent signs - place between the two sets of sliding doors near the light switches
 - Greeter table and greeter chair (leave chairs for shoe removal outside)
 - Hall restroom supplies
 - HoA sign that is on sidewalk (place just inside the building door angled toward the street so people walking by can read it).

CLOSING THE CENTER

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4. Practice Room and Restroom

- Buddha shrine: blow out candle and turn lamps off.
- Leave the overhead fans on setting “1”. Shut off floor fan.
- Turn off the Himalayan salt lamps.
- Check our restroom to make sure it is neat and clean.
- Check that everything is neat again: chairs, cushions, countertops, etc.
- Re-open drapes if they have been closed.
- Lock our second doorway. (**Make sure the key notch is facing upward before you take it out of the lock**).
- Bring the floor mat back inside if you have placed it outside.
- **TURN OFF THE MINISPLIT UNIT.**
- Lock our first doorway. (**Make sure the key notch is facing upward before you take it out of the lock**).
- Lock the building gate.

PRACTICE LEADER

LEADING A ONE-HOUR PRACTICE PERIOD

Instructions for Wednesday Practice:

On Wednesdays, please arrive at least 20 minutes before the practice period is scheduled to begin. At 3:45 pm inform everyone we are entering Noble Silence and ring the bell once. Take your seat, making sure that you have several copies of the Heart of Awareness bi-fold leaflet that contains our schedule and recitations. (Some participants decide at the last minute that they would like a copy). Also make sure the round microphone is on your practice leader table (so Zoom participants can hear).

When introducing and leading the practice period, please follow the script on the following page.

Notes on Ringing the Bell

A soft touch is best. One description is that we “invite the bell’s sound”. Especially during and at the end of the practice period, the bell should be soft and not jarring. Find time to practice bell technique if you are not familiar with the bells at HoA. You may prefer one bell (bowl) over another. Feel free to use the one you prefer.

If speech is to follow the ringing of the bell (examples: after each of the refuges and at the end of the practice period), it is a lovely practice to wait until the reverberations stop – this will require a lot of patience if you have struck the bell firmly! You may find that you begin to enjoy practicing with “sound”.

Leading a One-Hour Practice Period – Cheat Sheet

Note: When ringing the bell, wait for the bell tone to completely dissipate before you speak again.

Stand and Face Participants

1. Introduce yourself as today's practice leader.
2. Remind participants to shut off all electronics.
3. Instruct participants:
 - One hour practice – 30 min. sit, 15 min. walk, 15 min. sit with bell to signify transitions.
 - Walk in clockwise direction around chairs or out in hallway.
 - We begin and end our practice with recitations: does anyone need a copy?

TAKE YOUR SEAT

STATE: “Please join me, if you’d like, in taking refuge”

- *I take refuge in the Buddha, awakened heart, and mind. (BELL)*
- *I take refuge in the Dharma, the teachings and practices that lead to freedom from suffering. (BELL)*
- *I take refuge in the Sangha, practicing with others inspired by the potential for freedom from suffering. (BELL)*

STATE: “We offer these intentions”

- *May all beings be free from suffering and the root of suffering.*
- *May all beings know happiness and the root of happiness.*
- *May all beings live in sympathetic joy, rejoicing in the happiness of others.*
- *May all beings live in equanimity, free from passion, aggression, and delusion. (BELL)*

Begin timing the practice; **ring the bell once at 30 and 45 minutes** to signal transitions.

RING BELL 3X AT 60 MIN. TO SIGNAL THE END OF PRACTICE. Wait for each bell tone to totally dissipate before ringing again.

STATE: “Please join me, if you’d like, in The Dedication of Merit”

I dedicate the merit of my practice to all beings. May each being experience freedom from suffering. (BELL)

PROGRAM FACILITATOR

(4 pages)

The program facilitator is responsible for communicating a warm welcome and introducing the scheduled program or dharma teacher. He/she also monitors the time, invites discussion after the program (when there is no live dharma teacher), and makes closing announcements (upcoming programs, dana, etc.).

The facilitator:

- Does NOT assume the role of a teacher or meditation guide.
- Respects the right of participants to remain silent during the discussion period (i.e., only call on those who raise their hands).

Please see the next page for detailed instructions.

PROGRAM FACILITATOR INSTRUCTIONS

Prepare in Advance

- Obtain information about the scheduled program so you can prepare a sentence or two to introduce it to participants.

Day of Program

- Review the upcoming week's schedule and any upcoming special events (information available on flyers at the Center) so you can announce this information at the end of the discussion period.
- If there are Zoom participants, ask the tech support person to give you the headset or handheld microphone and instruct you on its use if you have not used it before. If there is a live dharma teacher, they will need to use the headset, in which case you can use the handheld mike if you need to make announcements.

After Practice Period and Stretch Break

- When the tech person indicates he/she is ready, ring the small singing bowl to invite participants back to their seats and offer a brief introduction to the program or dharma teacher.

After a Video/Audio Program

- Note how much time is left and continue to monitor the time.
- Feel free to Invite participants to break into small groups for discussion of anything they felt was helpful in the teaching. When gathered in the large group (all participants), introduce the microphone support person (the Greeter for the day). Explain that we use the microphone so participants on Zoom can hear and that the mic needs to be held very close to the speaker's mouth. Turn to the Zoom audience and invite them to unmute at any time if they want to join the discussion.
- Allow people to "volunteer" their comments, don't single anyone out and ask them to speak. Silence is always okay.
- Keep in mind that you are the "facilitator" and keep your own commentary to a minimum.
- Continue to monitor the time as you will need to end at 6:15 pm (including time for announcements).

Wrapping up

- By 6:10 pm (or before if there are no more comments) thank everyone (including Zoom participants) for coming, thank our volunteers, make announcements about our upcoming programs, the opportunity to donate to the dana urn, and ask for a show of hands of anyone who wants to go to dinner and encourage them to meet with each other so they can decide on where they want to go.

Program Facilitator – Cheat Sheet

1. Introducing the Program

- a. Our theme of the month (see monthly schedule or volunteer schedule).
- b. Name of dharma videos/topic and their presenters (see the current week's google group email from Heart of Awareness – sent each week by Teresa Bocyzuk) or introduce live dharma teacher (usually Marty Janowitz).
- c. "There will be a short discussion period followed by announcements after the presentation. We will end at 6:15.

2. After the Dharma Talk – Introduce the Discussion Period and Microphone Support

- a. Welcome Zoom participants and invite them to unmute and join the discussion any time they want.
- b. Turn to in-person participants and ask if there is anyone here for the first time. Ask them for their name and where they are from and give a warm welcome.
- c. Introduce the microphone support person (the Greeter of the day). Inform everyone that microphone use is needed for the Zoom participants to be able to hear. If there are no Zoom participants, state that microphone use is recommended for people who cannot project their voice. Instruct everyone that they should hold the mic on their chin and to raise their hand high if they want to speak so the mic support volunteer can see them.

3. Ending the Discussion Period - Announcements

- a. Thank participants and thank volunteers.
- b. Announce Upcoming programs:
 - Thur. Practice/Book Study Group: 1-2:30 pm (Name of book, all welcome, no need to have the book).
 - Sun. 9-10 am meditation practice (9-noon on first Sunday of the month).
 - Upcoming Wed. program (see monthly schedule)
 - Any special programs (e.g. focus Wed., potluck etc. – see flyers or previous emails)
 - Ask for show of hands – who wants to go to dinner – ask these people to take note of each other and encourage them to gather in the outer hall to coordinate.
- c. Announce opportunity to donate to the dana urn and wish everyone a good evening.

Program Facilitator – Announcements Sheet

INTRODUCE PROGRAM:

1. Theme of the month: _____

2. Today's Program: _____

ANNOUNCEMENTS AFTER END OF PROGRAM AND DISCUSSION PERIOD:

1. Upcoming regular programs:

-Thursday: 1-2:30 pm Practice and Book Study Group

Name of Book: _____

-Sunday: 9-10 am Meditation Practice (first Sunday 9-noon)

-Wednesday: _____

2. Upcoming Special programs: _____

3. **Dinner:** Show of hands and instruct to find each other in the hall and pick a place.

4. **Donations:** Dana urn

5. **Thank volunteers and everyone for participating.**

TECHNICAL SUPPORT

(Pg. 1 of 10)

The technical support volunteer arrives 45 minutes before the start of an event to set up the audio/visual equipment and troubleshoot any glitches. This should be completed by the time people begin to arrive (usually 15 – 20 minutes before the event is scheduled to begin) so they are not distracted while trying to sit in Noble Silence.

The volunteer is responsible, prior to their service date, for obtaining information about what type of program is being held on that date. Our typical program is either a streaming video/audio or a live dharma teacher. This will enable you to know what equipment and programs to set up.

The technical support volunteer remains for the entire program. At the end, he/she turns off all equipment and makes sure that all equipment is returned to their original positions. He/she also makes sure that there is a sufficient supply of spare batteries for the external mics.

Please refer to the rest of this section for technical instructions related to setting up, running and shutting down the a/v and recording equipment.

TECH SUPPORT INSTRUCTIONS

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Quick Reference

Laptop: Username: Heart of Awareness
Password: buddha

Gmail: Username: heartofawarenessajjic@gmail.com
Password: here#2015

Alt.Gmail (for authentication):
Username: hoauth@gmail.com
Password: here#2015

Zoom: Username: heartofawarenessajjic@gmail.com
Password: Buddhadharma#101

Tricycle: Username: heartofawarenessajjic@gmail.com
Password: buddhadharma

Wifi: SSID: Totalplay-F235
Password: F23538C66F5dh7L3



Pixel Android phone: Passcode: 999999

TECH SUPPORT INSTRUCTIONS

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Please arrive 45 minutes before the practice period/program is scheduled to start to allow enough time for set-up and troubleshooting.

PLEASE DO THE EQUIPMENT CHECK AND SETUP BEFORE PEOPLE BEGIN ARRIVING:

I. Equipment Check:

A. Check connections

- 1) Laptop to TV with HDMI cable (red). With laptop on, turn on the TV to confirm remote monitor function.
- 2) Laptop to internet (yellow cable from computer to modem). Confirm online access.
- 3) External microphone (round disc with cord) to the laptop using USB port on left edge/side of laptop.
- 4) Position the external (disk) microphone near the practice leader or whoever will be speaking first.

Note: If there will be a walking meditation period, make sure the microphone cord doesn't cross the walking path during the walking period. The Practice Leader or Tech Support Volunteer moves the mic just before the walking period begins and replaces it afterward.

B. Test two cordless microphones (headset and hand-held)

- 1) Turn on the large speaker (switch on back above power supply cord)
- 2) Turn on the receiver box on the shelf on the stand in front of the TV (toggle switch is on the front left of the box)
- 3) Test both microphones:
 - a. Volume: Don't change gain or volume settings unless there is a problem.
If adjustment is necessary, mic gain is adjusted on the front of the receiver box, speaker volume is adjusted on dial in the back of the speaker.
 - b. Batteries: Replacement batteries are in the basket on the table.
 - c. No sound: check the connection cable between the big speaker and the receiver box.
Unplug it and plug it back in again to make sure the connection is tight.
- 4) After testing, turn off both mics.

TECH SUPPORT INSTRUCTIONS

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II. Starting Zoom:

A. Open and turn on laptop

1) Click anywhere to get the Windows login. Login as Heart of Awareness (refer to Quick Reference).

B. Open Chrome (use Chrome icon on taskbar at bottom of screen). Note: if Google login is requested, use credentials in Quick Reference for heartofawarenessajijic@gmail.

C. Open Gmail: if not already open on a tab in Chrome, go to Gmail and login (refer to Quick Reference)

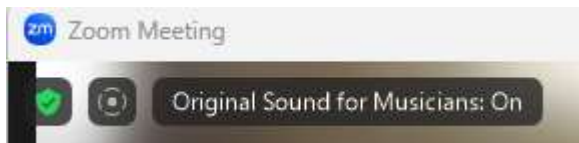
D. Open Zoom session

1) Click on a link on the desktop called Wednesday Zoom. It will open a zoom session to the Wednesday zoom meeting.

- i. Alternate method of starting zoom: In Gmail left side panel "Labels" - click on the label titled "HoA Zoom Links"
- ii. In this folder, click on mail titled "Wednesday"
- iii. Click on "this Link" to start Zoom session.

2) After the session opens, mute the microphone.

3) In Zoom, go to upper left on the screen and set for "original sound" ON



E. Orient Remote Camera for the best view of the room to those who are joining by Zoom.

F. Mute zoom session during preparation until a few minutes before practice begins.

TECH SUPPORT INSTRUCTIONS

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Setting Up a VIDEO Program

III. VIDEO PROGRAM – Preparation

A. Prepare the video for presentation via Zoom Screen Sharing

- 1) Return to Chrome.
- 2) Click on Gmail tab.
- 3) Click on the Label (left side panel) titled “Program” or search for the HoA program notice in the Inbox.
- 4) Choose the email with the program link file (typically Tricycle or YouTube link)
- 5) Click the link to open a new Chrome tab with the program you’re streaming or file you’re playing.
- 6) Verify that the session chosen is the correct one for the date.
- 7) Start the video stream, then pause it and set to beginning to be ready to “share screen” when program period starts

B. Set up cell phone zoom session with view of the shrine.

- 1) Turn on the phone and passcode in Quick Reference. Make sure the device is connected to WiFi and plugged in or is fully charged.
- 2) On the phone, open email and click the zoom link for the Wednesday program.
- 4) When Zoom is opening, select “No Audio” or confirm that it is already set.
- 5) Reverse the camera direction on the phone.
- 6) Position the tripod on the right of the shrine to orient the phone for a closeup of the shrine out of the way of walking meditators.
- 5) If the phone is not plugged in, leaving the Zoom session open, shut off screen on device to protect battery life.

C. Before Practice begins.

1. UNMUTE Zoom and START video (if not already started) a few minutes before the meditation bell is rung.

TECH SUPPORT INSTRUCTIONS

(Pg. 6 of 10)

IV. VIDEO PROGRAM - Transition after Practice period

- A. Open drapes over TV.
- B. Position round microphone (with cord attached to laptop) on the table in front of the big speaker.
- C. Turn on the big speaker if not already on.
- D. Turn on the receiver for cordless mics if not already on. E. Give moderator/speaker headset microphone.
- E. After the moderator introduces the video, in the zoom session, click “Share screen”.
 - 1) Lower left corner of share screen window, click “optimize for video clip” and confirm “share sound” is selected.
 - 2) Open tab on computer for source (Tricycle, YouTube, Vimeo, etc.) and find the video you intend to stream on an open tab in Chrome. Click Share.
 - 3) Maximize (full screen).
 - 4) In YouTube, if desired to improve comprehension, turn [CC] Closed Caption ON.
 - 5) To hide the meeting controls, click “More” (three dots, lower right) and click “Hide Floating Meeting Controls” or use shortcut, Ctrl+Alt+Shift+H.
- H. Turn TV on using TV remote.
- I. In zoom, start the video.
- K. Adjust sound as needed with TV remote.

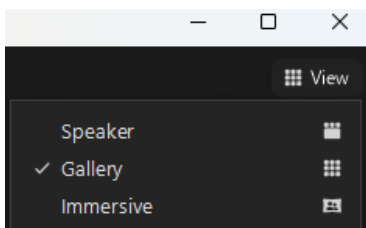
TECH SUPPORT INSTRUCTIONS

(Pg. 7 of 10)

V. VIDEO PROGRAM - Discussion Period

Cordless microphones are necessary to enable home viewers to hear discussion and to make it easier for those in the room to hear questions and discussion.

- A. After the video, on laptop, stop Zoom “Screen Share” and end whatever is streaming.
- B. If there are multiple Zoom participants, leave the TV on. Click on View, Gallery Mode.



- C. Headset used by discussion moderator: If necessary to demonstrate how to position the headset: Loops go over ears with the curved section behind the head and microphone on person’s right side.
- D. Handheld mic: Designated volunteer oversees getting the hand mic to whomever wishes to speak. The microphone should be turned off and wiped with a sanitary wipe between speakers. He/she instructs users of the hand mic to hold it close to their mouth.
- E. At the end of discussion, click End Zoom session for All.

TECH SUPPORT INSTRUCTIONS

(Pg. 8 of 10)

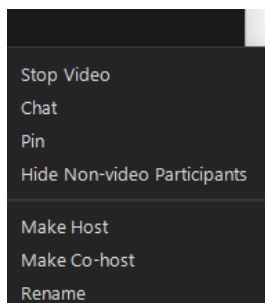
Setting up for a LIVE SPEAKER

VI. LIVE SPEAKER – Preparation

A. Set up cell phone zoom session with view of the speaker. Note: the cell phone will be the recording device for the speaker.

- 1) Turn the cell phone on and open using passcode in Quick Reference. Make sure the device is connected to WiFi and plugged in or is fully charged.
- 2) On the phone, open email and click the zoom link for the Wednesday program.
- 3) When Zoom is opening, select “No Audio” or confirm that it is already set. On the phone, reverse the camera direction.
- 4) Orient the phone for a closeup of the speaker with the shrine in the background. (Phone to the speaker's right). The wall socket that the lamp is plugged into does not work so plug the phone adapter into the extension cord that the TV is plugged into. Make sure the phone is out of the way of walking meditators. Confirm view from laptop.
- 5) If the phone is not plugged in, leaving the Zoom session open, shut off screen on device to protect battery life.

B) Make cell phone video a CO-HOST. From the laptop zoom session, move the cursor to the upper right of the cell phone video display. Click on the ellipses on the upper right and select, Make Co-Host.

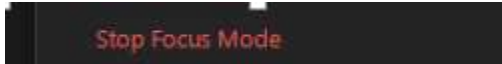


TECH SUPPORT INSTRUCTIONS

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Live Speaker Preparation - continued

C) In the More menu (three dots) at the bottom right of the zoom session, check that Focus Mode has been started, indicated by a red “Stop Focus Mode”.



a) To Turn on Focus Mode: If Focus Mode is turned off, turn it back on. In Chrome browser, login to the Zoom Portal (refer to Quick Reference)

To enable or disable Focus mode for your own use:

1. Sign in to the Zoom web portal.
2. In the navigation menu, click Settings.
3. Click the Meeting tab.
4. Under In Meeting (Advanced), click the Focus Mode toggle to enable or disable it.
5. If a verification dialog appears, click Enable or Disable to verify the change.

Focus Mode

A mode that shows only hosts and co-hosts' videos and profile pictures during a meeting. Focus Mode can be found in the "More" menu in the in-meeting toolbar.



☒ Allow host to enable focus mode when scheduling

D. Before Practice begins.

1. UNMUTE Zoom a few minutes before the meditation bell is rung.

VII. LIVE SPEAKER - Transition after Practice period

- A. Open drapes over TV. Turn on TV.
- B. Position round microphone (with cord attached to laptop) on the table in front of the big speaker.
- C. Turn on the big speaker and receiver for cordless mics if they not already on.
- D. Give moderator/speaker headset microphone. If necessary to demonstrate how to position the headset: Loops go over ears with the curved section behind the head and microphone on person's right side.
- E. On the laptop, under Participants menu, click the ellipses then “More” on the speaker's video, then toggle “Spotlight for Everyone” ON. This is only available if three or more videos are on zoom. This will make the cell phone video the primary display for all viewers on zoom. If only two sessions, use Speaker Mode: click View, Speaker.
- F. Just before the speaker begins, click on Record then, Record to Cloud to begin recording.

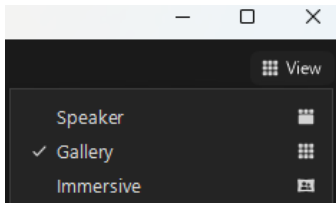
TECH SUPPORT INSTRUCTIONS

(Pg. 10 of 10)

VIII. LIVE SPEAKER – Discussion Period

Cordless microphones are necessary to enable home viewers to hear discussion and to make it easier for those in the room to hear questions and discussion.

A. Before the discussion period if there are multiple Zoom participants, leave TV on. Click on View, Gallery.



B. Handheld mic: Designated volunteer oversees getting the hand mic to whomever wishes to speak.

C. At the end of discussion, click on Stop Recording and End Zoom session for All.

END PROGRAM

IX. After Discussion Ends

A. Turn off the TV. Close drapes over TV..

B. Turn off both microphones.

C. Turn off the speaker and receiver.

D. Close open apps on the laptop.

1. Click on X in upper right corner of window.

E. "Shut Down" laptop.

1. Click on "Windows" button



2. Click on "Power" icon:



3. Click on Shut Down

F. Turn off the mouse by switch at the bottom of the mouse.

G. Return microphones and TV remote to the basket under the TV.

H. Return the cell phone and tripod to the corner of the room. Plug it in to charge the battery. Shut down cell phone by holding power button for 5 seconds.

LIBRARY TEAM

The library team, under the guidance of the library coordinator, is responsible for the organization and maintenance of the library collection, including:

- Helping patrons with instructions on how to borrow, return or donate materials.
- Receiving donated items, determining if they are appropriate additions for the library, as well as labeling, cataloguing, and shelving new material.
- Maintaining an accurate inventory/catalogue.
- Establishing and staffing lending library open hours.
- Monitoring due dates for items on loan and contacting borrowers if items are overdue.
- Re-shelving returned items.

See the next page for information on library procedures.

LIBRARY PROCEDURES

Borrowing a Book:

- Fill out the book card located on the inner flap with date due (one month after borrowing date), borrower's name and contact info. Place the card in the basket labeled "borrowed books", located on the bookshelf.
- Mark the date the book is due on the appropriate card in the front flap of the book as a reminder for the borrower.

Returning a Book:

- Do not re-shelve. Instead, place the book on the bookshelf under the "returns" sign.

Donating Materials:

- Materials can be donated if they are in good condition and pertain to Buddhism.
- The library team leader is the contact person for donations and consults with the administrative director if there are any questions regarding the appropriateness of a donated item.

OUTREACH TEAM

The Outreach Team works in close collaboration with each other and the administrative director, and the volunteer coordinator to fulfill the recommendations made by the administrative director, Program and Advisory Committees of Heart of Awareness.

Responsibilities include:

- Branding and language consistency throughout all print and digital advertising representing HoA and its offerings.
- Website creation and maintenance.
- Facebook page creation and maintenance.
- Advertising (newspaper ads, flyers, brochures, signs, postings on community website calendars/bulletin boards etc).
- Google Group maintenance and communication.
- Monitoring and responding to emails received on heartofawarenessajijic.com
- Other special outreach projects as needed.
- Maintaining proactive communication with team members, as needed.

FACILITIES MANAGER

The facilities manager collaborates with the treasurer, administrative director, volunteer coordinator and landlady as appropriate. He/she regularly checks the facility to make note of any repairs that need to be made, obtains approval for said repairs, arranges for them to be made and supervises the repair work if needed. In the absence of a housekeeping volunteer, the facilities manager regularly inventories supplies, purchases replacements when supplies are running low. Maintains receipts and gives them to the treasurer for HoA's accounting records and any reimbursement that needs to be made. He/she also spot checks the vacuum cleaner and communicates with the housecleaner regarding any housecleaning issues/needs.

Please see the "Housekeeping Team" description on the next page for additional information.

HOUSEKEEPING TEAM

The housekeeping team works together to:

1. Maintain an up-to-date inventory of supplies.
2. Ensure that supplies are promptly replaced as they are running low.
3. Launder hand towels and used loaner socks.
4. Provide support for special events by obtaining a list of items needed for such events and ensuring their procural.
5. Submit purchase receipts to the HoA bookkeeper/treasurer for reimbursement.
6. Maintain the vacuum cleaner in good working order.
7. Inform the Facilities Manager of any housekeeping issues that need to be addressed and of any large items that need replacing (e.g., broom, vacuum cleaner).

Supplies that require regular or semi-regular inventory include:

- Water (garrafon)
- Small paper cups
- Toilet paper and paper towels
- Handsoap and antiseptic gel
- Candles
- Matches/lighter
- Basic cleaning supplies and cloths
- Wastebasket and trash bags
- Stationery items (e.g., name tags, tape, envelopes, markers, pens, tablets)
- Food/beverage service supplies for special events (e.g., napkins, utensils, disposable plates/cups/bowls/utensils, assorted teas, coffee, creamer, sweeteners).
- Batteries for microphones and antiseptic wipes.

SPECIAL EVENTS TEAM

The special events team works in collaboration with the event coordinator, administrative director and/or volunteer coordinator to:

- Inventory, procure and bring to venue supplies needed for the event.
- Submit receipts to bookkeeper/treasurer for reimbursement.
- Handle registration and collection of fees.
- Staff and set up venue (seating, cleanliness, supplies, etc).
- Coordinate rideshares if needed.
- Establish a clean-up crew for each day of the event.
- Be flexible in addressing unforeseen or last-minute changes.
- If a venue outside of the Center is needed:
 - Establish budget for venue cost, food/catering, supplies, advertising etc.
 - Research and price possible venues.
 - Communicate options to HoA administrative director.
 - After obtaining permission book event venue and maintain communication and coordination with venue manager/staff.

Examples of special events can include:

- Retreats (typically one-three days)
- Fundraising events
- Social events
- Charity events
- Community outreach events

REGISTRAR

The registrar is our contact person for people who want to register for an event and is responsible for:

- Communicating proactively with potential registrants.
- Creating and maintaining an accurate spreadsheet of registrants, contact information, date and amount collected.
- Collecting and safeguarding registration fees.
- Providing updates, when requested, of status of registration.
- Being present at the reception table on the day of the event to handle any last-minute registration.
- Reconciling fees collected with spreadsheet information and providing both to either the treasurer or administrative director when registration is complete.

HISTORIAN

The Historian, through photographic and/or video, documents Heart of Awareness events/activities as requested, and in close collaboration with, the administrative director and the HoA outreach team.

Responsibilities include:

- Photographing and/or videotaping Heart of Awareness special events, people, and objects for use on our website, social and other media.
- Organizing and cataloging digital photographs/videos and maintaining the integrity of the catalogue.
- Maintaining the privacy of the digital catalogue and obtaining permission from the administrative director before any content is used.
- Informing the public of the intention of using photographs/video for promotional purposes prior to documenting to provide any participant the right to “opt out” of the documentation.

FINANCE TEAM

Treasurer

The treasurer is a member of the Advisory Committee and attends its meetings. The treasurer works in collaboration with the administrative director and the Advisory Committee to facilitate and maintain the financial integrity and well-being of Heart of Awareness.

The Treasurer's responsibilities include:

- Supervising the bookkeeper.
- In the absence of a bookkeeper, assuming the responsibilities of the bookkeeper role.
- Preparing an annual budget for approval by the Advisory Committee and revising it if needed.
- Being a signatory on HoA bank accounts.
- Providing updated financial reports in advance of the Advisory Committee meetings for discussion.
- Drafting and sending approved finance-related communications to the HoA Google Group, as requested by the Advisory Committee, including sustaining pledge memberships appeals/reminders and the financial status of HoA (maintain transparency).
- Negotiating new leases with the landlady as requested by the Advisory Committee.

Bookkeeper

The Bookkeeper reports to and collaborates closely with the Treasurer. The Bookkeeper maintains records on Quicken (can be trained if needed) and is responsible for:

- Collecting dana, pledges, and other accounts receivables.
- Recording all transactions.
- Paying bills (e.g., rent, physical plant upgrades, utilities, etc.).
- Making bank deposits/withdrawals as needed.
- Maintaining petty cash account.
- Preparing reports as requested by the Treasurer.
- Assisting Treasurer in preparing annual budget.
- Recording and maintaining an accurate spreadsheet of sustaining members and the status of their pledges.

VOLUNTEER COORDINATOR

The volunteer coordinator collaborates closely with the administrative director, Advisory and Program Committees. The coordinator is responsible for:

- Recruiting and arranging for the training of volunteers.
- Providing ongoing guidance and support, as needed, to volunteers. Acting as liaison between volunteers and the Advisory/Program committees.
- Ensuring that HoA's regular programs are adequately staffed. Assisting in recruiting and staffing volunteers for special events.
- Proactively communicating the finalized monthly volunteer schedule to all volunteers and the administrative director.
- Developing volunteer job descriptions.
- Creating and maintaining a Heart of Awareness Volunteer Handbook; updating as needed.
- Making copies of training materials to give to volunteers for their learning and reference.
- Collaborating with the outreach team to create volunteer-related promotional material.
- Communicating to volunteers, as needed, recommendations or changes made by the administrative director, Advisory and Program Committees.
- Collaborating with the administrative director and Advisory Committee regarding an annual volunteer appreciation event.
- Maintain an accurate contact list of all volunteers and emailing updates as needed.
- Make copies of Center keys as needed and keep a list of keyholders.
- Is a member of either the Program or Advisory Committee or both.

BOOK PRACTICE/STUDY GROUP COORDINATOR

The role of the Book Practice/Study coordinator is to:

- Inform the Program Committee and our Outreach Team of the start date for any new book study as well as the title and author of the book.
- Create a contact list of participants.
- Initiate and maintain timely email communication with all participants regarding materials, assignments, cancellations.
- Ensure that all participants are oriented to the group guidelines during their first session.
- Ensure that there is a facilitator assigned for each practice/study date.
- Teach anyone in the facilitator role how to open/close the Center and how to collect and document donations.
- Monitor that the Center keys are returned.

Please read the material on the following pages for instructions on how to:

- Open, set-up, and close the Center.
- Collect Dana and prepare Dana envelope for Treasurer.
- Facilitate a group session.
- Educate participants about group guidelines.

Book Practice/Study Group

Opening the Center Before Group

1. Obtain a set of Center keys prior to the date you will be facilitating. (*Please return the keys to the next person scheduled to facilitate or to the key bag when you no longer need them - small striped zippered bag, located in a plastic bin on the bottom shelf of the far-left cabinet below the Big Wall Buddha*).
2. Arrive at least 45 minutes early to open, air out the Center (the air conditioner will need at least 45 minutes to cool down the room – Press the orange power button and then the “Jet Mode” button) and set up the room.

IMPORTANT: *When unlocking and locking the sliding doors, be mindful to ensure that the notch in the key faces the ceiling before inserting or withdrawing it. If you do not do this the next person who tries to unlock/lock the door will have trouble. Turn the key to the left to open, then turn the key back until the notch faces the ceiling before removing the key).*

Set Up the Room For the Group

- a. **DOORS:** If using the air conditioner, keep the glass doors closed. If not using, keep screen doors closed to keep our flying insects.
 - b. **FANS:** Turn on the large floor fan. The ceiling fans are always on, setting “1”.
 - c. **CEILING LIGHTS:** turn on as needed. The switches are on the wall between the two sets of sliding doors. *They’re dimmer knobs that must be turned all the way on OR all the way off to prevent the lights from flickering on and off.*
 - d. **CHAIRS:** If they aren’t there already, place a few chairs in the outer hallway for shoe removal. Arrange an appropriate number of chairs in a semi-circle, for the group, near the Buddha shrine at the front of the room. Leave room and openings for those who prefer to sit on floor cushions. No one should sit with their back to the Buddha.
 - e. **BOOK:** Obtain the current book from the lower shelf in the far-right cabinet doors (closest to the bathroom). The book is passed around so that those who do not have their own copy can participate in reading aloud.
3. Meet and greet group members and new people before the group starts at 1:00 p.m.
 4. If new people attend, ask if they want to be on the email list. Forward their information to the Book Group email address: hoathurspsgroup@gmail.com.

Facilitating a Book Practice/Study Session

Your role as facilitator includes providing a professional, warm, and helpful presence for participants. At the first meeting this is accomplished by welcoming everyone, having them introduce themselves and educating them as to the format of the group and group guidelines (located later in this section of the Volunteer Handbook).

Format of each session (See group guidelines to be shared at first session).

1. At 1:00 p.m. gather the group's attention and let them know it's time to begin.
2. If this is the first meeting for a new book OR new people are attending, introduce yourself and ask others to do the same. Announce that the group will start with a 20-minute meditation and that you will ring the bell three times to signify the end of the practice period.
3. Start the timer for the 20-minute silent meditation.
4. After 20 minutes sound the bell 3 times (allow each ringtone to fully dissipate before sounding the next one) to end meditation practice period. **NOTE:** *3 bells are the standard for ending meditation in Vipassana/Insight (HOA's tradition) and other Buddhist traditions to honor the Three Jewels, the Buddha, the Dharma, and the Sangha.*
5. If this is the first session, verbally review and hand out the group guidelines (see next page).
6. Orient the group to the start page/paragraph for the current session's reading. Inform them that people are free to pass if they do not wish to read out loud and that they are free to interrupt the reading at any point to ask a question or share a reflection. Remind them that the recitation period will end at 2:20 pm, at which time the group will end with a 10-minute meditation/silent reflection period, followed by 3 bells.
7. After the final meditation period, flag the group book so the next facilitator knows where to start the following week. Please see to the following:
 - a. Remind the group that donations are welcome in the dana urn.
 - b. Ask for a volunteer to facilitate the following week's group and make sure they have a set of keys and know how to unlock/lock the doors. Advise them of any other information they need to set up the room.
 - c. Ask for help returning the chairs to their proper locations.

Facilitating a Book Practice/Study Session

Continued from previous page:

- d. Return the group book to the cabinet you obtained it from.
- e. Collect dana from the urn and place in one of the pre-printed cash envelopes located in the basket behind the urn. Mark the following information on the envelope: date, Book Study Grp., number of participants including yourself and amount collected.
- f. Place the cash envelope in the large plastic bin located in the far-left cabinet doors below the wall Buddha. This is the same plastic bin that houses the Center keys.
- g. Turn off the MINISPLIT, floor fan, lights, and ceiling fans.
- h. Lock both sets of sliding doors.

See next page for Group Guidelines.

Book Practice/Study Group Guidelines

The following guidelines help to ensure an emotionally safe environment for participants and help to clarify any misconceptions that might otherwise arise as to group etiquette and boundaries.

1. The group facilitator's role is to open the Center, set up the room before the group begins, keep the meditation and discussion times on track, collect dana, and close the Center after the session. The facilitator is not a Buddhist Teacher.
2. This Book Practice/Study Group is offered by Heart of Awareness for the purpose of studying and practicing Buddhism. One of the main Buddhist teachings we practice during the group is "Right Speech" which is a part of the Noble Eightfold Path and one of the Five Precepts of Buddhism. "Right Speech" is the practice of mindful, ethical, and constructive communication, avoiding lying, divisive speech, abusive speech, and idle chatter.
3. We will pass the Group book around for those who do not own a copy to read aloud. Reading aloud and sharing is voluntary, no one is required to read or share.
4. When sharing, members are encouraged to practice skillful sharing of their personal experiences related to the reading. Anyone, not just the current reader, is encouraged to indicate they would like to share.
5. Please allow the person sharing to complete their share without interruptions, guidance, or advice. As needed, the Facilitator may interrupt discussions should the group need to be brought back into focus.
6. **The books read and discussed in this group are Buddhist-based. While the topics can bring up personal growth challenges, we are a Buddhist-based book group, not a 12-step group, or therapy group.**

Policy and Procedures for Acceptance to Committees

This document is intended to provide a fair and consistent policy and procedure for admittance to any Heart of Awareness (HoA) Committees.

1. Prospective new Committee members (prospects) are either recommended by a Sangha member or have approached a Committee member with their interest in joining a Committee. Upon receiving a recommendation or request, the Committee Chairperson should be informed, and inform him/her that their request will be added to the next Committee meeting agenda for review and that prior to that they should meet with either the Volunteer Coordinator or Committee Chair:
 - to discuss their skills, experience, availability and expectations, answer their questions, and educate them as to the mission of the Committee and how it functions.
 - to receive a description of a Committee member's role and responsibilities and a copy of the Committee's most recent meeting minutes.
2. If the Prospect is still interested – their request will be added to the next Committee meeting agenda for discussion.
3. The Advisory Committee and Volunteer Coordinator should be informed of prospects that are being considered for any Committees.
4. All Prospects should be informed that, if accepted, they will be invited, on a trial basis, to the next two Committee meetings. The trial period is meant to provide an opportunity for the Prospect and the Committee to determine if it is a good match for all. In addition, the Prospect will be informed that they will be expected to proactively participate in some other volunteer capacity at HoA (which may or may not be related to the specific purposes of that Committee) and help execute any action items generated at a Committee meeting.
5. If it becomes apparent that the new Committee member is not functioning well in meetings (e.g.: monopolizes time, repeatedly interrupts, makes it difficult to get through the agenda, disrespectful behavior, or is not fulfilling the responsibilities of a Committee member, the Volunteer Coordinator and/or Committee Chair or another appropriate member will be assigned to meet with the Prospect to discuss observations and concerns.
6. Prospects may also decide to rescind their intention to stay on a Committee.
7. A final decision not to accept a Prospect on a committee should be communicated in a respectful and caring manner and with appreciation for the generosity of their time and energy.

VOLUNTEER SERVICE ROLES – BRIEF SUMMARY

(Page 1 of 5)

Greeter

Maintains a set of keys. Arrives early to open, turn on the minisplit unit, air out and set up the Center, entryway, and bathrooms. Ensures the program room, entryway and bathrooms are neat and clean. Sets up tent signs, shoe removal chairs and the greeter table. Is seated at the greeter table at least twenty minutes before program start time, to be ready to provide a warm welcome, provide handouts and orient any newcomers as they arrive. Monitors and requests shoe removal. Provides the HoA leaflet to newcomers, pointing out the schedule and recitations. Provides microphone support during discussion periods.

Closer

Maintains a set of keys. Notes total number of participants (in-person and on Zoom) for recording on the dana envelope later. Stays after the end of the program and puts all supplies back (greeter table and materials, tent signs, building restroom supplies etc.). Counts dana and prepares dana envelope for bookkeeper and places in the large supply bin located in the lower left cabinet. Blows out the shrine candle, makes sure the practice room and bathroom are tidy, turns off the minisplit unit, floor fans and lights, and locks both doors. On Sundays or after-hours, locks the building front gate.

Practice Leader – Wednesday Program

Is typically a member of the Program Committee. Follows HoA protocol. Checks that the Buddha Shrine candle is lit. Is seated in Noble Silence at the front of the room 15 minutes prior to the start of practice period. Welcomes participants and introduces the practice period, following the script created by HoA. Leads recitation of the Three Refuges, Four Immeasurables, and the Dedication of Merit. Uses a timer and bell (or singing bowl) to signal beginning, transitions and end of practice periods. At the end of the entire practice period, announces a short rest break if there is a program scheduled.

Practice Leader – Sundays

In addition to functioning as the practice leader also functions as greeter and closer: opens, airs-out and sets up the practice room and restroom, makes announcements at end of practice, collects dana, prepares dana envelope for the bookkeeper, tidies up the practice room if needed, shuts off lights and floor fans, blows out shrine candle and locks up (including the building gate).

Program Facilitator

Obtains program information from the administrative director or program committee prior to program date and prepares a short introduction. Acts as a welcoming host/ess, introduces the program/teacher and makes announcements at the end of the program (e.g., upcoming events, dana, opportunities to socialize). Monitors the time. On days where no teacher is scheduled, and after the program ends, introduces the microphone support volunteer, and invites participants to share any reflections or questions regarding the program. Refrains from adopting the role of a teacher or calling on persons who don't raise their hands.

Continued next page.

6/25/24

VOLUNTEER SERVICE ROLES – BRIEF SUMMARY

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Technical Support

Engages in repetitive training to ensure competency. Obtains program information from the program committee prior to the program date. Arrives 45 minutes before the program's start time to set up, test a/v equipment and trouble-shoot any glitches. Stays for the entire program to run a/v equipment. Turns off all equipment at the end of the program. Informs administrative director and volunteer coordinator of any issues or concerns that might affect future programs. Helps maintain accuracy of tech support written instructions and helps train new tech support volunteers.

Outreach Team

Works in close collaboration with the administrative director, program committee, volunteer coordinator, and historian to promote HoA and its offerings via digital, print, and social media. Maintains consistency of branding and language and deadlines related to communication of HoA's upcoming offerings.

Facilities Manager

Collaborates with the treasurer, administrative director, volunteer coordinator and landlady as appropriate. Regularly checks the facility to make note of any repairs that need to be made. Obtains approval for said repairs and arranges for them to be made. Supervises repairs if needed. Provides treasurer with receipts. In the absence of a housekeeping volunteer, regularly inventories supplies and purchases replacements when supplies are running low. Spot checks the vacuum cleaner and communicates with housecleaner any related issues that need to be addressed.

Housekeeping Team

Maintains inventory of supplies and replenishes as needed. Sees to laundering of soiled hand towels. Provides receipts to treasurer for accounting records and reimbursement. Collaborates with the special events team, as needed, to ensure that special events have needed supplies. Communicates any housekeeping issues to the Facilities Manager.

Volunteer Coordinator

Is a member of the advisory and/or program committee (s). Works in close collaboration with the committee (s) and the administrative director. Recruits and arranges for training of volunteers and provides ongoing support/guidance. Maintains volunteer schedule and ensures that HoA programs are adequately staffed. Develops job descriptions. Creates and maintains up-to-date Volunteer Handbook and related handouts.

Library Team

Maintains accurate catalogue of library. Shelves returned books and contacts overdue borrowers. Receives donations and adds appropriate items to library shelves and catalogue. Provides staffing for "open" lending library hours. Makes recommendations for library-related links for the HoA website. Collaborates with administrative director and webmaster to place and maintain up-to-date catalogue on our website.

VOLUNTEER SERVICE ROLES – BRIEF SUMMARY

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Special Events Team

Collaborates closely with the administrative director and volunteer coordinator to staff special events, purchase and deliver supplies and clean up after events. If an outside venue is needed, research and price venues and make suggestions. Upon receiving approval of venue, collaborates closely with the venue manager to maintain positive communication and coordination.

Registrar

Collaborates with the volunteer coordinator and special events team leader. Handles all event registration responsibilities including creating/maintaining an accurate spreadsheet of registrants, their contact info and fees collected. Communicates status of registration to appropriate staff. Submits final spreadsheet and money collected to the bookkeeper or treasurer.

Historian

Collaborates closely with the administrative director and outreach team to document HoA programs and activities via photography and video. Maintains an accurate and organized digital library/catalogue. Maintains privacy of documentation.

Book Practice/Study Group Coordinator

Collaborates with the Program Committee and the Outreach Team to ensure timely advertising of the start date of a new study group. Creates a contact list of group participants and maintains timely communication via email regarding group materials, assignments, cancellations, etc. Ensures that each group session has an assigned facilitator and that group participants are oriented to group guidelines and group format at their first session. Trains facilitators on how to open, set-up, collect data and close the center. Ensures the Center keys are returned.

Treasurer

Is a member of the advisory committee. Works in close collaboration with the committee and the administrative director to ensure the financial integrity of HoA. Supervises the bookkeeper. Maintains accurate financial reports and presents them at advisory committee meetings. Is signatory on HoA bank accounts. Drafts, and upon approval by the advisory committee, sends communications to HoA Google Group regarding sustaining pledges and HoA's financial status. Negotiates new leases.

Bookkeeper

The bookkeeper reports to the Treasurer and is responsible for recording all financial transactions, collecting income, paying bills, maintaining a petty cash account, making bank withdrawals, deposits, maintaining an accurate spreadsheet of sustaining pledges and preparing financial reports as requested. The bookkeeper also assists the Treasurer in creating the annual HoA budget.

VOLUNTEER SERVICE ROLES – BRIEF SUMMARY

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Program Committee Member

Attends monthly program committee meetings and collaborates with the spiritual director and program committee members to develop upcoming HoA programs. Helps to create the upcoming month's theme, research dharma videos/audios, and participates in making final selections for the upcoming month. Is proactive in responding to and communicating with the members of the program committee between meetings so that the program is finalized and communicated to the Outreach Team, Volunteer Coordinator and Program Facilitators in time for programs to be staffed and communications to be made to the Guadalajara Reporter, HoA Google Group, Facebook, and for flyers to be created for the Center. If there is no chairperson, agrees to participate in the rotation of the chairperson and secretary responsibilities with PC members. See the description for the responsibilities of Program Chair and Secretary.

Program Committee Chair

Emails reminder of upcoming program committee meeting, zoom link, prior months meeting minutes and current agenda to program committee members at least a few days prior to the upcoming meeting. Makes note of any outstanding items that need to be addressed in the meeting and adds them to the agenda. Facilitates the PC meeting, keeping track of the time so that all agenda items are addressed. Is not responsible for researching dharma talks but is responsible for facilitating final decisions regarding the creation of the upcoming month's program and communicating the details of the program to the outreach team and volunteer coordinator. Takes a leadership role if sudden changes to upcoming programs need to be made, for instance, due to sudden unavailability of dharma teachers or tech support volunteers or Center closure for repairs.

Program Committee Secretary

Takes minutes of the program committee meeting and emails the minutes to each PC member, the outreach team, the volunteer coordinator and the advisory committee within a few days after the meeting. Make any corrections to the minutes as needed and resends.

Administrative Director

The administrative director is appointed by and chairs the advisory committee. He/he also sits on the program committee and acts as liaison/consultant to each volunteer team. The administrative director collaborates closely with the spiritual director to ensure that the mission of Heart of Awareness is carried out with integrity. In addition, he/she may also be a signatory to HoA bank accounts.

Spiritual Director

The spiritual director is appointed by the Advisory Committee and is an active member of both the program and advisory committees. He works in close collaboration with the administrative director and the committees to further the mission of Heart of Awareness. He provides education and guidance about the dharma and HoA programming, vets and mentors potential dharma teachers and is involved in outreach activities. His teaching role includes dharma talks and retreat facilitation. He is also called upon to engage the community in Buddhist rituals related to death.

VOLUNTEER SERVICE ROLES – BRIEF SUMMARY

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Advisory Committee Member

Attends Advisory Committee meetings and is dedicated to supporting HoA's mission. Reads prior meeting's minutes, agenda, and any other materials sent by the Chair prior to the meeting. Advises the Chair, prior to the meeting, of any additional agenda items to be added. Collaborates with AC members in formulating policies and procedures related to HoA's mission, needs, finances, and functioning. Follows through with addressing action items prior to the next meeting and communicates proactively with AC members between meetings, if needed, regarding action items established at the meeting.

Advisory Committee Chair

Attends the AC meetings. Is dedicated to HoA's mission. Establishes agenda for the upcoming meeting. Emails reminder of upcoming advisory committee meeting, zoom link, prior months AC and PC meeting minutes, and current agenda to AC members at least a few days prior to the upcoming meeting. Makes note of any outstanding items that need to be addressed in the meeting and adds them to the agenda. Facilitates the AC meeting, participates in decision-making and identifying action items and keeps track of the time so that all agenda items are addressed.

Advisory Committee Secretary

Attends the AC meetings and is dedicated to HoA's mission. Takes minutes of the AC meeting and emails the minutes to each AC member within a few days after the meeting. Makes any corrections to the minutes as needed and resends.

Heart of Awareness - Volunteer Handbook

Forms

Use of Facility by Other Entities

From time-to-time other entities request one-time or recurring use of the space occupied by Heart of Awareness at Guadalupe Victoria #101, A/B. These requests are forwarded to the Advisory Committee for consideration of the following:

1. Is the request for an activity that is compatible with the mission of Heart of Awareness Buddhist Community?
2. Is the day/time requested in conflict with any other activity?
3. Is the sponsoring party known to the committee and/or recommended by a known entity?
4. If the committee agrees that the criteria above are met, it may enter into an arrangement for the space to be used at a fee of \$500 pesos for up to 2 hours and a fee of \$200 per each additional hour, including set-up and clean-up time.

The following conditions apply for all who use the space:

- “The (activity or event) is not identified as being offered by Heart of Awareness Buddhist Community. The sponsoring entity is using the facility only and is not affiliated with HoA”. This information should be noted on all promotional materials.
- The meditation hall is to be returned to the condition and configuration in which it was found, unless prior arrangements are made.
- In consideration of people who are allergic to scents, we ask that no incense or scented candles be used.
- No food or beverage is to be brought into the meditation hall, except for plain water in a spill-proof container.
- Shoes are removed before entering the meditation hall.
- The shrine (altar) table is not disturbed.
- Library materials are not removed from the meditation hall.
- Keys issued temporarily are not to be copied or transferred to other individuals.
- The audio/visual equipment is not included, unless by prior arrangement.

