

## Society of St. Vincent de Paul Southwest Idaho District Council, Inc.

### Mission of the Society of St. Vincent de Paul

Inspired by Gospel values, the Society of St. Vincent de Paul, a Catholic lay organization, leads women and men to join together to grow spiritually, by offering person-to-person service to those who are needy and suffering, in the tradition of its founder Blessed Frederic Ozanam, and patron, St. Vincent de Paul.

As a reflection of the whole family of God, members, who are known as Vincentians, are drawn from every ethnic and cultural background, age group, and economic level. Vincentians are united in an international society of charity by their spirit of poverty, humility, and sharing, which is nourished by prayer and reflection, in mutually supportive gatherings and adherence to a basic Rule.

Organized locally, Vincentians witness God's love by embracing all works of charity and justice. The Society collaborates with other people of good will in relieving need and addressing its causes, making no distinction in those served, because, in them, Vincentians "see the face of Christ."



### Volunteer Standards Handbook

## Volunteer opportunities with St. Vincent de Paul

**Thrift Stores:** There are seven SVdP Thrift Stores located throughout SW Idaho. Each store relies on volunteers in a variety of jobs, depending on each person's experience and interest.

**Home Visitors:** Each of our ten conferences has a group of dedicated members that visit those who call the Helpline for assistance. Home Visitors meet with clients to access their need and deliver available assistance.

**Food Assistance:** With five pantries and one dining hall covering the majority of Southwest Idaho, there is always need for committed volunteers to keep the food flowing to those whom need it most.

## Volunteer opportunities on Special projects offered by St. Vincent de Paul

- Children's Summer Lunch Program
- Annual Summerfest
- Back to school backpack
- Thanksgiving Food Box Program
- Voucher Toy Stores
- Reentry Program

## Volunteer Participation

St. Vincent de Paul (SVdP) asks all volunteers to report on time for their shifts and work their scheduled hours. Each volunteer needs to record their hours worked. Time should be recorded at the beginning and at the end of the volunteer visit. If you are unable to work please contact the supervisor/coordinator to advise that you will not be present or if you're going to be tardy for that day.

## Talk to Us

We encourage you to bring your questions, suggestions and complaints to our attention. We will carefully consider each of these in our continuing effort to improve operations.

## Driver's License/Driving Record

All volunteers who drive organizational vehicles must be approved and placed on the organizations insurance prior to driving. Volunteers in positions where the operation of a motor vehicle is an essential duty of the position must present and maintain a valid driver's license for the type of vehicle to be operated and acceptable driving record. Changes in your driving record must be reported to your supervisor/coordinator immediately. Violations of this policy may result in immediate termination of your employment. Driving records will be reviewed on an annual basis.

## Organization Vehicles

Organization vehicles should be operated only by approved volunteers or approved employees. Organization vehicles may only be used for job-related travel.

Operators of organization vehicles are responsible for the safe operation and cleanliness of the vehicle.

Accidents involving an organization vehicle must be reported to your supervisor/coordinator immediately.

Volunteers are responsible for any moving and parking violations and fines that may result when operating an organization vehicle.

Smoking, including use of chewing tobacco and e-cigarettes, is prohibited in organization vehicles at any time.

The use of seat belts is **mandatory** for operators and passengers of organization vehicles.

Volunteers are encouraged to take appropriate safety precautions when using their cellular telephone. The use of handheld cellular telephones for texting, while driving is prohibited. Volunteers are expected to comply with applicable state laws, including the use of cellular telephones.

## Contact with the Media

All media inquiries regarding the organization and its operations must be referred to the director of stores or the business manager. The authorization to make or approve public statements on behalf of the organization rests solely with the President, Executive Director or the business manager. No employees or volunteers, unless specifically designated by the President, Executive Director or the business manager, are authorized to make statements on behalf of or as a representative of the organization.

## Protecting Organization Information

Protecting our organization's information is the responsibility of every volunteer. Do not discuss the organization's confidential business or proprietary business matters, or share confidential, personal employee information (such as social security numbers, personal banking or medical information) with anyone who does not work for us such as friends, family members, members of the media, or other business entities.

## Confidentiality of Client and Customer Matters

Our professional ethics require that each volunteer maintain the highest degree of confidentiality when handling client and customer matters. To maintain this professional confidence, no volunteer shall disclose client and customer information to other clients and customers, friends, or members of one's own family. Questions concerning client and customer confidentiality may be addressed with your supervisor/coordinator. Under no circumstances will outside requests for client and customer information be fulfilled unless prior written permission is received from your manager or council president.

If you are sick, please notify the supervisor/coordinator as soon as possible. If you work with food, review the Safety Procedures for Food Banks in the Safety Manual.

## Volunteer Store Purchase Policy

It is important that our customers have the first opportunity to purchase donated items in our stores. As a result we ask that volunteers support the following:

- Donated items cannot be "set aside" or "specially priced" for volunteers

- All shopping must be done after your completed work time

- All purchases must be made through a store employee

- To protect the property and to ensure the safety of all employees, clients and customers and the organization, the organization reserves the right to conduct personal searches consistent with state law, and to inspect any packages, parcels, purses, handbags, brief cases, lunch boxes or any other possessions or articles carried to and from the organization's property.

## Personal Property

The organization is not responsible for loss or damage to personal property. Valuable personal items, such as purses and all other valuables should not be left in areas where theft might occur.

## Dress Policy

Volunteers are expected to maintain the highest standards of personal cleanliness and present a neat, professional appearance at all times.

The organization maintains a business casual environment. All volunteers should use discretion in wearing attire that is appropriate for their job.

## Care of Equipment

You are expected to demonstrate proper care when using the organization's property and equipment. No property may be removed from the premises without the proper authorization of management. If you lose, break or damage any property, report it to your supervisor/coordinator at once.

# Standards of Business Conduct

## Standards of Conduct

Each volunteer has an obligation to observe and follow the organization's policies and to maintain proper standards of conduct at all times. Volunteers are not permitted to remove items (food/donated goods) without permission from coordinator/manager. Failure to adhere to the organization's policies may result in corrective action.

## Adherence to Volunteer Standards

We prohibit harassment or abuse of one volunteer by another volunteer, employee or third party for any reason based upon an individual's race; color; religion; genetic information; national origin; sex (including same sex); pregnancy, childbirth, or related medical conditions; age [40 or over]; disability; other category protected under federal, state, or local law ("protected class"). We also prohibit harassment or abuse for requesting an accommodation to refrain from participating in specified acts (as identified in the Freedom of Conscience For Health Care Professionals Act) that are objectionable to an individual's religious observance or practice. Even non-employees are covered by this policy. **Violation of this policy will result in disciplinary action, up to and including immediate discharge.**

If you have any questions about what constitutes harassing behavior or what conduct is prohibited by this policy, please discuss the questions with a member of management. At a minimum, the term "harassment" as used in this policy includes any of the following activities pertaining to an individual's protected class:

- Offensive remarks, comments, jokes, slurs, threats, or verbal conduct.
- Offensive pictures, drawings, photographs, figurines, writings, or other graphic images, conduct, or communications, including text messages, instant messages, websites, voicemails, social media postings, e-mails, faxes, and copies.
- Offensive sexual remarks, sexual advances, or requests for sexual favors regardless of the gender of the individuals involved; and
- Offensive physical conduct, including touching and gestures, regardless of the gender of the individuals involved.

We also absolutely prohibit retaliation, which includes: threatening an individual or taking any adverse action against an individual for

Prohibited Uses of Our Systems: Volunteers may not use organization systems in a manner that is unlawful, wasteful of organization resources, or unreasonably compromises productivity or the overall integrity or stability of the organization's systems. Examples of prohibited uses include, among other things, sexually explicit messages, images, cartoons, or jokes; propositions or love letters; ethnic or racial slurs; or any other message or image that may be in violation of organization policies.

An volunteer may not misrepresent, disguise, or conceal his or her identity or another's identity in any way while using electronic communications; make changes to electronic communications without clearly indicating such changes; or use another person's account, mail box, password, etc. without prior written approval of the account owner and without identifying the actual author.

All systems passwords and encryption keys must be available and known to the organization. You may not install password or encryption programs without the written permission of your supervisor/coordinator. Volunteers may not use the passwords and encryption keys belonging to others.

If you have questions about the acceptable use of our systems or the content of electronic communications, ask your supervisor/coordinator.

## Social Media

"Social media" includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with the organization.

Make sure you are always truthful and accurate when posting information or news. If you make a mistake, correct it quickly. Be open about any previous posts you have altered. Use privacy settings when appropriate. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. The Internet is immediate; nothing that is posted ever truly "expires." Never post any information or rumors that you know to be false about the organization, fellow volunteers, clients and customers, and people working on behalf of the organization or competitors.

If you have questions or need further guidance, please contact your supervisor/coordinator.

## Communication

### Cell Phone

Volunteers are encouraged to not use their cellular telephones for calls or text messages while working. Check with your supervisor/coordinator for cell phone restrictions.

### Acceptable Use of Electronic Communications

All electronic communications contained in organization systems are organization records and/or property. Although a volunteer may have an individual password to access our systems, the systems and communications belong to the organization. Volunteers who use St. Vincent de Paul electronic equipment as part of their volunteer work, are prohibited from using this equipment for personal use.

The systems and electronic communications are accessible to the organization at all times including periodic unannounced inspections. Our systems and electronic communications are subject to use, access, monitoring, review, recording and disclosure without further notice. Volunteer communications on our system are not confidential or private.

The organization's right to use, access, monitor, record and disclose electronic communications without further notice applies equally to volunteer-provided systems or equipment used in the workplace, during working time, or to accomplish work tasks.

Proprietary business information means confidential and proprietary information related to the organization's business, including but not limited to client and customer lists. Proprietary business information may not be downloaded, saved, or sent to a personal laptop, personal storage device, or personal email account under any circumstances without advance written approval from a member of management.

All systems passwords and encryption keys must be available and known to the organization. You may not install password or encryption programs without the written permission of your supervisor/coordinator. Volunteers may not use the passwords and encryption keys belonging to others.

If you have questions about the acceptable use of our systems or the content of electronic communications, ask your supervisor/coordinator.

(1) reporting a possible violation of this policy, or (2) participating in an investigation conducted under this policy.

Due to the very serious nature of harassment, discrimination, abuse and retaliation, you must report any actions that you believe may violate our policy no matter how slight the actions may seem to your supervisor/coordinator.

We will investigate the report and then take prompt, appropriate remedial action. The organization will protect the confidentiality of volunteers reporting suspected violations to the extent possible consistent with our investigation.

You will not be penalized or retaliated against for reporting improper conduct, harassment, discrimination, abuse, retaliation, or other actions that you believe may violate this policy.

### Background Checks

St. Vincent de Paul reserves the right to run background checks on volunteers, subject to the nature of the job or task. Particular requirements are applicable to volunteers who have regular contact with children. These volunteers must have a completed a background check and an Annual Safe Environment training program.

# Safety

## Each Volunteer's Responsibility for Safety

All volunteers are required to read and abide by the St. Vincent de Paul Safety Manual. Safety can only be achieved through teamwork at our organization. Each volunteer and employee must practice safety awareness by thinking defensively, anticipating unsafe situations and reporting unsafe conditions immediately. Refer to the Society of **St. Vincent de Paul, Southwest Idaho Council, Inc. Safety Manual** for specific safety guidelines.

Please observe the following precautions:

Notify your supervisor/coordinator of any emergency situation. If you are injured or become sick at work, no matter how slightly, you must inform your supervisor/coordinator immediately.

The use of alcoholic beverages or illegal substances during working hours will not be tolerated. The possession of alcoholic beverages or illegal substances on the organization's property is forbidden.

Use, adjust and repair machines and equipment only if you are trained and qualified.

Know the proper lifting procedures. Get help when lifting or pushing heavy objects.

Understand your job fully and follow instructions. If you are not sure of the safe procedure, don't guess; just ask your supervisor/coordinator.

Know the locations, contents and use of first aid and fire-fighting equipment.

Wear personal protective equipment in accordance with the job you are performing.

Comply with OSHA standards and/or applicable state job safety and health standards as written in our safety procedures manual.

## Workplace Violence

Violence by an employee, volunteer or anyone else against a volunteer or employee, will not be tolerated. The purpose of this policy is to minimize the potential risk of personal injuries to volunteers or employees at work and to reduce the possibility of damage to organization property in the event someone, for whatever reason, may be unhappy with an organization decision or action by an employee or member of management.

If you receive or overhear any threatening communications report it to your supervisor/coordinator at once. Do not engage in either physical or verbal confrontation with a potentially violent individual. If you encounter an individual who is threatening immediate harm to an employee or visitor to our premises, contact an emergency agency (such as 911) immediately.

All reports of work-related threats will be kept confidential to the extent possible, investigated and documented. Employees and volunteers are expected to report and participate in an investigation of any suspected or actual cases of workplace violence and will not be subjected to disciplinary consequences for such reports or cooperation.

## No Weapons in the Workplace

Possession, use or sale of weapons, firearms or explosives on work premises, while operating organization machinery, equipment or vehicles for work-related purposes or while engaged in organization business off premises is forbidden except where expressly authorized by the organization **and** permitted by state and local laws. This policy applies to all volunteers, including but not limited to, those who have a valid permit to carry a firearm.

If you are aware of violations or threats of violations of this policy, you are required to report such violations or threats of violations to your supervisor/coordinator immediately.

## Severe Weather

Severe weather is to be expected during certain months of the year. Except in cases of severe storms, we are all expected to work our scheduled hours.

## Smoking in the Workplace

Our organization is committed to providing a safe and healthy environment for volunteers and visitors. Smoking, including the use of chewing tobacco and e-cigarettes is allowed only in designated areas outside the building.