

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



Volunteer Standards Handbook

Welcome

Welcome to St. Vincent de Paul (SVdP) Southwest Idaho! We are delighted that you have chosen to volunteer with our organization and hope that you will enjoy your time with us. As you become familiar with our culture and mission, we hope you will take advantage of opportunities to enhance your volunteer time and further St. Vincent de Paul Southwest Idaho's goals.

This Volunteer Handbook has been developed to help you become acquainted with our organization and answer many of your initial questions.

As a volunteer of St. Vincent de Paul Southwest Idaho, you are very important. Your contribution cannot be overstated. Our goal is to provide the finest quality services and to do so as efficiently and economically as possible. You are an important part of this process, everything you do for our organization matters and directly contributes towards the goals of our organization. We are glad you have decided to volunteer with us and we hope you will find your opportunity to be both challenging and rewarding.

This manual is not intended to be all-inclusive, nor is it the last work on every policy and procedure in the organization. It is designed to be an orientation tool, and it will provide volunteers with important information on a wide range of topics.

This Volunteer Handbook is a living document. It will be updated frequently to reflect changes within the organization and changes within the industry we serve. You are part of that change. Our success depends upon constantly improving. The continuous improvement depends upon the work of all volunteers on a daily basis.

Please take time to review the policies contained in this handbook. If you have questions, feel free to ask your supervisor, volunteer coordinator or to contact the Human Resources (HR) department.

Mission of the Society of St. Vincent de Paul

We help people in need by assisting with food, housing expenses, clothing, furniture, employment and other basic human needs. This service is accomplished through the efforts of our dedicated volunteer network and employees along with donations of goods, food and financial support from our generous community members. Together we work to prevent homelessness in Southwest Idaho.

Contact & Role Information

Here at SVdP you will report to the primary supervisor of your program. For general concerns, or if you cannot contact the supervisor, contact our community engagement director at johnny.hiller@svdpid.org.

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.

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.

Volunteer Relations Philosophy

We are committed to providing the best possible climate for maximum development and goal achievement for all volunteers. Our practice is to treat each volunteer as an individual. We seek to develop a spirit of teamwork; individuals working together to attain a common goal. In order to maintain an atmosphere where these goals can be accomplished, we provide a comfortable and progressive workplace. Most importantly, we have a workplace where communication is open and problems can be discussed and resolved in a mutually respectful atmosphere. We take into account individual circumstances and the individual volunteer. We firmly believe that with direct communication, we can continue to resolve any difficulties that may arise and develop a mutually beneficial relationship.

We are committed to equal employment opportunity. St. Vincent de Paul Southwest Idaho provides equal employment opportunities to all employees, volunteers, and applicants for employment without regard to race, color, creed, ancestry, national origin, citizenship, sex or gender (including pregnancy, childbirth, and pregnancy-related conditions), gender identity or expression (including transgender status), sexual orientation, marital status, religion, age, disability, genetic information, service in the military, or any other characteristic protected by applicable federal, state, or local laws and ordinances

In Idaho, the following also are a protected class: race, color, religion, sex, national origin, age [40 or over], private genetic information, disability, and 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.

We prohibit harassment or abuse of any 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, to include being asked to leave the premises.**

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:

1. Offensive remarks, comments, jokes, slurs, threats, or verbal conduct.
2. 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.
3. Offensive sexual remarks, sexual advances, or requests for sexual favors regardless of the gender of the individuals involved; and
4. 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.

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,
- (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.

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.

To protect the property and to ensure the safety of all employees, clients, volunteers, and customers as well as 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.

Dress Policy

Volunteers are required to wear appropriate casual attire appropriate for a work environment. A t-shirt, jeans, and baseball caps are all acceptable. We ask that you refrain from wearing anything that could be considered offensive in a work environment. Close-toed shoes are required (sneakers are ideal). If you have hair long enough to pull back, we ask that you have it pulled back.

Rights & Responsibilities

As a volunteer you have rights and responsibilities. SVdP believes volunteers are a vital human resource and commits to the appropriate infrastructure to support volunteer engagement.

Volunteers have the right to:

- Work in a safe & healthy workplace, to know about unsafe work and refuse unsafe work.
- A supportive environment in which to work and contribute.
- Effective and meaningful volunteer involvement practices.
- Have their say about their work and ideas regarding their role or program.
- Provide feedback and receive feedback when requested and at regular intervals.
- Ask to receive support from their supervisor when required.

Volunteers have a responsibility to:

- Act with respect for the cause, community, organization and its work
- Act responsibility and with integrity.
- Fulfill the duties of the role as defined in the position description, efficiently and effectively.
- Respect all policies in place.
- Notify their supervisor if they are unable to fulfill their duties or miss a time they have signed up for.
- Recommend suggestions and changed if they determine any.

Volunteer opportunities with St. Vincent de Paul

Thrift Stores: There are five 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.

- Broadway Thrift Store
- Broadway Furniture Store
- State Street Thrift Store
- Meridian Thrift Store
- Caldwell Thrift Store
- Nampa Thrift Store (Volunteer Ran)

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.

- (208) 331-2208 (Ada County and MT. Home)
- (208) 919-2940 (Caldwell)
- (208) 466-3400 (Nampa)

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

- SVDP Council Overland Pantry (Boise)
- St. Clare's Our Lady of the Valley (Caldwell)
- Holy Apostles (Meridian)
- Our Lady of Good Council (MT. Home)
- Our Lady of Guadalupe (Nampa)
- Mobile Food Pantry (Refer to <https://svdpid.org>)

Special projects offered by St. Vincent de Paul

- Annual Summerfest
- Voucher Toy Stores
- Reentry Program
- Feeding American Heroes

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 you have completed your volunteer time. All purchases must be made through a store employee.

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.

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 while volunteering, no matter how slightly, you must inform your supervisor/coordinator immediately.

The use of alcoholic beverages or illegal substances during volunteer 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 kits 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

St. Vincent de Paul strives to ensure the safety of all our volunteers and employees. In the event severe weather is to be expected we ask that volunteers contact their volunteer site to inform their supervisor that they will not be performing their scheduled service. If the severe weather is such that we close the site St. Vincent de Paul's engagement coordinator will notify all volunteers scheduled to perform service via phone of the closing. When inclement weather is occurring or expected we ask that all volunteers dress to be successful for their volunteered duties.

Smoking in the Workplace

Smoking is not allowed in company buildings, vehicles, or work areas at any time. "Smoking" includes the use of any tobacco products (including chewing tobacco), electronic smoking devices, and e-cigarettes. Smoking is only permitted during break times in designated outdoor areas. Volunteers using these areas are expected to dispose of any smoking debris safely and properly.

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.

A 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.

Contact with the Media

All media inquiries regarding the organization and its operations must be referred to the Chief Executive Officer or the Development Director. The authorization to make or approve public statements on behalf of the organization rests solely with the President, Executive Director or the Development Director. No employees or volunteers, unless specifically designated by the President, Executive Director or the Development Director, 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.

Volunteer Participation

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.

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 must understand the following rules prior to operating any vehicles on behalf of SVDP:

- 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.