



# ***Volunteer Policies and Procedures***

## **Introduction to the Society of St. Vincent de Paul**

The Society of St. Vincent de Paul is an international Catholic organization of lay persons placed under the patronage of St. Vincent de Paul. The Society was founded by Frederic Ozanam in 1833 in Paris, France. The Society had its beginnings in the U.S. in 1845 at the Old Cathedral and is currently the largest lay Catholic organization in the United States. The goal of the global organization of St. Vincent de Paul is to provide help for people's physical, mental, and spiritual needs. By doing this with care and respect, we show them that they matter, and they are children of God.

## **History of our founder, Frederic Ozanam**

It all began when Frederic registered to study law at the famous Sorbonne, seat of the University of Paris. At the University, Frederic helped to found the Conference of History of Literature. It was a version of the modern-day debating club, formed to discuss historical and literary topics. The members met in the newspaper office of Emmanuel Bailly, who became the facilitator of the meetings. These meetings occasionally became “heated discussions.” It was at one of these meetings that Frederic and other Catholics were challenged. “Show us your works” was the heart-piercing challenge. Frederic told a friend that they needed another conference, not for controversy or debate, but for the practice of charity.

“That is what really changed Frederic Ozanam’s life. He was a great defender of the faith, a great and justifiable complainer, regarding the lack of preaching about the poor among the priests. He was asked, ‘What are you doing?’ Not what are the priests and nuns doing; *what are you doing?* This shook Frederic to his very core and inspired him in a manner that led to the founding of the Society of St. Vincent de Paul.” (Cardinal O’Connor, April 27, 1997)

No work is foreign to the Society of St. Vincent de Paul. ***These works include every form of aid that eases suffering and promotes the dignity and integrity of persons.*** The Society tries not only to relieve the need, but also to discover and

change situations that cause it. The Society's mission is to, **“end poverty through systemic change.”**

### **Introduction to the Volunteer Handbook**

This Handbook has been prepared to furnish you with information about the Society of St. Vincent de Paul and its major policies and procedures that are appropriate to your volunteering. It is intended to serve as a general framework for enforcing the principles for which the Society stands, the benefits which are provided to you, and the obligations you assume as a volunteer. The information, policies, and benefits described in this Handbook are regularly reviewed and may be revised without notice from time to time as Management deems appropriate and advisable.

This Handbook supersedes any other manuals or statements of policy, oral or written, previously issued by the Society or any of its management personnel to volunteers. This handbook is not a contract of volunteerism. ***We believe that volunteer security is best achieved through our mutual efforts toward maintaining an efficient and productive operation.*** While we hope that your volunteering with the Society will be long lasting and rewarding, you are free to resign at any time, just as Management is free to terminate your volunteering at any time.

Each volunteer is totally responsible for making themselves aware of these policies. Should you desire help in understanding the information contained in this handbook, you should make your need known to the Director.

Volunteers are in a position of trust. Volunteers may have the opportunity to receive confidential information and must keep such information strictly confidential. Volunteers may not divulge such information to any unauthorized individual or organization. This includes unauthorized disclosure to members of the Board of Directors.

Information concerning volunteers, employees, clients and guests is considered confidential and should not be transmitted to unauthorized persons. All inquiries shall be referred to the Director. This provision applies to inquiries regarding former and current employees, as well as affiliated personnel. Volunteers will not release information of any kind learned while on duty with any person except in

the performance of duty. Furthermore, volunteers will limit their discussion of internally gained information.

Disclosing confidential information or office instructions with any unauthorized member is considered insubordination. Any volunteer that discloses confidential or sensitive information will be terminated.

### **Code of Ethics**

Every volunteer represents St. Vincent de Paul to the public and is asked to demonstrate behavior consistent with the values of St. Vincent de Paul. Personal and professional contacts, telephone conversations, and written communications sent from St. Vincent de Paul all require thoughtfulness and professionalism. Respect for all, regardless of race, color, national origin, religion, belief system, age, gender, sexual orientation, marital status, height, weight or disability is expected at all times. ***The continued success of St. Vincent de Paul is dependent upon the community's trust and confidence in its practices, assurance of its assertive compliance with all applicable laws and regulations and careful attention to financial controls and accountability.*** To that end, volunteers are expected to conduct themselves with integrity, modeling honest and legal behavior. Any illegal, dishonest or unethical conduct will result in termination of service with St. Vincent de Paul. The following are only some examples of inappropriate conduct which could lead to dismissal:

- Theft or inappropriate removal or possession of SVdP's property or that of any SVdP volunteer, staff, agent or visitor, including failing to cooperate fully in any SVdP investigation.
- Altering SVdP reports or records.
- Volunteering under the influence of alcohol or illegal drugs and/or illegal or unauthorized possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the volunteer environment.
- Creating a disturbance on SVdP premises, at sponsored activities or in areas which could jeopardize the safety of others.
- Improper use of SVdP's property or property owned by any other individual or organization.
- Lack of cooperation or other disrespectful conduct.
- Violation of SVdP, federal, state, or local safety and health rules.

- Inappropriate use of telephones, computer equipment or systems, mail system, e-mail system, facsimile machines, or other SVdP-owned equipment.
- Unauthorized disclosure of SVdP proprietary or confidential information.
- Unsatisfactory performance or conduct.

### **Hours of Operation**

M–Th, 10:00 a.m.–2:00 p.m.,

Volunteer hours M–Th, 9:50 a.m. –2:30 p.m.

### **Holidays**

St. Vincent de Paul is closed for guest services on the following holidays:

- New Year’s Day
- Memorial Day
- Independence Day – July 4th
- Labor Day
- Thanksgiving Day – fourth Thursday in November
- Christmas Day

### **Inclement Weather Policy**

In case of snow or other potentially hazardous weather or emergency situations, a decision may be made to close or delay services at Society of St. Vincent de Paul of Bend. Whenever it is determined that the health or safety of citizens, clients, volunteers, or employees would be placed at risk or that conditions or events prevent performance of regular operations, services or responsibilities of St. Vincent de Paul, closure may be deemed necessary. The Director shall make the final decision after consulting primarily with the school snow-day schedule in conjunction with the National Weather Service, local weather forecasters, and area law enforcement.

***Important:*** Never assume that St. Vincent de Paul will be closed, delay opening or close early. We will be open according to our regular schedule unless otherwise announced. As soon as a decision is made, an e-mail sent out to that day’s volunteers, and the Website will be updated. Please do not call radio and/or television stations.

### **Equal Opportunity**

St. Vincent de Paul is an equal opportunity volunteer organization and will not discriminate on the basis of race, color, national origin, religion, age, gender,

sexual orientation, marital status, height, weight or disability. Please speak with the Director if you believe this policy has been violated.

**Note:** All volunteers are required to have a background check prior to being accepted as a volunteer.

### **The Americans with Disabilities Act (ADA)**

The Americans with Disabilities Act (ADA) requires employers to reasonably accommodate qualified individuals with disabilities. It is the policy of St. Vincent de Paul to comply with all federal and state laws concerning the employment of persons with disabilities as well as volunteers. It is our policy not to discriminate against qualified individuals with disabilities in regard to any aspect of the volunteer selection, orientation or training process. St. Vincent de Paul will reasonably accommodate qualified volunteers with a disability so that they can perform the essential functions of their volunteer assignment.

All volunteers are required to comply with appropriate safety standards while volunteering at St. Vincent de Paul. If you become disabled during the time of your volunteering experience at St. Vincent de Paul, it is your responsibility to notify the Director about the disability so that reasonable accommodations might be investigated, and if appropriate, made.

### **Interview and Orientation**

We recruit new volunteers on a continuous basis. Initially, an appointment time is set for an interview and tour during St. Vincent de Paul's operating hours. We ask new volunteers to complete an application and confidentially form to be brought with them when they "try out" a 4-hour shift at St. Vincent de Paul.

### **Training**

Volunteers receive training as part of their volunteer service. All volunteers must complete an interview/orientation, on-the-job or program training, and must participate in continuing volunteer trainings which take place four times a year, or every three (3) months.

Volunteer Training and Orientation provides an overview of its mission, history and goals. Each volunteer will participate in a scheduled interview/orientation before beginning their service.

Ongoing Volunteer Training keeps us in adherence with the standards we are held accountable to by the Board and Neighbor Impact.

Cross training for volunteer positions are available based on interest and need. This allows for variety and flexibility in matching volunteer interest and ability to the needs of St. Vincent de Paul. Volunteers are also expected to attend regularly scheduled volunteer meetings.

### **Service Requirement**

Volunteers agree to commit to three months minimum. At the end of the service term, volunteers may elect to renew their volunteer agreement. The number or service hours requested is approximately 40 hours per service term but varies by opportunity.

### **Scheduling**

Volunteers must sign up for their hours through Sign-Up.com. If a Volunteer does not have e-mail/Internet access, he or she can come in at the beginning of the month to sign up.

### **Here's how it works in 3 easy steps:**

1. **Click this link** to go to our invitation page on SignUp.com:  
<http://signup.com/go/TNFSBdR>
2. **Find your position and click View:** (You will NOT need to register an account on SignUp.com)
3. **Sign up!** Choose your spots. SignUp.com will send you an automated confirmation and reminders. Easy! If you're NOT able to come on your regular day, or will be taking weeks/months off please:
4. **Send a quick e-mail to me here at:** [stvincentbend@gmail.com](mailto:stvincentbend@gmail.com), with the dates you will not be available.

### **Punctuality and Absences**

In case of illness or emergency, please call or e-mail your Team Lead, the pantry manager, or the Director as soon as you know you will not be able to come in for your normal shift. In addition, let the Director know via e-mail at: [stvincentbend@gmail.com](mailto:stvincentbend@gmail.com), in advance of any time when you will not be available due to vacations or other commitments. Please find another volunteer to fill in for you. If you are not able to find a substitute, let the Director know so that arrangements can be made to cover your absence.

### **Dress Code**

Volunteers will dress appropriately for the conditions and performance of their duties. Volunteers who serve in the Pantry will wear close-toed shoes and clothing that will not impede packing food or fall/drop in food. Receptionists, Interviewers, and Pantry volunteers should refrain from wearing heavy perfume or cologne in order to prevent allergic reactions.

### **Sexual, Racial or Other Harassment**

The Society prohibits all forms of harassment, sexual and otherwise, within the work environment. Harassment interferes with work performance and will not be tolerated. This creates an intimidating, hostile or offensive work environment.

Sexual harassment, as defined in this policy, includes but is not limited to, sexual advances, verbal or physical conduct of a sexual nature, visual forms of a sexual nature (e.g., signs, posters, and the like) or requests for sexual favors, or creating a hostile, offensive working environment by such conduct.

### **Record Management**

The Director is in the process of updating and maintaining records on each volunteer throughout the organization. Records include dates of volunteer service, positions held, duties performed, evaluation of volunteer performance, training attended and awards/recognitions received. Volunteer records, including applications and reference checks are confidential. Volunteers are responsible for submitting and updating information contained in their files to the Director.

### **Check-ins and Evaluations**

Volunteers receive periodic check-ins to review their experience and their performance. The evaluations allow for a volunteer and supervisor to suggest changes, seek suggestions and enhance the relationship between the volunteer and staff. The evaluation is a discussion period, and both supervisor and volunteer should establish an open line of communication.

### **Recognition**

Continuing recognition of volunteers is vital and will occur throughout the year.

### **Smoking**

SVdP intends to provide a safe and healthy environment. Smoking in the workplace is prohibited except in outside locations specifically designated as

smoking areas. For information regarding the location of smoking areas, consult with the Director.

### **Drug-Free Environment**

SVdP provides a drug-free, healthy, and safe environment. While on SVdP premises and while conducting SVdP-related activities off SVdP premises, a volunteer may not use, possess, distribute, sell or be under the influence of alcohol or illegal drugs.

Occasionally, SVdP may sponsor events where alcohol is served. In such situations, volunteers who consume alcohol are expected to act in a responsible manner.

The legal use of prescribed drugs is permitted during volunteer service only if it does not impair a volunteer's ability to perform the essential functions of the volunteer position effectively and in a safe manner that does not endanger other individuals in the workplace. Volunteers must advise the Director if they are taking any prescription or over-the-counter drug which could adversely affect safety or performance.

### **Safety and Liability**

SVdP aims to provide a safe and healthy environment for all volunteers. If a volunteer is injured in the course of the volunteer's service, it is important that the volunteer notify the Pantry Manager or Director Immediately. Volunteers should also complete an incident report and submit the report to the Director.

SVdP's general liability coverage, with some limitations and exclusions, protects volunteer workers for covered injury or damage that results from activities or service that volunteers conduct or perform at SVdP's direction and within the scope of their duties for SVdP. SVdP's general liability coverage does not provide coverage to volunteers themselves for liabilities they may have incurred for their actions.

SVdP's volunteer accident insurance coverage covers some injuries to volunteers while volunteers are performing volunteer service on behalf of SVdP. Contact the Director with questions or for more information about insurance and liability.

SVdP desires to provide a safe volunteer environment. Volunteers are responsible for using the following common-sense suggestions to help ensure a safe environment:

- Be aware of any unknown person who comes into your area and is not accompanied by a volunteer or staff member.
- Never leave your purse, wallet, or other valuable items in plain sight. Keep these items out of sight, and avoid carrying large sums of money.

Desks, lockers, and other storage devices may be provided for a volunteer's convenience but remain the sole property of SVdP. Accordingly, they, as well as any articles found within them, can be inspected by any agent or representative of SVdP at any time, either with or without prior notice.

- SVdP is not responsible for lost or stolen personal property. SVdP will not reimburse a volunteer for any personal property which disappears from a volunteer site.

### **Active Shooter Protocols**

Good practices for coping with an active shooter situation:

- Be aware of your environment and any possible dangers
- Take note of the two nearest exits in any facility you visit
- If you are in an office, stay there and secure the door
- If you are in a hallway, get into a room and secure the door
- As a last resort, attempt to take the active shooter down. When the shooter is at close range and you cannot flee, your chance of survival is much greater if you try to incapacitate him/her.

CALL 911 WHEN IT IS SAFE TO DO SO!

### **Specifics for St. Vincent de Paul.**

\*\*If an active shooter/violent threat enters the Office ALL Volunteers should first try and escape the building and run down toward the road, hiding behind cars and buildings, until you get to the road and flag down a car to call the police. Keep in mind that clients will follow what we do. We are leading them.

### **Interview rooms**

- Option A- Leave the Office. Either by front door or pantry exit or windows.
- Option B- If not possible to leave the office run to back room and shut first door, move desk in front of door. Next shut bathroom door and lock, duck under sink/by toilet. This would be best place to call 911.

- Option C- Lock/barricade yourself in your office. If possible move desk in front of door. Duck in the corner of office where someone is least likely to see you. Put chairs/furniture in front of you.

#### **Receptionist**

- Option A- Leave the Office. Either by front door, pantry exit, or windows.
- Option B- If not possible to leave the office run to back room and shut first door, move desk in front of door. Next shut bathroom door and lock, duck under sink/by toilet. This would be best place to call 911.
- Option C- Run into Director's office and lock and barricade door and move to corner where you cannot be seen.
- Option D- Get under reception desk and stay there silently.

#### **Pantry**

- Option A- Leave the Office. Either by front door, pantry exit or windows.
- Option B- Lock and barricade doors. If possible close window shades.

#### **Director**

- Option A- Leave the Office. Either by front door, pantry exit, or windows
- Option B- If not possible to leave, lock and barricade door. Get down, call 911.

\*\* For more info on Active Shooter Protocols please visit:

[https://www.dhs.gov/xlibrary/assets/active\\_shooter\\_booklet.pdf](https://www.dhs.gov/xlibrary/assets/active_shooter_booklet.pdf)

#### **Use of the SVdP Truck**

Volunteers must submit a SVdP Vehicle Use Form if they are required or asked by a supervisor to drive the SVdP truck. The SVdP Vehicle Use Form must be submitted annually with a copy of their Driver's License if the volunteer is expected to drive over the course of more than one year. SVdP may decide, in its sole discretion, to deny certain volunteers the use of SVdP-owned or leased vehicles.

Volunteers must have a valid Driver's License to operate the SVdP truck. There is a continuing obligation on the volunteer's part to notify a supervisor if the volunteer's Driver's License is suspended or revoked at any time throughout the volunteer's service. A volunteer's use of a SVdP vehicle without a valid Driver's License may result in disciplinary action up to and including dismissal.

Volunteers who are involved in an accident while using a SVdP-owned or leased vehicle must report the accident that same day (or the next business day if a

holiday or weekend) to the Director. The SVdP truck is covered under the SVdP Auto Policy.

### **Telephones and Mail Services**

Telephones are for business purposes. When permitted, personal phone calls should be kept to a minimum and should not interfere with volunteer service. In addition, long distance charges resulting from a volunteer's personal use of a SVdP telephone must be reimbursed to SVdP. The use of SVdP paid postage for personal correspondence is prohibited by Federal law.

### **Computer Usage**

SVdP provides computers, e-mail, and Internet access to assist volunteers in performing their duties. Computers, e-mail and Internet access should be used for business-related purposes. Personal business should not be conducted during volunteer time.