



# IMMERSION VOLUNTEER MANUAL



# TABLE OF CONTENTS

<b>SVdP IMMERSION VOLUNTEER MANUAL</b>	1
<b>Table of Contents</b>	2
History of St. Vincent de Paul	3
Society of St. Vincent de Paul Mission Statement	3
Support and friendship	3
Promoting self-sufficiency	3
Working for Social Justice	3
Welcome to St. Vincent de Paul	4
Personal conduct	5
Personal Belongings	5
Personal Appearance	5
Confidentiality	5
Substance Abuse	5
Theft and Fraud	5
Harassment, Abuse or Violence in the Workplace	6
Safety Procedures	6
Building Evacuation	6
Fire	6
Tornado	7
Power Outages	7
Severe Weather	7
Injury and illness	7
Hazardous/chemical spill	7
Bomb threat	8
Hours, attendance and breaks procedures	8
Volunteer Purchase Policy	8
Purchase Rules	8
Tax Benefits	9
Volunteer Code of Ethics	9



## History of St. Vincent de Paul

The Society of St. Vincent de Paul (SVdP) is a world-wide organization founded in Paris, France, in 1833 by a man named Frédéric Ozanam for the purpose of serving the needy with food, housing and guidance. Following the example of its patron Saint, St. Vincent de Paul, the goals of the Society are spirituality, service and friendship.

## Society of St. Vincent de Paul Mission Statement

The Society of St. Vincent de Paul charity is a Christian voluntary organization, working with poor and disadvantaged people. Inspired by our principal founder, Frederic Ozanam, and our patron, St. Vincent de Paul, we seek to respond to the call every Christian receives to bring the love of Christ to those in need: "I was hungry and you gave me food" (Matthew 25). No work of charity is foreign to the Society. We are involved in a diverse range of activities characterized by the following:

### Support and Friendship

Through person-to-person contact, we are committed to respecting the dignity of those we assist and fostering self-respect. We assure confidentiality at all times and endeavor to establish relationships based on trust and friendship.

### Promoting Self-Sufficiency

It is not enough to provide shorter, material support. Those we assist are also helped to achieve self-sufficiency in the longer term and the sense of self-worth this provides. When problems are beyond our competence, we enlist the support of specialized help.

### Working for Social Justice

We are committed to identifying the root causes of poverty and social exclusion in solidarity with the poor and disadvantaged people, to advocate and work for the changes required to create a more just and caring society.



## Welcome to St. Vincent de Paul

Every volunteer at St. Vincent de Paul is an important part of the Society's effort to assist the needy. When committed individuals join together to help, lives can change for the better. We welcome you to our dedicated family of members, employees, and other volunteers and we thank you for your commitment. Programs and services administered by St. Vincent de Paul (SVdP) could not be implemented without the volunteer time donated by so many like you. Again, we thank you, and we trust that your time spent volunteering with SVdP will be rewarding.

Our great staff of volunteers are men, women, and young adults from all walks of life. We make use of their special talents and skills. Consequently, every effort will be made to match the interest and skills of each volunteer with our needs. The most important qualification to be a volunteer though, is to have a caring heart and a sharing personality.

Our customers, clients, employees and volunteers are treated equally without regard to race, color, creed, age, gender or national origin. All people including the disadvantaged, handicapped and other special persons, are employed so that we may benefit from the talents and abilities of everyone seeking employment or volunteer opportunities.

Serving Christ's needy is the sole purpose of St. Vincent de Paul. To continue in this ministry, we will use sound business practices. Surplus funds received will be used to support parish conferences and other Society charitable causes approved by our Councils and board of directors.



**You are the servant of the poor... They are your masters, and the more difficult they will be, the more unjust and insulting, the more love you must give them. It is your love alone that the poor will forgive you the bread you will give them.**

**St. Vincent de Paul, 1581-1660**



## Personal Conduct

### Personal Belongings

SVdP is not responsible for the personal property of volunteers. It is your responsibility to keep your personal items in a safe location or in your designated work area.

### Personal Appearance

Our policy is that each volunteer's dress, grooming and personal hygiene should be appropriate to the work situation. Inappropriate attire would be: short skirts, short shorts, cropped, tank tops or low cut tops, any clothing with inappropriate wording or symbols, no sandals or flip-flops or any clothing deemed inappropriate for safety reasons.

### Confidentiality

The nature and sensitivity of the services and work performed by SVdP, whether it be in the store or throughout our other service areas requires that all matters of information dealing with persons or parts of the operation, especially information of those we serve, must remain confidential and cannot be shared with others.

### Substance Abuse

SVdP must maintain an environment that is free from drugs and alcohol and the effects of drugs and alcohol. Volunteers are prohibited from the use, sale, dispensing, distribution, possession, or manufacturing of illegal drugs, controlled substances, narcotics or alcoholic beverages on the premises.

### Theft and Fraud

All items donated to the organization, whether at the store, inside store trucks or vehicles, or donation sites awaiting pick-up, are property of the Society. Tips, money or items found with or in donated material are to be turned over to the Store Director or manager. Removal of money or articles without payment or the approval of management will be considered theft. Any type of theft will result in suspension or termination of your volunteer services with SVdP, and criminal charges may be filed if deemed appropriate.



## Harassment, Abuse or Violence in the Workplace

SVdP is committed to maintaining more than just a professional business workplace. Our members and staff are committed to fostering an “inviting” environment for all customers, employees, and volunteers. We will not tolerate any threats of violence, physical or verbal, any forms of harassment, any displays of abusive or aggressive behavior, nor any purposeful destruction of store or any department property or contents. Please report all complaints to upper management.

## Safety Procedures

We appreciate the help of our volunteers in identifying and reporting unsafe situations. Safety is the responsibility of everyone. Please report all injuries, regardless of how small, that occur on our property to management immediately. Volunteers are not excluded from our basic Liability Insurance policy. Any claims in excess of the volunteer’s personal insurance will be filed with our carrier. A report must be made with management at the time of injury. Because of liability issues, a volunteer under the age of 16 years of age may not serve as a volunteer unless assisting a volunteering parent. We ask that volunteers not bring friends along to their volunteer assignments without going through the proper procedure with the staff coordinator.

## Building Evacuation

If it becomes necessary, for safety reasons, to evacuate the building it is important to follow these rules:

1. Stay calm
2. Help others exit the building
3. Exit the building through designated doors
4. Proceed to the north east portion of the employee parking lot
5. Supervisors should secure all doors and take roll count to ensure everyone has exited safely
6. Do NOT re-enter the building until you are informed by authorities it is safe

## Fire

In case of a fire, notify your supervisor immediately, they will then evacuate the building using the closest exit. Proceed to the northeast portion of the employee parking lot and notify the fire department.

The General Manager will verify that everyone has left the building before exiting.



All employees, volunteers, customers, and clients will proceed to the employee parking lot and await instructions from the Fire Department.

## Tornado

When the tornado sirens sounds, all employees, volunteers, clients, and customers who are in the building at the time should proceed immediately to the inside stairway, mid-way on the west side of the building and wait there for the all clear siren. The General Manager will lock the doors while proceeding to the stairway.

## Power Outages

In the event of a power outage, the General Manager will contact the utility company for an estimated length of time before the power will be restored. They will then make a determination as to closing the store and other departments. Doors would be locked at the time.

## Severe Weather

The General Manager will monitor the weather conditions whenever severe thunderstorms or snowstorms are forecast. The manager will also make a determination as to what action, if any, should be taken.

## Injury and Illness

If a customer should be injured or become ill while on the store premises and the situation has the appearance of being life threatening, call 911. DO NOT TRANSPORT the individual yourself but rather have someone qualified in first aid remain with them until the proper help arrives.

## Hazardous/Chemical Spill

If a chemical spill occurs, this spill may cause numerous health threats. Most immediate is typically vapors and problems with air quality.

1. Move from the affected area and move to fresh air
2. Evacuate the affected area
3. Notify Store Manager & fire department hazardous waste division
4. Keep others from entering affected area until authorized assistance arrives
5. If anyone has come in contact and may be contaminated, stay clear, separate the individual from exposure to others, and wait for decontamination and medical assistance



## Bomb Threat

If notified of a bomb threat:

1. Contact the General Manager who will notify the proper authorities.
2. Depending on circumstances a search may be conducted and some staff members may be requested to assist.
3. Follow instructions of management and law enforcement officers.
4. Report any suspicious devices or circumstances
5. Evacuate area if necessary

## Hours, Attendance and Breaks Procedures

As a volunteer it is still good to stay punctual when adhering to a schedule. Each volunteer needs to record their hours worked. Sign-in sheets will be located in the designated work area. Time should be recorded at the beginning and end of the volunteer visit. The Store asks all volunteers to report on time for their shifts and work their scheduled hours. If for some reason you are unable to work, please contact the supervisor to advise that you will not be present or if you're going to be tardy for that day. All volunteers are welcome to use the break room.

## Volunteer Purchase Policy

There are many underlying reasons for the purchase policy below. First and foremost is the reputation of St. Vincent de Paul in the community. It is vital that we value each donation and respect the wish of the donor that the proceeds from the sale of their items are directed for the good of the community. It is also important that our customers have the first opportunity to purchase donated items. Our staff, employees and volunteers can not appear to have "first-pick" rights over customers. This could seriously damage our market appeal, not to mention our integrity in the community.

## Purchase Rules

- We cannot allow for items to be "set aside" or "specially priced."
- All saleable items must be on the sales floor for 24 hours before an employee or volunteer may purchase them.
- All shopping must be done after your completed work time.
- All purchases must be made through the service desk with a supervisor.
- The General Manager is authorized to inspect all packages on store premises.
- Resale of purchases is not permitted.





## Tax Benefits

When you perform services as a volunteer for charity you may be able to deduct some of your costs such as mileage, as a charitable contribution. IRS publication #526 concerning charitable contributions is available by calling 800-829-3676 or online at [www.irs.gov](http://www.irs.gov)

## Volunteer Code of Ethics

A volunteer is subject to the same code of ethics that govern members of the St. Vincent de Paul Society staff which are:

- To uphold the spirit of the SVdP mission
- To regard all information as confidential
- To be professional and pleasant at all times
- To follow the instructions of the person under whom you are working
- To foster an environment of friendship

A volunteer represents the organization to the public. Your actions and attitudes should always reflect well upon the Society of St. Vincent de Paul.

Thank you for volunteering with us because we know that our volunteers are making a difference in our community!