



Interfaith Outreach[™]
Igniting the power of community

Volunteer Handbook

“Interfaith Outreach volunteers always bring a smile to my face, no matter what else is going on. It makes my day that much better to see so many good people in one day.”

- Interfaith Outreach Client

As a volunteer of Interfaith Outreach & Community Partners (IOCP), you are valued. You commit your time and skills to help serve individuals and families in our community. You are making a difference in the lives of our clients. Your hospitality, joy and compassion help to make Interfaith Outreach a comfortable, safe and enjoyable place for people to find help. You are making the community a better place. Volunteering heightens community engagement by building a vibrant and healthy community for all.

This document outlines our volunteer policies and procedures. It will help you to understand your important role as a volunteer and guide you in carrying out your responsibilities. With your help, Interfaith Outreach will remain a warm atmosphere of love and support for all people in our community.

Thank you for your dedication and commitment, we truly appreciate your partnership!

Ashley Wyatt
Community Engagement Manager

Mission:

Strengthening our community by meeting basic needs and equipping individuals and families for ongoing success.

Vision:

Building a vibrant community where everyone counts and all sectors and systems work together for the good of all.

Values:

Collaboration: Nurturing mutually beneficial relationships.

Inclusion: Celebrating differences because they matter.

Integrity: Keeping our word through our actions, transparency and honesty.

Our Commitment to Diversity:

Interfaith Outreach embraces diversity and is committed to promoting an inclusive environment across all types of difference. Inclusionary relationships are core to our role as an employer, service provider, partner and community leader. We commit to engaging in respectful dialogue, courageous conversations and bold action in service of a community becoming its best.

Diversity includes differences of perspective and preference, sexual orientation, political affiliation, economic status, veteran status, national origin or culture, race, age, gender, gender identity, gender expression, marital status, language, religion or non-religious background, physical, mental and developmental ability, and all other visible and non-visible differences.

Table of Contents

I. Interfaith Outreach Overview

II. Volunteering with Interfaith Outreach

1. Opportunities
2. Volunteer Application & Registration
3. Orientation & Training
4. Sign-in & Tracking of Hours
5. Attendance
6. Building Safety
7. Parking
8. Volunteer Dress Code
9. Fragrance Policy
10. Refreshments/Breaks
11. Recognition
12. Volunteer Grievance
13. Termination
14. Bad Weather & Closings

III. Policies Related to Volunteering

1. General Expectations of Volunteers
2. Communication & Contact Info
3. Speaking with Media
4. Professional Responsibilities and Volunteer/Client Boundaries Confidentiality
5. Confidentiality
6. Whistleblower Policy
7. Photo/Video Release
8. Expense Reimbursement Policy
9. Solicitation & Acceptance of Money and Goods
10. Technology Use
11. Alcohol, Drugs, or Tobacco Use
12. Nondiscrimination & Anti-Harassment
13. Clients as Volunteers
14. Court Ordered Volunteers
15. Youth Volunteers
16. Personal Use of Donated Items
17. Incident Reports
18. Safety of Youth and Vulnerable Adults Served by Interfaith Outreach
19. Driving Interfaith Outreach Vehicles
20. Appropriate Boundaries When Working with Youth

IV. Key Staff

I. Interfaith Outreach Overview

Interfaith Outreach (IOCP) is a human services nonprofit located in Plymouth, MN. Since Since 1979, we have served the cities of Hamel, Long Lake, Medicine Lake, Medina, Minnetonka Beach, Orono, Plymouth (west of 494) and Wayzata.

Our mission is to strengthen our community by meeting basic needs and equipping individuals and families for ongoing stability. We do this by delivering integrated services that address the basic needs for food shelter, and clothing, while also providing strengthening services that connect clients to affordable housing, quality childcare, and living-wage employment.

Please visit our website, www.iocp.org, to learn more about Interfaith Outreach.

II. Volunteering with Interfaith Outreach

1. Volunteer Opportunities

Interfaith Outreach relies on the support of more than 1,000 volunteers each year to help carry out our mission and accomplish our goals. Current volunteer opportunities can be found on our website at www.iocp.org/volunteer. You can also call 763-489-7505 or email getinvolved@iocp.org to discuss these or other volunteer positions of interest.

2. Volunteer Application & Registration

Interfaith Outreach volunteers are asked to create a Volunteer Hub account and sign up for a “New Volunteer Meeting” online at iocp.volunteerhub.com prior to getting engaged. This will give you the opportunity to describe your skills and interests in more detail, learn more about IOCP and discuss current volunteer opportunities.

Individuals under the age of 18 are required to provide a parental or legal guardian signature indicating permission to volunteer. These volunteer “waivers” must be printed, signed, and returned by the volunteer’s second shift. If IOCP staff have not received a signed waiver by the end of the volunteer’s second shift they will not be able to volunteer until this has been returned.

Volunteers over the age of 18 who will be working closely with clients (youth or adults) or with confidential information are required to have a criminal background check. The results will be discussed with you individually. All criminal background reviews will remain confidential.

Volunteers who will be driving as part of their volunteer role are required to show proof of valid driver’s license and current auto insurance. A driving record report will also be conducted to verify your qualifications for this position (see page 11, #17 Driving Interfaith Outreach Vehicles). All driving record reviews will remain confidential.

3. Orientation and Training

In order to fully prepare volunteers for their various roles, Interfaith Outreach offers orientations for many of its volunteer programs. Orientations are conducted by Interfaith Outreach staff members and volunteer program coordinators. Interfaith Outreach also provides ongoing trainings and meetings to keep volunteers informed of important information, improve performance and continue developing appropriate skills.

A volunteer position description will provide specific information about orientations, trainings, qualifications, responsibilities and your staff supervisor. Agreeing to take on a volunteer position means following the duties stated on the description. Any significant changes in roles or responsibilities must be approved by the volunteer, the supervisor and the Community Engagement Department.

4. Volunteer Sign In and Tracking of Hours

Volunteers are asked to sign in every time they volunteer onsite at Interfaith Outreach. Volunteers may sign in using the laptop located in the department they are signed up for. We also ask volunteers to wear a nametag while on-site so others in the building will know who you are. Once you have completed your volunteer shift, please sign out and return your nametag (if applicable). (The only exception to this would be if you are volunteering offsite where you would sign-in and out how your volunteer supervisor instructs).

Volunteers are asked to record the hours they volunteer so that we can understand the scope of the work done at IOCP and the impact volunteers make on our programs. This includes both hours worked inside and outside of our building. When volunteers sign in and out of the building, the hours will be recorded. If volunteers are working independently they should self-report volunteer hours through Volunteer Hub on a monthly basis. Volunteer supervisors will explain which method of tracking is best for your volunteer position during your training.

5. Attendance

Interfaith Outreach's programs and services rely on volunteer support. We ask volunteers to schedule and sign up for regular volunteer roles so that we can consistently run our programs and make our services available to clients. If you need to cancel your volunteer shift due to a conflict of schedule, please cancel the shift online in the volunteer system and notify your supervisor as far in advance as possible. If it is a last-minute cancellation (i.e. illness, car problems, etc.), please call your volunteer supervisor or the Interfaith front desk so we can know right away that you will not be there.

If you are unable to commit to the shifts that are required for your current volunteer role, please contact your volunteer supervisor to discuss the flexibility of the position or other volunteer opportunities that better match your schedule.

Volunteers who are sick should not report to their regular volunteer shift. By staying home when they are sick, volunteers prevent illness from spreading to other volunteers, clients or staff in the building.

6. Building Safety

Volunteers are only permitted to access Interfaith Outreach program buildings when a staff person is on-site during regular business hours. This allows for the best support and safety of Interfaith Outreach volunteers.

7. Parking

The Interfaith Outreach parking lot is available to all staff, volunteers and program recipients. Staff and volunteers are asked to park on the west side of the parking lot and toward the north end. This allows the closest parking spots to be reserved for donors dropping off contributions or clients.

8. Volunteer Dress Code

Volunteers should use good judgement in choose their attire, and with respect to grooming and personal hygiene standards. Generally clothing should be clean, neat, in good condition and fit properly. Clothing or accessories should not include profanity or be offensive to others. Please speak with your volunteer supervisor to confirm the appropriate dress for your volunteer environment.

9. Fragrance Policy

Understanding that some who enter our building may have a sensitivity to strong scents or odors, we ask that you refrain from wearing fragrances such as perfume, cologne, scented lotion, or other similar products. We also ask that you keep your clothing free from other strong odors such as tobacco or e-cig smoke.

10. Refreshments/Breaks

Some program areas have different policies about breaks while volunteering and different locations to take a break while onsite. Please ask your supervisor what the specific program break policy is.

Volunteers are welcome to bring water, coffee, tea, juice, and/or soda in water bottles or other single serve containers while working onsite.

11. Recognition

Interfaith Outreach recognizes the importance of its volunteers and makes an effort to formally and informally recognize volunteers throughout their time with the organization. All volunteers receive a discount at the Resale store on the day they volunteer.

12. Volunteer Grievance

Volunteers are welcome to share any concerns or questions with the Community Engagement Department regarding the policies stated in this document. Contact information is at the end of this document.

13. Termination

The relationship between a volunteer and Interfaith Outreach may be ended at any time at the will of either party. IOCP will terminate a volunteer if the individual has demonstrated an unwillingness or inability to abide by the policies expressed in this document. Termination must include verbal or written communication between the volunteer and Interfaith Outreach in order to document the termination and understand the conflict. It is IOCP's policy that volunteers facing pending charges be suspended from volunteer services due to risk and liability to the organization.

14. Bad Weather & Closings

Your safety is of utmost importance to Interfaith Outreach. Interfaith Outreach will follow the Wayzata Public School's closure policy. So, if Wayzata School District decides to start schools late, end early, or close for the day, IOCP will do the same. All volunteers will be notified via email or text by their supervisor if our building will be closed.

If we do not decide to close our building, but you are uncomfortable driving/leaving the house, please notify your volunteer supervisor.

Volunteers already on-site as bad weather develops should check with their volunteer supervisor for direction.

III. Policies Related to Volunteering

1. General Expectations of Volunteers

Interfaith Outreach volunteers must conduct themselves in a manner that is consistent with and supportive of the mission and purpose of IOCP at all times. It is important that each volunteer:

- 1) Works courteously with other IOCP volunteers, clients, staff, donors, outside agencies and other external individuals and groups;
- 2) Create a warm, hospitable environment for each person they interact with each day;
- 3) Safeguards the confidential nature of particular aspects of IOCP's services and maintain strict standards of confidentiality regarding IOCP clients, volunteers, donors and staff at all times;
- 4) Is professional and courteous in all communication;

- 5) Respects the work environment and materials available to perform each task, refraining from unauthorized use of company property, materials and equipment or theft, abuse, or misuse;
- 6) Follows direction, either oral or written, given by a supervisor.

Generally speaking, IOCP expects all volunteers to act in a mature and responsible way at all times.

2. Communication & Contact Info

Volunteers are asked to provide their most current contact information on their application. Email communication is preferred. Please let us know if your email, address or phone number changes.

3. Speaking with Media

Please direct all questions from members of the media to Deb Lande, Marketing & Communications Director, 763-489-7509 or dlande@iocp.org. Volunteers are asked not to speak to reporters on behalf of the organization. If a reporter would like to interview you about your volunteer experience, please connect with Deb Lande first so she can help prepare you for the interview.

4. Professional Responsibilities and Volunteer/Client Boundaries

Interfaith Outreach is a respected organization in the community. In order to maintain that positive reputation, IOCP prohibits volunteers from the following behavior during your volunteer time:

- Lending or borrowing money, vehicles or other items to or from clients;
- Accepting gifts or personal favors from clients, such as money, house cleaning, etc.;
- Initiating more intimate relationships with clients outside of your volunteer role;
- Imposing personal beliefs and values, including religious or spiritual beliefs on clients;
- Any other behavior that is detrimental to the reputation of Interfaith Outreach.

5. Confidentiality

Interfaith Outreach offers some volunteer opportunities that allow volunteers to work directly with clients and/or access confidential information regarding the organization, donors and clients. All volunteers are required to sign a confidentiality agreement before volunteering with IOCP. In doing so, the volunteer agrees to not discuss or share this information with others outside of IOCP premises. Failure to follow this policy will result in termination.

6. Whistleblower Policy

Interfaith Outreach seeks to have an “Open Door Policy” and encourages directors, Board Committee members, staff, and all volunteers to share their questions, concerns, suggestion or complaints regarding IOCP and its operations with someone who can address them properly.

In most cases, a volunteer's supervisor is the best position to address and area of concern. However, if the volunteer is not comfortable speaking with their supervisor or is not satisfied with their supervisor's response, the volunteer is encouraged to speak with a member of the Community Engagement team.

Reports can be delivered via the Whistleblower Report Form in person, by phone or in email.

7. Photo/Video Release

Interfaith Outreach documents the impact and success of its programs through media, including photography and videography. All volunteers are asked to sign a release allowing IOCP to use media (including photos, videos and names) in any medium or form of distribution for whatever purposes it sees fit. If a volunteer does not agree to this release, they can leave that space blank. Parent consent is required for photo/video release for volunteers under the age of 18.

8. Expense Reimbursement Policy

The Board of Directors of Interfaith Outreach recognizes that board members, officers, volunteers and employees ("Personnel") of IOCP may be required to travel or incur other expenses from time to time to conduct organizational business and to further the mission of this non-profit organization. It is the policy of IOCP to reimburse only reasonable and necessary expenses actually incurred by Personnel. When incurring business expenses, IOCP expects Personnel to:

- Exercise discretion and good business judgement with respect to those expenses
- Be cost conscious and spend IOCP's money as carefully and judiciously as the individual would spend their own funds
- Report expenses, supported by required documentation, as they were actually spent

Volunteers should always check with their direct supervisor before incurring expenses as part of their work. If volunteers need to submit an expense report please contact your direct supervisor for details on this process and any required documentation.

9. Solicitation and Acceptance of Money and Goods

Interfaith Outreach appreciates the assistance of volunteers in sharing IOCP's story and the positive impact IOCP has in our community. In addition, volunteers are welcome to invite others to support the work of IOCP through in-kind, financial or time donations. Any *formal* solicitation should first be coordinated with the IOCP Advancement Department.

10. Technology and Equipment Use

The primary use of Interfaith Outreach equipment and resources is for business purposes. Personal use of IOCP resources should be limited and timed so as not to interfere with the general daily

workflow. IOCP staff and volunteers are prohibited from attempting to access any computer, system or data file without proper authorization or illegally downloading files from the Internet.

IOCP will provide equipment for volunteers to carry out their roles, such as pallet jacks, hydraulic lift, etc. IOCP will provide training and will be held harmless in case of injury.

11. Alcohol, Drug and Smoke-free Work Environment

Interfaith Outreach maintains a tobacco-free building in accordance with state law. Smoking or use of any other tobacco products is strictly prohibited in the IOCP building, on campus grounds or in IOCP vehicles. IOCP prohibits volunteers from engaging with drugs or alcohol during their volunteer shift. Remnants of drug or alcohol use are not appropriate (e.g. alcohol on the breath).

12. Nondiscrimination and Anti-Harassment

Interfaith Outreach does not tolerate any discrimination or harassment in its programs, activities or volunteering based on race, creed, color, religion, gender, sexual orientation, national origin, disability, marital status, status with regard to public assistance, age or any other basis prohibited by law.

Harassment including sexual, racial, religious, ethnic or any other form is prohibited, unacceptable and will not be tolerated. Substantiated instances will be met with disciplinary action up to or including termination of volunteer relationship.

Any volunteer who feels that they are a victim of harassment or discriminations by a supervisor, manager, employee, customer or other person in connection with their volunteering should bring the matter to the Community Engagement Department immediately. All such reports will be taken seriously and investigated promptly. No individual shall be retaliated against for making a good faith report of behavior contrary to this policy.

13. Clients as Volunteers

Interfaith Outreach clients are encouraged to find ways to get involved in the community, including volunteering with IOCP. Clients may sign up for a New Volunteer Meeting with one of our Community Engagement staff members to discuss opportunities to volunteer. Clients should share that they are a client when applying. Staff will help identify roles that will best meet the person's interests, passions and availability while also supporting the current needs of the organization. Clients are unable to volunteer in roles with access to client data. A client would need to be inactive for a period of 12 months before that individual can volunteer in roles with access to client data.

14. Court Ordered Volunteers

Interfaith Outreach can work with court-ordered volunteers if their skills, availability and criminal record meet our current needs and standards. Acceptance of court-ordered volunteers is made on a

case-by-case basis by the Community Engagement Department. Court-ordered volunteers must make an appointment with the Community Engagement Department to discuss the reason for their community service and the specific requirements they are looking to fulfill. Staff will keep this information confidential and will use it to determine if the volunteer is a good fit with IOCP's needs.

Individuals convicted of certain serious charges will not be accepted into IOCP's volunteer program due to potential safety risks to other volunteers, staff, clients and partners. IOCP will not accept volunteers who have ever been convicted of a:

- Violent crime
- Theft-related felony
- Crime of sexual nature
- Crime whereby the conviction is related to the volunteer position

15. Youth volunteers

Interfaith Outreach supports and encourages youth and family volunteering opportunities. When determining age limits for volunteers in specific roles, our highest priority is respecting the families we serve and maintaining volunteers' safety. Volunteers are eligible to begin serving onsite with us at 14 but must have a parent/guardian present between ages 14 – 15. Generally, at age 16 students are eligible to begin volunteering onsite without a parent/guardian present.

Please speak with the Community Engagement Department to find age-appropriate volunteer opportunities for yourself or your family.

16. Personal Use of Donated Items

Volunteers are prohibited from using or taking donated items for their personal use. If an item is no longer needed by Interfaith Outreach, a volunteer may have the opportunity to purchase that item if the sale of the item is in line with the donor's intent. In that case, the purchase of the item respects the donor's intent by generating funds for IOCP in relation to their donation.

17. Incident Reports

Volunteers are expected to fill out an incident report form with their staff supervisor after any unusual incident during their volunteer shift, big or small. It is best to discuss the incident with your supervisor when the form is being turned in. An example of an incident might include a client becoming visibly angry in the food shelf, a volunteer cutting their finger or a shopper suspected of shoplifting.

Incident report forms can be found in each department area and at the IOCP front desk.

18. Safety of Youth & Vulnerable Adults Served by Interfaith Outreach

Volunteers may interact with Interfaith Outreach youth and vulnerable adults in a variety of ways. If a volunteer has any concern of child abuse or neglect, or the abuse of a vulnerable adult, please notify a staff person right away. A staff member will help the volunteer document the situation using an incident report and the staff member will follow up in the appropriate manner.

19. Driving Interfaith Outreach Vehicles

Screening Process to Drive Interfaith Outreach Vehicles:

Interfaith Outreach owns a truck, cargo van, and two passenger vans for use of its programs. Volunteers who help transport individuals or pick up donations are able to use these vehicles for volunteer work on behalf of IOCP. Before driving any IOCP vehicles, volunteers must provide a copy of their valid driver's license, insurance and complete a driving record check. After paperwork has been completed and filed, a volunteer must set up a vehicle orientation. After that orientation, the volunteer is allowed to drive IOCP vehicles, but only on behalf of IOCP programs (e.g. picking up food donations for the food shelf). A driving record check will be updated each year to determine qualifications for this volunteer role.

How to Access Vehicles:

Once a volunteer has undergone the appropriate screening noted above, the volunteer has access to the truck or van, as needed, for pickups on behalf of IOCP. Volunteers are required to sign out the keys when they're taken and sign them back in when they return. Volunteers are not permitted to take the keys ahead of time or keep the keys after their delivery unless otherwise discussed with your supervisor. Volunteers are not permitted to make a copy of the keys at any time. Following these guidelines helps IOCP to maintain safe use of its vehicles and easily manage shared use among programs.

Driving Interfaith Outreach Youth for Programming:

Volunteers may drive youth in their personal vehicle under these conditions:

- Volunteer has up-to-date driving record check on file
- Volunteer has copy of their vehicle insurance and valid driver's license on file with Interfaith Outreach
- Volunteer has up-to-date background check on file
- Volunteer understands that their personal auto insurance is primary in the event of an accident
- Volunteer is accompanied by an Interfaith Outreach staff person
- Signed written permission from parent knowing that their child will be in a personal vehicle

20. Appropriate Boundaries When Working With Youth

The following are helpful guidelines for maintaining boundaries when working directly with children.

- Follow the rule of three. Never allow yourself to be alone with a child; this protects the child from being vulnerable to inappropriate comments or actions when alone with a volunteer, and it also protects volunteers from being falsely accused of crossing child-volunteer boundaries.
- Limit physical touching. You may accept a hug from a parent or child, but avoid initiating a hug. Other forms of touch may be okay, such as a high five or shoulder touch with a parent or child who you know, but consider cultural norms or differences in these interactions. When in doubt, follow the client's lead.
- Do not meet with youth outside of programming activities coordinated by the organization.
- Do not provide rides to youth, unless it is a part of the volunteer role you were recruited and trained to do.
- Imposing personal beliefs and values, including religious or spiritual beliefs on students is prohibited.

IV. Key Staff

Ashley Wyatt-Bernstein
Community Engagement Manager
Phone: 763-489-7505
awyatt@iocp.org

Andy Swerine
Food Shelf Manager
Phone: 763-489-7545
aswerine@iocp.org

Sonja Carr
Resale Select Store Manager
Phone: 763-489-7532
<mailto:scarr@iocp.org>