



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 valued volunteer with Interfaith Outreach & Community Partners (IOCP), your time and skills make a meaningful impact on individuals and families in our community. Your hospitality, joy and compassion help create a welcoming, safe, and supportive environment where people can find the help they need. Through your dedication, you are strengthening our community and making it a better place for all. Volunteering fosters connection and engagement, building a more vibrant and healthy community for everyone.

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 support!

Ashley Wyatt-Bernstein
Community Engagement Manager

Mission:

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

Vision:

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.

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I. Expectations for Our Work Together

At Interfaith, we want to create a welcoming, safe space for all of us who work, volunteer and access services in our building and other program spaces. We value community, hospitality and safety. In support of those values, there are some important norms that we expect of ourselves and others. There are also some behaviors that are not acceptable in our space that will be addressed if they occur. We invite you to work with us to create an environment that allows all of us to be our best selves.

Use of our Building

- In the interest of privacy and confidentiality, we request that visitors do not enter staff office areas without an escort or prior permission.
- Visitors who are under the influence of substances and whose behavior is interrupting service delivery may be asked to leave and return another day.
- IOCP is a smoke free campus.
- IOCP bans guns in our building and other workspaces.
- No pets allowed; service animals specifically trained to aid a person with a disability are welcome.

Behavior

All members of our community (staff, guests, volunteers, partners and supporters) are expected to interact in a kind manner. Language or actions that are disparaging of any group or individual will not be tolerated.

Examples of Unacceptable Behavior

- Language or actions that are racist, Islamophobic, sexist, homophobic or otherwise disparaging of any group or individual
- Hostile, confrontational or threatening language; voice or body language that is directed at staff, guests, volunteers or other visitors
- Abusive language or derogatory comments directed at staff, guests, volunteers or other visitors (in person, on the phone or through voicemail, online or via email)
- Writing of malicious or inappropriate comments, notes or letters that are directed at staff, guests, volunteers or other visitors
- Any inappropriate or unwanted physical contact with staff, guests, volunteers or other visitors
- Any inappropriate or unwanted sexual contact or comments toward staff, guests, volunteers or other visitors
- Harassing or threatening behavior of any kind including, but not limited to, continuous calling, continuous emailing or refusal to leave the premises when asked
- Destruction or theft of property

If you experience any form of the behaviors listed above, please let us know.

- Guests accessing our services – please talk with any staff member or Director of Client Experience
- Volunteers - please talk with your supervisor or Community Engagement Staff

II. 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, vision, and values 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) Safeguard 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, 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 always act in a mature and responsible way.

2. Creating an Environment Centered on Belonging

IOCP delivers exceptional customer service in an environment centered on belonging. Volunteers are key in helping to create this environment. To help us work toward this we ask all staff and volunteers to:

- Be inclusive and respectful and use a neutral greeting with everyone such as “How may I help you?”
- Avoid judging or commenting on someone's:
 - Visits to IOCP (their frequency of receiving services)
 - Food or Clothing Choices in the Food Shelf or Resale Select
 - Possessions (the car they drive, purse or phone they carry, clothes they wear)
 - Family size

3. Professional Responsibilities and Volunteer/Client Boundaries

Interfaith Outreach is a respected organization in the community. To maintain that positive reputation, IOCP prohibits volunteers from the following behavior:

- 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.

4. Confidentiality

Some Interfaith Outreach volunteer roles 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. 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.

5. 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 any 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 the Community Engagement Manager. Reports can be delivered via the Whistleblower Report Form in person, by phone or in email.

6. Speaking with Media

Please direct all questions from members of the media to the Development & Community Engagement Team. Volunteers are asked not to speak to reporters on behalf of the organization. If a reporter would like to interview you, please contact the Development & Community Engagement team beforehand.

7. Photo/Video Release

IOCP documents the impact and success of its programs through media, including photography and videography. Volunteers may be 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, they can choose not to sign.

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, volunteers and employees (“Personnel”) of IOCP may be required to travel or incur other expenses from time to time to conduct organizational business. 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 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 contact your direct supervisor.

9. Solicitation and Acceptance of Money and Goods

Interfaith Outreach appreciates the assistance of volunteers in sharing the organization'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 Development & Community Engagement 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. 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, eCigs, and usage of other smokeless tobacco or marijuana products is prohibited throughout the IOCP building, on campus grounds, in IOCP vehicles, and any other designated IOCP facilities or offices such as Neighborhood Program locations.

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 believes they have witnessed or experienced harassment or discrimination by a supervisor, manager, employee, customer or other person in connection with their volunteering should bring the matter to the Community Engagement Manager 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 Serving as Volunteers

Clients may sign up for a New Volunteer Meeting with our Community Engagement Manager to discuss current opportunities and 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 current program needs. 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, volunteers must make an appointment with the Community Engagement Manager 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 serve alongside a parent/guardian 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 Manager to find age-appropriate volunteer opportunities.

16. Personal Use of Donated Items

Volunteers are prohibited from using or taking donated items for 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.

17. Incident Reports

Volunteers are expected to fill out an incident report form with their staff supervisor after any unusual incident during their shift, big or small. It is best to discuss the incident with your supervisor when the form is being turned in. Examples 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 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. Volunteers who help transport individuals or pick up donations can use these vehicles. Before driving any IOCP vehicles, volunteers must provide a copy of their valid driver's license, auto insurance card and complete a driving record check. After paperwork has been completed, a volunteer must complete vehicle training. Following this process volunteers are allowed to drive IOCP vehicles, but only on behalf of IOCP programs (e.g. picking up food donations for the food shelf).

How to Access Vehicles:

Once a volunteer has undergone the appropriate screening and training noted above, the volunteer has access to the appropriate IOCP vehicle, as needed, on behalf of IOCP. Volunteers are required to sign out the keys when they're taken and sign them 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 maintain safe use of its vehicles and easily manage shared use among programs.

Driving Interfaith Outreach Youth for Programming:

Volunteers may drive youth 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 IOCP
- 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

20. Appropriate Boundaries When Working With Youth

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

- 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, 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 child who you know but consider cultural norms in these interactions. When in doubt, follow the client's lead.
- Do not meet 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.

III. Building Safety

1. Building Access

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 IOCP volunteers.

Doors to the Interfaith Outreach building do not open to the public until 8:30am, if you arrive for a shift before this please do not enter the building; wait in your car or the vestibule for the doors to unlock.

There are several doors within the Interfaith Outreach building that should always remain closed. Please pay attention to where these doors are located and help ensure they are closed.

2. Bad Weather & Closings

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 and/or text if our building is 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 supervisor for direction.

3. Tornado

Tornado safe areas are interior hallways or rooms away from exterior walls and windows, and away from large rooms with high span ceilings.

In case of a tornado while onsite at IOCP all volunteers should take shelter in Shannon Hall.

4. Fire

Evacuate the building to the Northwest corner of the parking lot.

IV. Volunteering with Interfaith Outreach

1. Volunteer Opportunities

Interfaith Outreach relies on the support of more than 1,300 volunteers each year to help carry out our mission. 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 opportunities of interest.

2. Volunteer Application & Registration

Interfaith Outreach volunteers are asked to create an account on our Volunteer Hub site and sign up for a “New Volunteer Meeting” online prior to getting engaged. The creation of this account serves as your volunteer application and provides the contact information IOCP will use to connect with you. Please remember to keep your phone, email, and address information up to date.

Individuals under the age of 18 are required to provide a parental or legal guardian signature indicating permission to volunteer. These 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 drive 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 (*see page 9, #18 for details*). All driving records will remain confidential.

3. Orientation and Training

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

4. Volunteer Sign In and Tracking of Hours

Volunteers are asked to sign in every time they serve onsite at Interfaith Outreach. Volunteers may sign in using the laptop located in the department they are working in. We also ask volunteers wear a nametag while on-site so others 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 supervisor instructs).

Volunteers are asked to record the hours they serve so that we can understand the scope of the work done at IOCP and the impact you 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 monthly. Volunteer supervisors will explain which method of tracking is best for your position during training.

5. Attendance

If you need to cancel your volunteer shift, please do so 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.), call your supervisor or the Interfaith front desk so we can know right away (*see page 14 for key staff and contact information*).

If you need to arrive late or leave or early contact your department supervisor (*see page 14 for key staff and contact information*).

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

Volunteers who are sick should not report to their shift. By staying home you prevent illness from spreading to others.

6. 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.

7. 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 work environment.

8. 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.

9. 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.

10. Recognition

Interfaith Outreach recognizes the importance of its volunteers and tries to formally and informally recognize volunteers throughout their time with the organization. All volunteers receive a 30% discount at the Resale store on the day they volunteer.

11. 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.

12. Termination

The relationship between a volunteer and Interfaith Outreach may end 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. Depending on the circumstances and the severity of the situation, termination may include previous verbal or written communication between the volunteer and Interfaith Outreach to document the issue at hand. It is IOCP's policy that volunteers facing pending charges be suspended from volunteer services due to risk and liability to the organization.

IV. Key Staff

Name	Role	Phone	Email
Ashley Wyatt-Bernstein	Community Engagement Manager	763-489-7505	awyatt@iocp.org
Al Farha	Food Shelf Manager	763-489-7708	afarha@iocp.org
Sonja Carr	Resale Select Store Manager	763-489-7532	scarr@iocp.org