



**VOLUNTEER  
HANDBOOK**

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## A WELCOME TO OUR NEW VOLUNTEERS

It is with pride and pleasure that we welcome you as a new volunteer to West Side Catholic Center (WSCC). Your volunteer service here at WSCC plays a significant role in maintaining and growing this social service organization. If it had not been for thousands of volunteers since 1977, the mission of this organization would not be here to serve all who come in need. Since those early days, we have encouraged volunteers to share a sense of pride and accomplishment in everything we do and become stakeholders in the future of WSCC.

Today, the majority of volunteers provide assistance to staff with day-to-day operations and enable the staff to render important public and behind-the-scenes services which would be impossible to furnish to the community without volunteer presence.

To our clients, staff and the community with whom you will have contact as a volunteer, you are an ambassador of the WSCC. The extent to which WSCC is considered friendly, knowledgeable, efficient, reliable, trustworthy and relevant will be in part measured by how others see these qualities in you. We hope you will donate your time and talents in a way that stimulates positive client and staff relations, and thereby contributes to the growth of this community asset.

The handbook that follows has been carefully prepared to guide you and other volunteers in better understanding our policies, procedures, expectations and volunteer practices. You should familiarize yourself with its contents and keep it as a reference. As changes are made to this handbook, we will make certain that replacement pages are provided.

As you start your volunteerism with the WSCC, you will find your immediate supervisors, staff, fellow volunteers and the Advancement Department are ready to assist you in your journey ahead. We could not be more pleased that you have chosen WSCC as your vehicle of community and personal service involvement. We look forward to getting to know you as we work together towards the success of WSCC.

Please feel free to contact the Advancement or Human Resources Department or your immediate supervisor if you have any questions regarding this handbook or your association with WSCC and again, welcome to the WSCC community of volunteers.

Welcome! We are so glad to have you!

**Michael Bernot**  
Executive Director

**Veronica Favela**  
Advancement Manager

## WEST SIDE CATHOLIC CENTER'S MISSION STATEMENT

Grounded in faith, hope, love and respect for those we serve, we assist all who come in need of food, clothing, shelter, advocacy and a path to self-sufficiency.

## WEST SIDE CATHOLIC CENTER'S VISION STATEMENT

The WSCC will be a premiere resource center assisting those in need of life's basic necessities of food, clothing and shelter. We will demonstrate great flexibility in utilizing the strengths of WSCC to respond to the changing needs of the Greater Cleveland community. Working in partnership with a network of providers, we will aspire to have an enduring impact in advocating and empowering those we serve to achieve personal success on a path to self-sufficiency. We will provide opportunities that will inspire others to share their time, talent and treasure with those in need; and, we will achieve all of this while maintaining the organization's financial stability.

## WEST SIDE CATHOLIC CENTER'S CORE VALUES

- ✦ **Respect** - We believe in the dignity of all people and value the worth and potential of each person we serve.
- ✦ **Integrity** - We maintain the highest ethical standards and are guided by trust, candor, and honesty in all of our relationships.
- ✦ **Compassion** - We respond to the needs of others, providing safe and caring hospitality for those we serve.
- ✦ **Collaboration** - We work as a team to provide services to those we serve, cooperating with each other and enhancing our mission through strategic partnerships.
- ✦ **Inclusiveness** - We appreciate and understand the rich culture and diversity of all those we serve.
- ✦ **Excellence** - We deliver outstanding programs and services with an unwavering commitment to quality, and we constantly seek opportunities to improve.



To serve is beautiful, but only if it is done with joy and a whole heart and a free mind.

~Pearl S. Buck – Nobel and Pulitzer Prize Winner

## HISTORY OF WEST SIDE CATHOLIC CENTER

Established in 1977, the founders of the WSCC were struck by the plight of their neighbors who struggled to acquire the crucial items they needed to make it through the day. The core of WSCC's mission is the provision of basic needs: food, clothing and shelter, but also to provide programming that encourages clients to become self-sufficient. WSCC programs have always responded to the needs of men, women, and children in Cuyahoga County regardless of their religious affiliation. All services are provided with the help of over 500 volunteers and 3,000 donors. All programs run on a calendar year and are evaluated annually. Our main location is at the corner of W. 32nd and Lorain Avenue in Ohio City.

**The Resource Center**, open six days a week, provides basic needs for the poor and homeless. Annually, more than 6,000 individuals are served by one or more of the following programs: Meals (over 60,000 served annually); Clothing & Household Items Distribution; Street Survival Services and Outreach & Advocacy. WSCC's Basic Needs Programming represents the cornerstone of our mission and has been operating since 1977.

**Moriah House - Women and Children's Shelter (Moriah House)** provides a full range of transitional services that assists residents in moving from homelessness to stable housing and employment. Over 90 women and 100 children are served annually by one or more of the following programs: Interim Housing, Case Management and Youth Advocacy.

**Family Engagement** offers family-centered services to build relationships and promote family well-being. Program offerings are guided by Strengthening Families and Trauma-Informed evidence-based perspectives, and celebrate, affirm, empower and support families toward greater wellness and bonding. Family Engagement staff collaborates with families in meaningful ways to promote healthy development and positive change for both parent and child.

**Zacchaeus Housing Solutions (Zacchaeus)** exists to rapidly re-house homeless individuals and families living in area shelters. On average over 250 persons in 75 households with 90 adults and 175 children are served annually by one or more of the following programs: Client Rent Subsidies, Case Management and Life Skills Services, and Youth Services.

**Workforce Development and WSCC Culinary Academy** provides resources to clients to further their efforts in self-sufficiency. On average over 250 persons are served annually by one or more of the following programs: Employment Program, Financial Literacy Program, and Learning for Life GED Program. WSCC Culinary Academy is an entry level training program. No previous food service experience is necessary. Eight week course focusing on practical kitchen skills and culinary knowledge.

**Ohio City Pizzeria**, a neighborhood staple now under the passionate care of the West Side Catholic Center. We are a restaurant reimagined: good food for a good cause. As a nonprofit LLC, Ohio City Pizzeria is dedicated to the community – not just our restaurant patrons, but to all throughout the city who need special support.

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## VOLUNTEER HISTORY OF WEST SIDE CATHOLIC CENTER

West Side Catholic Center has its historic beginnings as a social service agency deeply rooted in volunteerism and volunteer leadership. In the early years of WSCC's history there were no financial opportunities to hire professionally trained staff members for the organization. From every angle of the organization, WSCC was almost exclusively driven and managed by dedicated volunteers who gave their time and talents to ensure that WSCC would become the important social service agency that it is today. In the following years it became obvious this structure was not the most practical solution to achieving a working social service business model. Subsequently, the first Executive Director and paid staff were hired, and as they say, the rest is history.

Today, WSCC volunteers are diverse in nature with many different backgrounds, skills, educations and interests. Volunteers at WSCC come to volunteer full-time, part-time, in group or corporate settings, as families or for special events. All of these efforts form the backbone of WSCC's dynamic volunteer force contributing over 15,000 recorded hours of support and service annually.

## TERMS AND DEFINITIONS

While reading through this handbook, it is essential that you understand some of the terminology that is used. The following are definitions of some key words used throughout this book.

- ✦ **PROGRAM MANAGER** - Any department manager or designee charged with supervising volunteers.
- ✦ **ADVANCEMENT MANAGER** - The manager charged with running the entire volunteer program. The liaison between managers and volunteers.
- ✦ **ADVANCEMENT DEPARTMENT** - The department which includes the Volunteer Program and supporting Volunteer Program staff.
- ✦ **NEW VOLUNTEER ORIENTATION** - Orientation given by the Advancement Manager to familiarize new volunteers with WSCC as a whole, acquaint new volunteers with their particular department, introduce them to staff and other volunteers, and orient them as to where to find all the tools necessary to do their jobs.

## WSCC TRAUMA INFORMED ENVIRONMENT

The WSCC strives to present a safe, welcoming atmosphere for its clients where services are made easily accessible. While programs and systems may be complex, WSCC strives to deliver services without further triggering our clients. This is an essential component of our Trauma Informed Service Environment. Trauma-informed programs and services represent new trends in the mental health and human services organizations that serve people with histories of violence and trauma.

The WSCC wants every part of the organization, from management, to every direct service provider to have a basic understanding of how trauma impacts the lives of individuals seeking services. WSCC services and programs must be supportive and avoid re-traumatization.

Trauma Informed Services are designed specifically to address the consequences of trauma in the individual and to facilitate healing. Service providers are required to recognize the survivor's need to be respected, informed, connected, and hopeful regarding their own recovery. They work to understand the interrelation between trauma and symptoms of trauma (e.g. substance abuse, eating disorders, depression, anxiety, etc.) They also recognize the need to work in a collaborative way with survivors and with other human services agencies in a manner that will empower survivors.

Some volunteers' preconceptions and beliefs about people experiencing homelessness change after volunteering at the WSCC. They discover that there are as many reasons why people become unhoused as there are people who experience it. Consequentially, sometimes volunteers encounter behaviors on the part of the clients that are upsetting. While the vast majority of the WSCC clients are appreciative, volunteers are encouraged to notify the WSCC staff immediately of behaviors that demean or injure anyone. Furthermore, volunteers should understand the stress of living without a home or in extreme poverty conditions sometimes causes behaviors in clients that many would never otherwise exhibit, and erodes behaviors most may take for granted.

WSCC clients face a multitude of difficulties. Unemployment or underemployment, lack of education and skills, illiteracy, family violence, alcohol and drug abuse, mental illness and physical disabilities can all contribute to a person becoming homeless. With so much to deal with, a client's attention and judgment may not be at its best. Remember, volunteers and staff are not responsible for a client's behavior. If a volunteer serves a snack, for example, and the response to it is tepid, this speaks volumes about the client and their needs and little about the volunteer.

The WSCC can be a busy place with up to 150 clients on campus at one time, and time can be limited. Clients have many needs and wants and because of their situation, it can be tempting to try and gratify them. Unfortunately, there is only so much volunteers can do. Volunteers may have to make some unpopular decisions to maintain calm and balanced demeanors while volunteering. In addition, some of the clients are homeless because they have found it difficult to make sound decisions. WSCC wants the volunteers to feel comfortable on site so that volunteers will return and volunteer again.

Volunteers will receive training in providing trauma-informed services and are encouraged to help monitor and expand this service provision methodology.

## CREATING A POSITIVE CLIENT EXPERIENCE AT WEST SIDE CATHOLIC CENTER

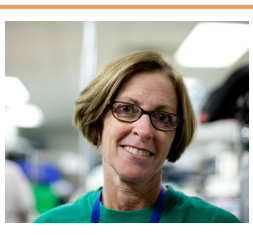
West Side Catholic Center volunteers serve in many different service capacities that include both behind-the-scenes and front-and-center positions. Some positions will cross over various public areas depending on the type and needs of the volunteerism. Volunteers will be interacting with staff, donors and clients and are expected to present a professional image while providing superior service to them.

WSCC clients come with real expectations. It is therefore important to meet basic needs and provide quality “customer” service in order to allow everyone to receive the services necessary. This requires volunteers to be advocates and ambassadors for WSCC, and offer clients and donors the most positive experience possible.

WSCC believes in:

- ✦ Treating all visitors, staff, clients and volunteers with respect, courtesy, honesty and integrity.
- ✦ Providing hospitality and satisfaction beyond any donor or client expectations.
- ✦ Attracting and serving a diverse clientele.
- ✦ Actively seeking feedback from clients and donors.
- ✦ Representing WSCC first, and their own personal or professional expectations second.
- ✦ Understanding the needs of all who work at and receive services from WSCC and provide them a safe and helpful environment.
- ✦ Providing stimulating learning experiences.
- ✦ Providing clients and donors with clear, unified and consistent communications from staff and volunteers.
- ✦ Professionalism relating to all departments, positions and aspects of WSCC.
- ✦ Excellence by continually striving to improve the level of professionalism, financial stewardship and quality management.
- ✦ Working to stay informed of weekly, monthly and yearly volunteer news, basic WSCC operations, position duties and general programs.

In following these beliefs, volunteers will help to contribute to a positive experience and allow for the progressive growth and development of WSCC.



Never doubt that a small group of thoughtful committed citizens can change the world; indeed, it is the only thing that ever has.

~ Margaret Mead



## WEST SIDE CATHOLIC CENTER STAFF AND VOLUNTEER RELATIONSHIP

West Side Catholic Center is a partnership of Directors, staff and volunteers interacting together to maintain and operate a regionally significant social service agency, which includes programming within our Resource Center, Moriah House, Family Engagement, Zacchaeus, Workforce Development, and Ohio City Pizzeria programs.

Depending on the volunteer position(s), you will be: supervised by a department manager or team of staff in order to be fully informed of your duties and responsibilities, provided with adequate management and supervisory direction; informed of performance levels, rewarded based on the time and value of your contributions, considered for promotional volunteer opportunities, and treated with dignity and respect at all times.

The policies and procedures set forth in the Volunteer Handbook describe the terms, conditions and standards of volunteer operations at WSCC. Volunteers are expected to acquaint themselves fully with the content of the handbook to establish an at-will relationship based on a complete understanding of volunteer requirements, expectations and methods of performing your service. It is the policy of WSCC to encourage your participation in all matters that affect your service; volunteers are encouraged to offer suggestions for improvement to these policies, volunteer practices, or service conditions.

Ultimate authority for interpretation, application and enforcement of policies and procedures rests with the volunteer's direct manager or department, as well as the Advancement Department. The Advancement Department will be responsible for impartially resolving matters where questions or issues arise. The Advancement Department will additionally be responsible for such volunteer personnel matters as:

1. Initiation of amendments and revisions to these stated volunteer policies and procedures at times determined by WSCC to be necessary and warranted;
2. Recruitment, selection and evaluation, equal volunteer opportunity and volunteer personnel records;
3. Enforcement of all applicable state and federal volunteer laws and their resultant effect upon volunteer service policies, procedures and practices, and;
4. Performance of other duties that may be necessary to carry out the practices and provisions of a contemporary management system.

# VOLUNTEER LAWS, RIGHTS, GUIDELINES AND EXPECTATIONS

## FEDERAL AND STATE LAWS ON VOLUNTEERING

Under Federal Law, volunteers are protected under the 1997 Volunteer Protection Act (42 USCA Sec. 14501 et seq.), except while driving, and if any wrongdoing was performed without expressed or written permission from a direct supervisor or the Advancement Department, if it was performed with gross, wanton or malicious intent, or if it was performed with negligence.

- ✦ The Volunteer Organization Safety Act of 2000 (HR 4224) allows the FBI to create a fingerprint-based system by youth serving organizations.
- ✦ Ohio Revised Code 119-03 allows fingerprinting of volunteers if they are in service with “at risk” youth, mentally retarded/developmentally disabled and senior citizen populations.

Under State Law, volunteers enjoy limited liability under Ohio Statutes 1702.12 and 2305.38. Volunteers at WSCC are covered for limited liabilities while volunteering through the organization’s insurance carrier. One such extension is if the volunteer is a driver. In this instance, volunteers are covered under their own automobile insurance carrier. Volunteers are immune from civil liability in any action brought on the basis of any act or omission resulting in damage or injury to any person unless the act or omission was caused by willful, wanton or grossly negligent misconduct.

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## VOLUNTEER BILL OF RIGHTS

WSCC volunteers have a multitude of rights:

1. The right to be treated as a partner in the successes, volunteer operations and co-operative development of WSCC.
2. The right to suitable and meaningful service assignments, with consideration for personal interest, experience, temperament and time availability.
3. The right to clear and consistent definition of the service expected.
4. The right to two-way communication with the person(s) to whom they are responsible. This includes the right to be heard, to make suggestions and to receive respect for an honest opinion. It includes appropriate, effective and on-going training, guidance and feedback about their performance.
5. The right to an orderly, designated place which is conducive to performing service.
6. The right to the designation of a person (members of the Advancement Department or immediate managing supervisor) who has the time and ability to offer direction, problem solving assistance and information about the operation and background of WSCC.
7. The right to diversity. We value the acceptance of widely different working styles, backgrounds and motivations that can produce meaningful contributions.
8. The right to earn respect, trust, public and private recognition.
9. To receive initial and on-going training as needed.
10. To ask for a new assignment when ready for a new challenge.

## VOLUNTEER EXPECTATIONS

Volunteers at WSCC should understand that there are specific, outlined expectations that are critical in growing and developing the current and future volunteer experience on the campus to help assure volunteers are utilized and developing in a manner consistent with our volunteer and programmatic needs. WSCC expects volunteers:

1. To perform assigned volunteer duties to the best of their ability.
2. To choose volunteer position that best match their talents, abilities and/or interests while understanding the expectations, qualifications, unusual circumstances, trainings, time-constraints and benefits of the position.
3. To attend assigned volunteer position trainings and other scheduled trainings to the best of their ability prior to or during active volunteer assignments.
4. To adhere to department and organization rules and procedures, including record-keeping requirements and confidentiality of department, organization, donor and client information.
5. To meet time and duty commitments or to provide adequate notice so that alternative arrangements can be made.
6. To open themselves to opportunities for growth in skills, empathy, self-confidence and responsibility during their volunteerism.
7. To attend departmental volunteer meetings as available. This will allow the opportunity to discuss items such as new policies, past achievements, upcoming events and needs.
8. To follow the management structure outlined in each position's department as expected.
9. To become ambassadors of WSCC by becoming versed in the established history and current events and policies affecting volunteers and clients, while recognizing that **they are not an official spokesperson for West Side Catholic Center.**

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## EQUAL VOLUNTEER OPPORTUNITY

It is the policy of the WSCC not to discriminate and to ensure equal opportunity for our employees, volunteers, board members and clients without distinction because of age, color, race, gender, sexual orientation, religious creed, national origin, physical or mental disabilities, or membership or non-membership in any lawful organizations. This non-discrimination policy also pertains to all applicants for employment, volunteer services, and board selection or program services. All decisions about volunteers shall be based on merit, qualifications, competence, organizational needs, skill level and ability. All aspects of volunteering, including selection, placement, training, assignments, transfers, disciplinary actions and termination is at the management's discretion of the WSCC and shall not be influenced by a volunteer's ethnicity, religion, age, gender, sexual orientation, national origin, veteran status, physical or mental ability or other characteristic protected by law.

## ACCOMMODATIONS FOR DISABILITIES

If a volunteer has a disability that affects their ability to perform service, they should contact the Advancement Department to discuss the appropriate accommodations to be made for them to safely and effectively perform their volunteer service. A statement from a physician describing the extent of the disability and limitations may be necessary in order for WSCC to make the proper accommodations once the disability is disclosed. The volunteer's disability or condition(s) will remain confidential; however, depending on the accommodations needed or required, various departments and staff may be informed for the purpose of such accommodations. The volunteer will be advised of any and all information that may be transacted.

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## CONFLICT OF INTEREST

There exists between WSCC and its Board, managers and volunteers a fiduciary duty which includes the duties of loyalty and fidelity. The Board, managers and volunteers have the responsibility of administering and carrying out the affairs of WSCC honestly and prudently, and of exercising their best care, skill and judgement for the benefit of WSCC. Those persons shall exercise the utmost good faith in all transactions involved in their duties, and they shall not use their positions with WSCC or knowledge gained there for their personal benefit. The interests of the organization must have the first priority in all decisions and actions.

In addition to the duties described above, the Board, managers and volunteers shall disclose to the Board and Executive Director any conflict between his/her personal interests and the interest of WSCC when acting for or representing WSCC or when dealing with any organization or individual having, or seeking to have, a business relationship WSCC in the following situations:

1. Supplying goods and services to WSCC;
2. WSCC leasing property or equipment;
3. WSCC purchase of real estate;
4. Competing organizations
5. Donors
6. Agencies, organizations, and associations which affect WSCC operations
7. Family, friends and volunteers who have business relationships with WSCC

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## DRUG FREE WORKPLACE

Illegal drugs, abuse of prescription drugs and alcohol pose a threat to the welfare and safety of client, staff and volunteers. Therefore, WSCC is a drug free workplace and will take measures to ensure its volunteers are free from the effects of alcohol, prescription drugs or illegal drugs at all times while on duty.



If you are thinking one year ahead, sow a seed. If you are thinking ten years ahead, plant a tree. If you are thinking one hundred years ahead, educate the people.

~ Chinese Proverb

## VOLUNTEER ORIENTATION AND TRAINING

All volunteers will receive a general introduction about the mission and services of the WSCC, volunteer policies and procedures, and an overview of the volunteer's work.

Volunteers will have access to training for their positions. Training efforts are focused on building the capabilities of all volunteers. Developmental activities may include both hands-on projects and formal training.

All volunteers are required to participate in WSCC's Volunteer Orientation as it provides important information about WSCC's services, rules and expectations. Volunteers will receive instructions and/or orientation to provide them with the information and skills they need to perform their responsibilities. Upon completion of training the trainer and volunteer will then decide if the volunteer is ready to begin the volunteer position. Each volunteer must meet with her/his supervisor after training and prior to beginning service.

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## ROLE OF SUPERVISORS

**Each volunteer has a clearly identified supervisor who is responsible for direct management of that volunteer.** This supervisor may be a volunteer or employee. This supervisor is responsible for the day-to-day management and guidance of the work of the volunteer and shall be available to the volunteer for consultation and assistance. The supervisor has primary responsibility for developing suitable assignments for the volunteer, for involving the volunteer in the communication flow of the WSCC and for providing feedback to the volunteer regarding their work. Each volunteer should be provided with contact information for contacting their immediate supervisor.

## COMMUNICATIONS WITH THE ADVANCEMENT DEPARTMENT

A supervisor is responsible for maintaining regular communications with the volunteer and the Advancement Department regarding the status of the volunteer(s) they are supervising, and are responsible for the timely provision of all necessary paperwork to the Advancement Department. The Advancement Department should be informed immediately of any substantial change in the work or status of a volunteer and should be consulted in advance before any corrective action is taken. Each volunteer should be provided with contact information for contacting his/her supervisor and the Advancement Department regarding queries or concerns.

## MEDIA INQUIRIES

The West Side Catholic Center will provide a response to media inquiries as soon as possible. Individuals designated to speak on the organization's behalf are the Executive Director or the Director of Advancement. It is imperative that the organization speak with one voice when dealing with the media.

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## SOCIAL MEDIA

Volunteers are solely responsible for what they post online. Keep in mind any conduct that adversely affects job duties or performance may result in disciplinary action. Inappropriate postings that may include discriminatory remarks, harassment, threats, or disclosure of confidential information are subject to disciplinary action. Always be fair and courteous to volunteers, staff and clients.

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## ELECTRONIC MAIL/INTERNET ACCESS

At times volunteers have access to e-mail or the internet for use of performing their job duties, any communication transmitted or received on WSCC equipment is the property of WSCC. Volunteers are prohibited from using WSCC equipment for personal purposes.

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## EQUIPMENT USAGE

WSCC will provide or allow access for volunteers to equipment, supplies and materials necessary to perform their assigned duties. Equipment and supplies provided remain the property of WSCC and must be returned when the duties no longer require the use of such equipment. Volunteers must use all equipment and supplies appropriately and keep safe and in good condition.

## TYPES OF VOLUNTEERS AT WEST SIDE CATHOLIC CENTER

Volunteers at WSCC are categorized into various different types of volunteer groups. These classifications include:

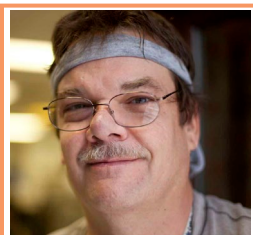
- ✦ Full-Time Active Volunteer – Has a routine schedule for weekly or bi-weekly service each week
- ✦ Part-Time Volunteer – Has a routine schedule for 1-3 days of service per month
- ✦ DIAD (Done-In-A-Day) Volunteer – Participate briefly for a single time or special event
- ✦ Specialty Volunteers - Provide special need services, training, education, etc.
- ✦ Corporate or Group Volunteers
- ✦ Intern
- ✦ Mandatory School or Court-Referred Volunteers (WSCC involves court-referred volunteers on a case-by-case basis depending on the conviction, their skills and availability. Advancement Department will provide proof of volunteering.)

## CLIENT VOLUNTEERS

Clients may be accepted as volunteers, where such service does not constitute an obstruction to or conflict with provision of services to the client or others. Relatives of clients may also serve as volunteers, but will not be placed in a position of direct service or relationship to members of their family who are receiving services.

## VOLUNTEER MENTORS

Mentors are volunteers who have achieved a status of or are given the authority to assist in training other volunteers in their given position(s) or in management of department programs. Various departments have Volunteer Mentors who offer training assistance to guide other volunteers. Mentors are expected to only assist in the development and facilitation of specialized or general trainings that effect volunteers. No compensation or specific rewards are offered to Mentors for this status.



First it is necessary to stand on your own two feet. But the minute a person finds themselves in that position, the next thing they should do is reach out their arms.

~ Kristin Hunter

## VOLUNTEER TRACKING AND ACCRUED HOURS

A volunteer identification badge will be issued after participating in the Volunteer Orientation, typically after their first day of volunteering, and must be worn while on duty. As a representative of the WSCC, it is important that nametags be visible at all times. Active Volunteer nametags will be stored in the Volunteer Office. All volunteers are expected to record all service hours and the area(s) in which their service is performed. All volunteers must scan each time they start and complete service hours. Volunteers should look for up-to-date directions at the scanning station.

It is important for the Advancement Department to have accurate records of where volunteers perform their service, when they serve and how often. Upon arrival, volunteers are expected to sign in on the daily log in the Volunteer Break Room. When volunteer service is completed, volunteers will need to sign out in the same manner as when they arrived. Any questions about volunteer tracking should be directed to the Advancement Department.

Accumulation of volunteer hours should be recorded with fairness and accuracy. Depending on the project or volunteer position, volunteers can accrue hours for service performed at home or off site if it is approved by the Advancement Department and if it directly relates to their volunteerism. Additionally, volunteers can count one-way travel time to WSCC and/or all meetings, trainings and forums in their daily and monthly hours.

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## HOLIDAYS

The WSCC closes business in observance of twelve holidays throughout the calendar year:

- ✦ New Year's Day
- ✦ MLK Day
- ✦ Good Friday (1/2 Day)
- ✦ Memorial Day
- ✦ Juneteenth
- ✦ Independence Day
- ✦ Labor Day
- ✦ Thanksgiving Day
- ✦ Day After Thanksgiving
- ✦ Christmas Eve (1/2 Day)
- ✦ Christmas Day
- ✦ New Year's Eve (1/2 Day)

Holidays that fall on Sunday will be observed the following Monday. Holidays that fall on Saturday will be observed on the preceding Friday, or at the discretion of the Executive Director.



## ABSENCES

Every day, the WSCC relies on a number of volunteers to provide respite shelter and services in the Resource Center, 24-hour care and services in the Women and Children's Shelter and mentoring and educational programming for the Zacchaeus Housing Solutions clients. It takes an organizational feat to ensure that there are enough volunteers every day of the week. WSCC works hard to locate volunteers far in advance. When a volunteer cancels on short notice, WSCC is forced to scramble for a replacement. If none can be found then other volunteers are pulled from important service areas, staff are pulled from duties or the services cannot be provided. Volunteers are expected to perform their duties on a regularly scheduled and timely basis. If volunteers are expecting to be absent from a scheduled duty, they must inform their staff supervisor as far in advance as possible so that alternative arrangements can be made. It is preferred that volunteers contact their immediate supervisor or manager at least 1-2 days prior to the start of their service.

**Volunteers are also expected to alert their immediate supervisor and the Advancement Department of any extended lengths of time taken off when they would be volunteering. These include vacations, out-of-state trips, holidays or other situations.**

The WSCC establishes the time and duration of working hours as required by workload, client service need, the efficient management of personnel resources, and any applicable laws. The WSCC's administrative hours are 8:30 am to 4:30 pm, Monday through Friday. The Resource Center's hours are 9:00 am to 3:00 pm Monday through Saturday. The Shelter is a 24-hour facility.

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## INCLEMENT WEATHER

On rare occasions, weather or utility outages may inhibit business operations. However, client, volunteer and staff safety is most important. Volunteers are encouraged to check our social media status when inclement weather may be a factor



The miracle is this ~ the more we share, the more we have.

~Leonard Nimoy

## **VOLUNTEER ATTIRE**

All WSCC volunteers are expected to dress in casual attire that is appropriate for the work to be performed. Casual clothing is fine, but we ask that your attire be neat and conservative. If working in any area other than in the office, please wear closed toe shoes. Personal appearance should be a matter of attention for each volunteer. If your supervisor feels your attire is out of place, you may be asked to leave your volunteer place until you are properly attired. On occasion the WSCC will provide WSCC logo'd attire for volunteers to wear while performing service.

WSCC asks that all volunteers try to avoid bringing valuables as the WSCC cannot be responsible for any damage or loss. If you need to bring a purse etc., discuss safe storage with your supervisor.

WSCC policy prohibits all persons (including employees, volunteers, clients or other visitors) from carrying a Prohibited Weapon of any kind onto WSCC property regardless whether the person is licensed to carry the weapon or not. Prohibited Weapons include any form of firearm, explosive device, or other device that is generally considered dangerous or harmful.

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## **PARKING AT WEST SIDE CATHOLIC CENTER**

For the convenience of clients and donor visitors, volunteers are expected to park in the Resource Center or Workforce building lots. If those lots are full, we ask that volunteers park on 32<sup>nd</sup> Street at least as far as the Providence House buildings to leave parking available for visitors. If, however, a volunteer or staff member requires closer parking due to circumstantial or accommodation needs, arrangements can be made with the Advancement Department.

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## **SMOKING AND TAKING BREAKS**

The WSCC's policy on smoking requires volunteers to use the most appropriate and discreet areas to smoke during breaks. Volunteers are asked to not loiter outside the main entrances to buildings to smoke. Each building has designated areas for volunteers to take necessary and assigned breaks while serving at WSCC. Most common areas will have information bulletin boards to help educate volunteers of any new events, messages, meetings, EDIT Committee (Equity, Diversity, and Inclusion Today) or other important volunteer or WSCC information.

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## **PERSONAL ELECTRONIC EQUIPMENT**

The use of cellular telephones can be distracting to staff, volunteers and clients, and may interfere with concentration on WSCC duties, and otherwise disrupt the workplace. For these reasons these devices may be used in the Volunteer Program room. Cellular telephones should be placed on vibrate or silent, and should be used only for emergency situations while performing duties.



## VOLUNTEER BENEFITS

There are many tangible and intangible benefits to volunteering at WSCC. Some of the more important benefits that you receive as a volunteer at WSCC include:

- ✦ Expanding upon interests in social service programming.
- ✦ Attending trainings, lectures, programs and events at WSCC.
- ✦ Social contact with other volunteers, donors, clients and staff.
- ✦ Recognition during Volunteer Appreciation Month
- ✦ Regular communications via e-newsletters, newsletters and mail.
- ✦ Opportunity to attend Mass and breakfast held in the Resource Center.
- ✦ An invitation to WSCC Annual Volunteer Recognition event.
- ✦ An invitation to WSCC Annual Volunteer Advent Mass and Potluck.

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## DOROTHY DAY HUMANITARIAN VOLUNTEER SERVICE AWARD

WSCC honors volunteers during National Volunteer Week at the annual Volunteer Recognition Event. At this event an individual, family, or group can receive the Dorothy Day Humanitarian Award, presented annually to a volunteer who represents the spirit of Dorothy Day. He or she especially demonstrates commitment to and love of Christ evidenced through community with concern and love for the materially disadvantaged, exhibited by Dorothy Day.

Dorothy Day provides a contemporary model of the qualities of holiness: solidarity with and service to God's poor; promoting and being willing to suffer for justice; acting in charity; living in community; integrating faith and action through prayer; sacred ritual; and meditation.

## TAX DEDUCTIONS FOR VOLUNTEERS

A number of tax benefits are available to volunteers under the general charitable contribution deduction of the Internal Revenue Code. The Internal Revenue Service explains this by noting that volunteers can deduct out-of-pocket expenses incurred while performing volunteer work for certain groups approved by the Internal Revenue Service.

The following are representative types of expenditures that volunteers may wish to deduct:

- ✦ Direct gifts of money to an organization;
- ✦ Automobile mileage and expenses;
- ✦ Bus and cab transportation expenses;
- ✦ Parking and tolls;
- ✦ Telephone bills; and;
- ✦ Entertainment and meals given to others.

The following **may not** be deducted:

- ✦ Value of volunteer time donated;
- ✦ Dependent care expenses;
- ✦ Their own meals (unless away overnight); and
- ✦ Their own entertainment.

Automobile-related expenses may be deducted either at 50 cents per mile standard rate or an actual expense basis. Under the standard rate method, parking fees and tolls are deductible in addition to the standard mileage rate. Those who itemize their deductions and those who take the standard deduction can take the above deductions.

A complete description of federal tax deductions for volunteers can be obtained from the local IRS office. Ask for Publication #526, Income Tax Deduction for Contributions.

*A volunteer should consult their own tax preparer for how these general rules apply to any given situation.*



Guard well within yourself that treasure, kindness. Know how to give without hesitation, how to lose without regret and how to acquire without meanness.

~ George Sand



## HARASSMENT

Unlawful harassment is defined as harassment based on any characteristic protected by applicable federal, state, or local law including race, religion, color, sex, national origin, age, veteran, or disability status, which is sufficiently severe or pervasive as to alter the working conditions of a volunteer or employee. Examples of conduct prohibited by this policy include, but are not limited to:

- ✦ Verbal or physical conduct that harasses a volunteer on the basis of a category protected by applicable federal, state, or local law and that is sufficiently severe or pervasive as to create an intimidating, threatening, offensive, or hostile environment.
- ✦ Sexual displays or publications, or other verbal or physical conduct, where a volunteer is told either explicitly or implicitly that he or she must submit to the conduct to remain involved as a volunteer or where his or her reaction to the conduct is used as a basis for a management decision, such as evaluation, advancement, assigned duties, disciplinary action, or any other condition of volunteer involvement or career development. Examples of prohibited verbal or physical conduct includes, but is not limited to:
  - Unwelcome sexual advances;
  - Stalking, dating violence, date rape, or sexual assault;
  - Persisting with romantic advances despite the rejection of the advances;
  - Requests for sexual favors, whether or not accompanied by promises or threats with regard to the employment or volunteer relationship;
  - Sexual jokes and innuendo; verbal abuse of a sexual nature; comments about an individual's body, sexual prowess, sexual activity, or sexual attractiveness;
  - Leering, whistling, or touching; insulting or obscene comments, sounds, or gestures; displays of sexually suggestive objects, cartoons or pictures.
- ✦ Words, actions, or visual matter that demean or show hostility toward an individual or group because of any characteristic protected by applicable federal, state, or local law.

If a volunteer believes that they are victim of any form of unlawful harassment/sexual harassment, they are strongly urged to bring this alleged violation to the immediate attention of the Human Resources Department unless they believe it is the cause of or part of this violation. If so, then submit a written statement concerning the alleged harassment to an appropriate manager or the Executive Director. Sexual harassment is against the law, and the WSCC can assist the volunteer if this is reported immediately.

**HARASSMENT COMPLAINT PROCEDURES** - Volunteers should be made aware of the complaint mechanism for harassment. It is in the volunteer's best interest to directly inform the harasser that the conduct is unwelcome and must stop. In most cases, the volunteer should report the harassment to his or her direct supervisor(s); if the supervisor is the offender, then the volunteer should report harassment to any senior management team member. All harassment complaints are treated with the utmost confidentiality, to the extent possible.

**SUPERVISORS' RESPONSIBILITIES** - Supervisors or managers who receive a harassment complaint must immediately report the complaint to the Executive Director. Complaints pertaining to the conduct of the Executive Director should be immediately reported to the President of the Board. Reprisal by any employee, volunteer, supervisor, or manager against any volunteer or corroborating witness in a harassment complaint will not be tolerated. Supervisors and managers must be alert to any possibility of harassment.

**INVESTIGATION** - The Human Resources Generalist, along with the appropriate supervisor(s), will take immediate action to thoroughly investigate any complaint. The HR Generalist will write a report on the investigation. The HR Generalist, the Executive Director, and the appropriate supervisor(s) will determine the validity of the complaint and make a recommendation for resolution of the complaint. Such a determination will be made on a case-by-case basis.

**DISCIPLINARY ACTION** - The Executive Director and the appropriate supervisor(s) will resolve the case and determine appropriate disciplinary action. Appropriate sanctions and corrective action, up to and including termination, will occur in confirmed cases of harassment. Disciplinary action may include a written warning, probation, suspension, or termination. The severity of the discipline will be determined by a number of factors, including the severity of the harassment.

Volunteers are responsible for reporting any concerns regarding unlawful harassment to management pursuant to the Dispute Resolution Policy. Volunteers who act in good faith to report or assist in the investigation of a possible violation of this policy will not be retaliated against. If, after investigating any claim of unlawful harassment, the WSCC concludes that a volunteer has filed a claim in bad faith, provided false information regarding a claim, or refused to cooperate in an investigation of a claim, disciplinary action, up to and including separation, may be taken. Violations of this policy will be dealt with appropriately and promptly. Corrective action may include, but is not limited to, separation from volunteer service.

**PREVENTION** - Supervisors and managers are responsible for notifying all volunteers - including new volunteers - of the organization's harassment policy. Supervisors and managers are responsible for assertively creating an atmosphere in which harassment does not exist and is actively discouraged.

## SAFETY AND SECURITY PROCEDURES

As with any large social service agency, WSCC sees its fair share of safety and security issues. Each individual department and volunteer position will potentially have a more thorough set of guidelines and obligations. Below is a brief set of safety and security guidelines for the average volunteer.

### **Who should respond to an injury, accident or illness?**

Any WSCC volunteer or employee who witnesses or is present at the time of an accident, injury or illness should respond. All WSCC volunteers should, as soon as possible after assessing a situation, contact an employee of WSCC to deal with an instance of an accident, injury or illness.

- ✦ **How to respond?** – Determine the severity of the incident. If emergency assistance is not needed or requested, remain with the victim until a staff member is contacted or the victim is able; assist them to a first aid station.
- ✦ **When to call the paramedics?** – Any responders should assess the incident carefully. If it appears that medical assistance is required or requested, contact staff first, and then call for paramedics by dialing 9 to get an outside line and then 911. However, if it is clear that the severity of an accident, injury or illness requires paramedics urgently, call the paramedics first, then immediately contact staff. It is better for the paramedics to judge the severity than to delay assistance while staff is being contacted.
- ✦ **Do I remain at the scene?** – WSCC staff is to remain at the scene with the victim. Once a staff member has arrived, a volunteer can then assess if they are needed to be present.
- ✦ **Should I move the victim?** – Unless the victim is in immediate danger from external conditions (extreme cold, falling debris, etc.) do not attempt to move. Motion may further complicate injuries. Under no circumstances should the injured person be transported by a WSCC employee or volunteer in any way in a private or WSCC vehicle. If persons accompanying the victim insist on transporting the injured party themselves, First Respondents should try to discourage it, but it often cannot be prevented.
- ✦ **How do I record the incident?** – Record the incident in detail on a WSCC Accident Report Form. Record as much personal information as possible from the injured person, family members or friends and any eye witnesses. The information gathered will be important to the investigation.
- ✦ **After the incident, who do I notify?** – All Accident Report forms should be directed to the Program Director.

**ACCIDENT/INJURY REPORTS** – Accident/Injury Report forms are located in several areas of each major building and office areas. All Accident/Injury Report forms filled out by volunteers should be forwarded to the Human Resources Department.

## **FIRE EMERGENCY**

During a fire or fire drill:

- 1) You will hear an alarm.
- 2) You should walk, DON'T RUN, to the nearest exit. There is an Emergency Evacuation map located throughout each building. Refer to the map to find the exit closest to you and leave in a quick, but orderly manner. If an exit is blocked, other exits will be identified and used.
- 3) You should follow staff to the building's designated meeting site for all staff, clients and volunteers to be accounted for.
- 4) Do not go back into the building until a WSCC staff person in charge or fireman approves it.

## **TORNADO EMERGENCY**

During a tornado or tornado drill:

- 1) Designated staff will advise when a tornado warning has been issued by the emergency alert systems for the city.
- 2) You should go to the designated Tornado areas on the Emergency Evacuation map for your building.
- 3) Staff at the designated meeting site will ensure all staff; clients and volunteers are accounted for.
- 4) Sit on the floor with your head between your knees and hands over your head.
- 5) Do not leave the area until WSCC staff in charge approves it.

## **POWER FAILURE**

During a power failure or power failure drill:

- 1) When the power goes out, stay where you are until WSCC staff notifies you of next steps.
- 2) When appropriate flashlights or other emergency lighting will be used.

## **BOMB THREAT**

During a bomb threat or bomb threat drill:

- 1) WSCC staff will notify all staff, volunteers and clients to evacuate the building.
- 2) You should walk, DON'T RUN, to the nearest exit.
- 3) You should follow staff to the building's designated meeting site for all staff, clients and volunteers to be accounted for.
- 4) Don't go back into the building until a WSCC staff person in charge or law enforcement officer approves it.



## GAS LEAK

During a gas leak or gas leak drill:

- 1) WSCC staff will notify all staff, volunteers and clients to evacuate the building.
- 2) You should walk, DON'T RUN, to the nearest exit.
- 3) You should follow staff to the building's designated meeting site for all staff, clients and volunteers to be accounted for.
- 4) Don't go back into the building until a WSCC staff person in charge or law enforcement officer approves it.

## EARTHQUAKE

During a earthquake or earthquake drill:

- 1) Find a place to protect yourself from falling objects. You can get under a desk or doorway. Cover your head with your hands.
- 2) When the earthquake ends, stay where you are until WSCC staff tells you where to go.

## ACTIVE SHOOTER

During an incident with an active shooter or an active shooter drill:

- 1) If you suspect a potential active shooter situation, you must quickly determine the most reasonable way to protect your own life. If there is an accessible escape path, attempt to evacuate the premises.
- 2) ALERT as many people as possible within the danger zone. Use specific language and avoid code words. The goal is to empower as many individuals as possible with the ability to make an informed decision as to their best option to maximize chances of survival.
- 3) Communicate the shooter's location in real time.
- 4) Leave your belongings behind and keep your hands visible.
- 5) If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Block entry to your hiding place and lock the doors. Use heavy items to barricade yourself if possible. Remember to remain quiet and silence your cell phone or pager.
- 6) As a last resort and only when your life is in imminent danger, you should attempt to incapacitate the shooter by acting with physical aggression and throwing items at the active shooter.
- 7) Call 911 when it is safe to do so.
- 8) You should walk, DON'T RUN, to the nearest exit.
- 9) You should follow staff to the building's designated meeting site for all staff, clients and volunteers to be accounted for.
- 10) Don't go back into the building until a WSCC staff person in charge or law enforcement officer approves it.

## INCIDENTS

Any WSCC employee or volunteer who feels there is imminent danger to themselves or others should not hesitate to call 911. Volunteers should always refer a crisis situation involving a client to the supervisor or manager. In the event of an escalating situation involving two or more clients, staff should immediately attempt to verbally separate the individuals involved. If clients refuse to obey, an employee is instructed to give a verbal warning that failure to obey will result in being banned. If clients refuse to respond, employees will notify the clients they will contact the police. Continue failure to obey will result in employees contacting the police, while leaving staff members on the scene. Volunteers should never put themselves in harm's way by positioning themselves between two or more feuding individuals, and always allow staff to handle these situations.

At WSCC everyone will be treated with respect, including clients, staff and volunteers. If a volunteer notices someone treating anyone disrespectfully, let the supervisor know at once. It is better for this behavior to be handled in the beginning with a warning than to allow it to become more serious.

Volunteers should be aware of their comfort level. If a volunteer feels uncomfortable during an interaction, they should walk away. There must be a professional relationship between all clients, volunteers and staff. Merging a personal relationship with a professional relationship can be confusing and hurtful and can affect judgment regarding conduct and behavior.

If a volunteer witnesses an incident (e.g. a medical emergency or fight) do not interfere. Tell a staff member or security staff on duty immediately. Otherwise, continue your assigned work. Continuing as though things are normal helps to keep the situation calm for others. If a volunteer has concerns about way incidents are handled, ask the department supervisor for a copy of the WSCC's Safety Plan.

If a volunteer encounters blood, urine or other bodily fluids while at WSCC they should not touch them. The volunteer should let the supervisor or another staff member know immediately and use hand sanitizer, alcohol or hydrogen peroxide to disinfect hands when exposed to bodily fluids. Volunteers should always wash their hands with warm water and soap before working around food and after each volunteer shift.

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## ACCIDENT/INJURY REPORTS

If a volunteer is injured while performing service, the incident should be reported immediately to the supervisor(s) or manager as soon as possible, regardless of how minor the injury may be. If immediate medical care is needed, supervisors should assist the volunteers in getting the necessary medical attention promptly, or within 24 hours, after which the full details of the injury are to be written and reported to the Advancement and to the Director of Programs for further review, pending follow-up and placed on file.

Please note that if emergency contacts cannot be reached, West Side Catholic Center reserves the right to seek medical assistance at the nearest medical facility and will be held harmless of all legal issues that may arise from this decision.

# VOLUNTEER CONDUCT AND GRIEVANCE POLICIES



## VOLUNTEER CONDUCT

Volunteers are expected to follow rules of conduct that will protect the interest and safety of all volunteers, staff and clients of WSCC. The following are only some examples of inappropriate conduct which could lead to dismissal:

- ✦ Theft or inappropriate removal or possession of WSCC's property or that of any WSCC volunteer, staff, visitor or client, including failing to cooperate fully in any WSCC investigation.
- ✦ Altering WSCC reports or records.
- ✦ Volunteering under the influence of alcohol, illegal drugs and/or illegal or unauthorized possession, distribution, sale or use of alcohol or illegal drugs in the volunteer environment.
- ✦ Creating a disturbance on WSCC premises, at sponsored activities or in areas which could jeopardize the safety of others.
- ✦ Improper use of WSCC's property or property owned by any other individual or organization.
- ✦ Lack of cooperation, or other disrespectful conduct.
- ✦ Violation of WSCC, federal, state or local safety and health rules.
- ✦ Inappropriate use of telephones, computer equipment or systems, mail system, email system, facsimile machines or other WSCC owned equipment.
- ✦ Unauthorized disclosure of WSCC proprietary or confidential information.
- ✦ Unsatisfactory performance or conduct.

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## CONFIDENTIALITY ISSUES

In keeping with the ethics, values and principals of West Side Catholic Center and of the Privacy Act of 1974, volunteers will keep private and confidential the following information that includes:

- 1) All transmitted electronic data interchange (email, fax, cell phone, communication device, internet, et al.)
- 2) All records/files/conversations (active or overheard) pertaining to WSCC's clients/donors/volunteers/staff.
- 3) All names, addresses, phone numbers, emails and physical/mental status, pertaining to the WSCC's clients/donors/volunteers/staff.
- 4) Volunteers will shred/throw away all documents that are no longer needed, as instructed by staff.
- 5) If uncertain what information (financial, client related, etc.) is confidential, volunteers will ask staff for clarification.
- 6) As a matter of professionalism and etiquette, volunteers will not partake in the instigation or spreading of libel or slander in the forms of rumors, gossip or written material.

Volunteers understand that if the above information is not kept confidential; they may be immediately dismissed from their volunteer service positions.

## GOSSIP POLICY

WSCC clients depend on the WSCC for excellence in their work. Gossip not only hurts morale in the organization, it affects productivity as well. As WSCC is dedicated to providing all of our volunteers and employees with a workplace that is as stress-free and positive as possible, WSCC therefore maintains a “gossip free” workplace policy, as follows:

- ✦ If a volunteer is having a problem with a colleague, go directly to that person and discuss the issue in private. Discussing it with anyone else except the immediate supervisor is gossip. If the supervisor learns of problems with gossip, he or she is required to address it with all parties involved.
- ✦ Gossip takes two! If there is a listener, they are also guilty of gossiping. If someone gossips do not participate! If volunteers are whispering with another person in the workplace, they could be perceived as gossiping. Volunteers should not put themselves in the position of being misunderstood. If they have a private business-related matter to discuss with someone, find a private place to do so.
- ✦ Negativity spreads like poison, and can cause damage beyond anyone’s expectations. If a volunteer is feeling negative, take appropriate steps to address the issue. If it is personal and does not belong in the workplace, leave it at home. WSCC guiding principles are based on clear communication and respect for everyone, and gossip has no place in these principles.

Know that violation of this policy is grounds for disciplinary action, up to and including termination of volunteer service.

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## COMPLAINTS AND COMMUNICATIONS

If a volunteer has any problems or concerns relating to their volunteerism or departmental service at WSCC, they are first expected to discuss the issue with both the manager and an Advancement Department representative. If the issue or cause for concern is related to other areas of WSCC or of general concern or opinion otherwise, they are first expected to discuss the issue with their immediate supervisor or the Volunteer Department for advice and counsel.

If at any point they feel that they have not received a timely and satisfactory resolution, they are encouraged to request a formal meeting/conference with both the manager and the Director of Advancement. If requested, other managers or the Executive Director can be invited for the conference. This expected chain of resolution – prior to a formal grievance procedure – shall look like this:

- 1) Discuss issue with immediate supervisor and/or Advancement Department representative.
- 2) Discuss issue with Human Resources Department.
- 3) Request a conference with Advancement Department representative and immediate supervisor or staff member – other staff members can be requested to attend this meeting as determined appropriate.
- 4) Start formal grievance procedure.

## GRIEVANCE POLICY

In consideration of the possibility that a dispute, complaint or problem may arise periodically concerning service conditions, policies and practices or decisions made by a WSCC representatives that affect a volunteer's service is of a more serious nature, WSCC's Advancement Department has established the following grievance procedure. It is the intent of this policy and procedure to afford volunteers a voice in these matters that have a potential adverse, unjust or inequitable effect on their service conditions. Such issues may be honest differences of opinion, judgment or business situations, but WSCC acknowledges the importance of their guided expression. WSCC is eager to solve problems objectively and confidentially and as promptly and justly as possible, without any concern over reprisal or recrimination.

The formal grievance procedure is as follows:

- 1) Written Grievance – Present the issue in writing (not via email) to the appropriate Director or Manager, who will carefully investigate, examine and evaluate the factual basis for the situation in an attempt to reach a satisfactory solution. Every effort will be made to provide the volunteer with a written decision, and the reasons thereof, within ten working days from the time the grievance is submitted. If the appropriate Director's or Manager's decision is not satisfactory to the volunteer, proceed to step 2.
- 2) Executive Director Meeting – Within five working days following the receipt of the appropriate Director or Manager's decision, the volunteer should arrange an appointment to present and discuss the issue with the Executive Director. On the basis of further information provided in this meeting, or related written documents, the Executive Director may conduct further inquiries to fully consider all relevant facts and circumstances, followed by a final written decision to the employee and others concerned generally within fifteen working days.



What we have done for ourselves alone dies with us; what we have done for others and the world remains and is immortal.

~ Albert Pike

## PROGRESSIVE WORKPLACE DISCIPLINE POLICY

The WSCC has adopted rules and standards to ensure productive operations. The best interest of the WSCC lies in ensuring fair treatment of all volunteers and in making certain that discipline is prompt, fair and uniform. The WSCC endorses a philosophy of progressive discipline in which it attempts to provide volunteers with notice of deficiencies and an opportunity to improve whenever practical or reasonable. Volunteers' performance and conduct is evaluated on an ongoing basis, with feedback provided when necessary. Informal discussions may be used to ensure that volunteers know and follow rules and standards. These discussions should focus on clarifying expectations, providing appropriate training, development, and coaching volunteers.

In some cases, formal disciplinary action may be deemed appropriate. Progressive discipline steps may include, but are not limited to, verbal warnings, written warnings, suspension and separation from service. WSCC retains the right to administer discipline in any manner it deems suitable and any of the steps listed above may be skipped. Separation from service may occur at any time without any progressive discipline steps having been taken.

The specific disciplinary action taken will be tailored to the severity of the problem and applied consistently and fairly. If you believe that you have been inappropriately disciplined, you should contact the Advancement Department.

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## DISMISSAL OF VOLUNTEER VIA PROGRESSIVE DISCIPLINE POLICY

The purpose of the progressive discipline policy is to define the procedures for correcting volunteer misconduct in a progressive manner, to help the volunteer meet the expectations of the job.

- ✦ To encourage all volunteers to perform their jobs in a competent and committed manner.
- ✦ To reduce the incidence of disciplinary problems by providing clear expectations of general job performance.
- ✦ To increase volunteers' sense of security by ensuring that discipline will be applied only for cause according to accepted practices and within the limitations of the law.
- ✦ To protect volunteers from the unsafe actions of their co-workers that might put them in physical or emotional jeopardy.
- ✦ To assure all volunteers that basic disciplinary procedure will be applied uniformly.

The sequence of actions under the progressive disciplinary procedures is as follows:

- a. Informal meeting and oral warnings, documented in the volunteer's records.
- b. Written notices of deficiencies in the volunteer's records.
- c. Formal meetings documented by written records.
- d. Written notice of termination of volunteer services.

## DISMISSAL FOR CAUSE/MALFEASANCE/MISCONDUCT

Termination for cause/malfeasance/misconduct may be immediate, without prior warning or notice. Such termination may be initiated by the WSCC for any of the following reasons, including, but not limited to:

- ✦ Refusal or failure to perform reasonable work as assigned by the supervisor or specified in the job description.
  - ✦ Being at work under the influence of any intoxicating drug or chemical which is illegal or which interferes with work performance or which may adversely affect safety.
  - ✦ Excessive or unauthorized tardiness or absenteeism.
  - ✦ Using abusive, profane, obscene or derogatory language.
  - ✦ Misusing WSCC funds, equipment or property.
  - ✦ Conduct inconsistent with the values or philosophy of the WSCC.
  - ✦ Performing illegal acts.
  - ✦ Repeated insubordination.
  - ✦ Any other conduct not in keeping with the codes and policies of the WSCC.
- 

## EXITING VOLUNTEERISM

A volunteer may exit or resign from their volunteer service at any time. It is requested that once the decision is made that they provide advance notice and the reason for their departure. Resignation must first be made to their direct departmental supervisor or manager; managers will then inform the Advancement Department of the resignation. A formal exit-interview may be requested of the volunteer prior to the last day of service. All exit-interviews will be conducted by the Advancement Department. All manuals, training materials and ID badges must be returned when volunteering has ceased for any reason.

Anyone who has formally exited or resigned must re-apply to volunteer at WSCC if they wish to return to service, regardless of the difference in position or department.

Any volunteer may voluntarily leave their position at any time. When possible, all volunteers are encouraged to provide written notice of intention to resign two weeks prior to the date of separation. In all cases, every effort will be made to have the volunteer separate from the WSCC in a positive manner.

Upon termination of a volunteer, either voluntary or otherwise, an exit interview will be conducted by the Advancement Department. The purpose of this interview will be to discuss any issues or concerns regarding the WSCC.

## KEY CONTACT INFORMATION

### WSCC Administrative Offices

**Michael Bernot :: Executive Director**

216.631.4741 ext. 132

Email: MBernot@wsccenter.org

**Sherriea Jackson :: Zacchaeus Housing Solutions Manager**

216.631.4741 ext. 166                      216.210.8064 cell

Email: SJackson@wsccenter.org

**Priscilla Franklin :: Shelter Director - Moriah House**

216.631.4741 ext. 116

Email: PFranklin@wsccenter.org

**Jeanette Mazzola :: Family Engagement Manager**

216.631.4741 ext. 167                      216.210.8066 cell

Email: JMazzola@wsccenter.org

**Frank Johaneck :: Workforce Development Manager**

216.631.4741 ext. 167                      216.210.8066 cell

Email: FJohaneck@wsccenter.org

**Barbara Taylor :: Resource Center Manager**

216.631.4741 ext. 121

Email: BTaylor@wsccenter.org

**Judy Kern :: Program Director**

216.631.4741 ext. 103

Email: JKern@wsccenter.org

Website: [www.wsccenter.org](http://www.wsccenter.org)



@wsccenter



@wsccenter



@westsidecatholiccenter



Remember the happiest people are not those getting more, but those giving more.

~ H. Jackson Brown Jr.