

**FATHER FRED FOUNDATION
VOLUNTEER MANUAL**

TABLE OF CONTENTS:

MISSION STATEMENT..... 2

CORE VALUES 2

HISTORY 2

BOARD AND STAFF MEMBERS 3

CODE OF ETHICS 3

HOURS OF OPERATION..... 3

HOLIDAYS..... 3

INCLEMENT WEATHER POLICY 3

EQUAL OPPORTUNITY 4

THE AMERICANS WITH DISABILITIES ACT (ADA) 4

ORIENTATION..... 4

ONGOING TRAINING..... 5

PUNCTUALITY AND ABSENCES 5

REMOVING ITEMS FROM THE FOUNDATION 5

TRANSPORTATION POLICY 5

SMOKING POLICY 5

DRUG FREE WORKPLACE POLICY 6

FRAGRANCE FREE POLICY 6

PROBLEM SOLVING PROCEDURE..... 6

SEPARATION FROM VOLUNTEERING 6

HARASSMENT 7

CONFLICT OF INTEREST POLICY & AGREEMENT..... 7

DISCLOSURE OF NEWS OR INFORMATION POLICY 8

CONFIDENTIALITY OF CLIENT AND DONOR INFORMATION 8

COMPUTER, ELECTRONICS AND COMMUNICATION POLICY..... 8

POSTAGE, COPY AND FAX MACHINES..... 9

VOLUNTEER ROLE DESCRIPTIONS 9

FORMS 9

FATHER FRED FOUNDATION VOLUNTEER MANUAL

MISSION STATEMENT

*"The Father Fred Foundation will **listen** to community needs, **care** for the distressed, the poor and the suffering, **share** its resources in a loving and respectful manner."*

CORE VALUES

The Father Fred Foundation is founded upon and committed to Christian values.

We believe that every person is created in the image of God.
Therefore, everyone will be treated with dignity and respect.

We believe that we are called to be good stewards of our financial resources.
Therefore, through careful management of contributions, and efficient administration of expenses, we will focus our resources to better the lives of our clients.

We believe that we receive by giving.
Therefore, we will recruit and empower a strong core of volunteers and donors to facilitate our services.

We believe that we are strongest through collaboration.
Therefore, we will partner with other organizations to strengthen the strategies and services available to our clients.

We believe that we are called to be lifelong learners.
Therefore, we will be open to all opportunities for personal and professional growth.

HISTORY

The Father Fred Foundation was founded in 1989 by Father Edwin Frederick to assist residents of the Grand Traverse region with needs that could not be met elsewhere. As volunteers, we serve those less fortunate than ourselves from five counties – Grand Traverse, Leelanau, Benzie, Antrim and Kalkaska. We are unique in our ability to provide financial assistance, food, clothing, household goods and furniture. All of this is done without charge to our clients and without receiving any Federal or State funds. Several of Father Fred's mottoes continue to guide our services. He urged volunteers and donors to "**listen, care and share.**" He said "**If you need it and we have it, it's yours.**" Through the hard work, team spirit and compassion of the volunteers and staff, Father Fred's mission continues.

FATHER FRED FOUNDATION VOLUNTEER MANUAL

BOARD AND STAFF MEMBERS

A current list of Board and Staff members can be found in the Volunteer Packet.

CODE OF ETHICS

Every volunteer represents The Foundation to the public and is asked to demonstrate behavior consistent with the Christian values of The Foundation. Personal and professional contacts, telephone conversations, and written communications sent from The Foundation all require thoughtfulness and professionalism. Respect for all, regardless of religious denominations, backgrounds and beliefs are also expected. The continued success of The Foundation is dependent upon the community's trust and confidence in its practices, assurance of its assertive compliance with all applicable laws and regulations and careful attention to financial controls and accountability. To that end, volunteers are expected to conduct themselves with integrity, modeling honest and legal behavior. Any illegal, dishonest or unethical conduct will result in termination of service with The Foundation.

HOURS OF OPERATION

The Foundation is open for guest services Tuesday through Friday from 10:00 am - 2:00 pm with extended hours on Wednesday until 7:30 pm. The majority of volunteer roles are scheduled during these hours.

HOLIDAYS

The Foundation is closed for guest services on the following holidays:

- New Year's Eve
- New Year's Day
- Good Friday – ½ day in the afternoon
- Independence Day – July 4th
- Week of Cherry Festival
- Thanksgiving Day – fourth Thursday in November
- Day after Thanksgiving
- Week between Christmas and New Years

INCLEMENT WEATHER POLICY

In case of snow or other potentially hazardous weather or emergency situations, a decision may be made to close or delay services at Father Fred Foundation.

Whenever it is determined that the health or safety of citizens, clients, volunteers, or employees would be placed at risk or that conditions or events prevent performance of regular operations, services or responsibilities of the Foundation, closure may be deemed necessary. The Executive Director shall make the final decision after consulting the National Weather Service, local weather forecasters, and area law enforcement.

FATHER FRED FOUNDATION VOLUNTEER MANUAL

Important: Never assume that the Foundation will be closed, delay opening or close early. We will be open according to our regular schedule unless otherwise announced.

As soon as a decision is made, local radio and television stations are notified and a notice is posted on the foundation's web page and the phone tree calling system will be activated. The Foundation will also update the main phone line with a message to reflect the closing or delay status. Please do not call radio and television stations. Telephone lines must be kept open so that news media can receive special information from schools and businesses regarding schedule changes.

EQUAL OPPORTUNITY

The Foundation is an equal opportunity volunteer organization and will not discriminate on the basis of race, color, national origin, religion, age, gender, marital status, height, weight or disability. Please speak with the Executive Director if you believe this policy has been violated.

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

THE AMERICANS WITH DISABILITIES ACT (ADA)

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

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

ORIENTATION

We recruit new volunteers on a continuous basis. Initially, an appointment time is set for a tour during The Foundation's operating hours. This tour involves walking through all departments, question and answer time and review of materials. We ask new volunteers to complete an application packet and bring it with them when they "try out" a 4-hour shift at The Foundation. Typically once a volunteer assignment is established, the new volunteer shadows a seasoned volunteer for a month to learn the ropes. Most volunteers are scheduled for one four-hour shift per week.

FATHER FRED FOUNDATION VOLUNTEER MANUAL

ONGOING TRAINING

Volunteers are offered the opportunity for cross training in various departments. This allows for variety and flexibility in matching volunteer interest and ability to the needs of The Foundation. Volunteers are also expected to attend regularly scheduled volunteer meetings. Extra training is sometimes scheduled and volunteers are encouraged to attend these sessions. Periodic volunteer retreats may also be offered.

PUNCTUALITY AND ABSENCES

Every volunteer's role is important and The Foundation depends on each volunteer to be at The Foundation at their scheduled time. In case of illness or emergency, please call your Team Leader or Volunteer Coordinator, as soon as you know you will not be able to come in for your normal shift. In addition, please let your Team Leader and Volunteer Coordinator know in advance of any time when you will not be available due to vacations and other commitments. Please find another Foundation volunteer to fill in for you. If you are not able to find a substitute, let us know so we can make arrangements to cover your absence.

REMOVING ITEMS FROM THE FOUNDATION

Please do not take any donated items out of The Foundation. In certain cases, exceptions may be made to this policy but any exception needs to be discussed with the Executive Director, the Operations Director or the Volunteer Coordinator. Donated items are for sale to volunteers twice a year on the day before our annual garage sale fundraisers (May and September).

TRANSPORTATION POLICY

Volunteers may sometimes be asked, as part of their role description, to drive the Father Fred vehicle. In this instance, The Foundation needs to have a copy of a valid driver's license.

Upon very rare occasions, volunteers may be willing to transport guests. Volunteers need to have approval from the Executive Director to do so and must understand that they are not covered by The Foundation's insurance while transporting guests.

SMOKING POLICY

The Foundation has a duty to provide a healthy and clean environment. The Foundation recognizes that smoking is harmful. Therefore, smoking is prohibited on all Foundation property.

FATHER FRED FOUNDATION VOLUNTEER MANUAL

DRUG FREE WORKPLACE POLICY

It is Foundation policy not to allow individuals to volunteer who use or traffic illegal drugs, or who abuse prescription drugs or alcohol. It is a violation of The Foundation's position on drugs and alcohol for a volunteer to:

1. Be in possession of illegal drugs while at The Foundation or on duty;
2. Sell or distribute illegal drugs on or off the job; or
3. Work while under the influence of drugs or alcohol or with illegal drugs in one's system.

Volunteers are expected to report for their volunteer shift on time and in appropriate mental and physical condition for work. The Foundation reserves the right to dismiss volunteers based on a reasonable suspicion that a volunteer is impaired.

FRAGRANCE FREE POLICY

Our goal is to be sensitive to guests, volunteers and staff with perfume and chemical sensitivities. In order to accommodate individuals who are medically sensitive to the chemicals in scented product, The Foundation requests that you refrain from wearing scented products, including but not limited to colognes, after-shave lotions, perfumes, deodorants, body/face lotions, shampoos, hair sprays or similar products. Also, please refrain from the use of scented candles, perfume samples from magazines, spray or solid air fresheners, room deodorizers, plug-in wall air fresheners, cleaning compounds or similar products. Guests, volunteers and staff with medical chemical sensitivities thank you for your cooperation.

PROBLEM SOLVING PROCEDURE

The Foundation has an open door policy and we want you to feel comfortable in coming to us to discuss any problems, questions or concerns that you may have about your volunteer experience. Our "Problem Solving Procedure" offers all volunteers the freedom to discuss anything they wish with the Volunteer Coordinator, or The Foundation's Executive Director. Whenever you have a problem, it can usually be resolved by following these steps:

1. Any concern should first be discussed with the Volunteer Coordinator who is often in a position to handle your problems satisfactorily.
2. In the event your problem relates directly to the Volunteer Coordinator, you may contact the Executive Director.

SEPARATION FROM VOLUNTEERING

Upon occasion it is necessary for a volunteer to end their volunteer experience at The Foundation. Since we are dependent on volunteers for the day to day operations we ask that you give us as much notice as possible so a replacement can be found.

FATHER FRED FOUNDATION VOLUNTEER MANUAL

At other times it may be necessary for The Foundation to terminate a volunteer. Typically, this would be done after the volunteer has been notified of problems area(s) and together an action plan created to correct these. A volunteer may be asked to leave immediately if any illegal, dishonest or unethical conduct has occurred while at The Foundation.

HARASSMENT

The Foundation strives to maintain a quality environment free from intimidation and insult. We expect all volunteers and employees to conduct themselves with dignity and with respect for fellow volunteers, employees, donors, clients and visitors. Harassment of others based on age, gender, race or national origin or any other statutorily protected reason will not be tolerated.

Harassment includes:

- Making submission to unwelcome sexual advances, submission to requests for sexual favors, or submission to other verbal or physical conduct of a sexual nature, a condition of any person's continued association with The Foundation.
- Making submission to or rejection of such conduct the basis for volunteer decisions affecting any person.
- Creating an intimidating, hostile, or offensive volunteer environment.

You should speak with your Team Leader or Volunteer Coordinator immediately if you feel you have been subjected to harassment. Complaints of harassment will be investigated promptly, thoroughly and given serious consideration. Appropriate action will be taken to eliminate such harassment from The Foundation. Reports of harassment and subsequent investigations will be handled as discreetly as possible.

CONFLICT OF INTEREST POLICY & AGREEMENT

The standard of behavior at The Foundation is that all volunteers scrupulously avoid conflicts of interest between the interests of The Foundation on one hand, and personal, professional, and business interests on the other. This includes avoiding potential and actual conflicts of interest, as well as perceptions of conflicts of interest. An actual or potential conflict of interest occurs when a volunteer is in a position to influence a decision that may result in a personal gain for that volunteer or for a relative of a volunteer. A "relative" is any person who is related by blood or marriage or whose relationship with the volunteer is similar to that of persons who are related by blood or marriage. No "presumption of guilt" is created by the mere existence of a relationship with such potential. If volunteers have any influence on transactions involving purchases, contracts or leases, it is, however, required that they disclose such to the Executive Director promptly so that safeguards can be established to protect all parties.

FATHER FRED FOUNDATION VOLUNTEER MANUAL

The purposes of this policy are to protect the integrity of The Foundation's decision-making process, to enable our constituencies to have confidence in our integrity, and to protect the integrity and reputations of volunteers. Upon or before election, hiring or appointment, a full, written disclosure of interests, relationships, and holdings that could potentially result in a conflict of interest must be kept on file and updated periodically.

DISCLOSURE OF NEWS OR INFORMATION POLICY

The Executive Director of The Foundation, or designee, serves as the principal contact with the news media and the spokesperson for the organization. Volunteers will not participate in public interviews or release information related to The Foundation without the permission of the Executive Director. In the absence of the Executive Director, or designee, or as part of a planned strategy, the Board President may serve as the principal contact and spokesperson with the media.

Foundation, donor and budget planning information as well as Board, staff and volunteer information related to any activities of The Foundation shall not be disclosed or released to any person or public media unless it has been previously published or otherwise made public. Questions concerning protocols for specific situations should be directed to the Executive Director.

CONFIDENTIALITY OF CLIENT AND DONOR INFORMATION

This policy is signed annually.

The Foundation deals with sensitive, confidential client and donor information. All interactions with clients and donors are held in the strictest of confidence. All information, including financial and data reports, Board and Committee reports, and all other non-public documents and materials, are the property of The Foundation and must be treated in the strictest of confidence. Volunteers must follow established security policies and procedures to protect unauthorized modifications, destruction or disclosures. Upon separation from The Foundation, any information, not independently obtained or otherwise available to the volunteer from public sources shall be treated as confidential and shall not be used or disclosed without written permission for a period of eighteen (18) months from the date the volunteer service agreement terminates.

COMPUTER, ELECTRONICS AND COMMUNICATION POLICY

The Foundation maintains computer, electronic mail ("e-mail"), telephone, voice mail and facsimile ("fax") equipment and systems, on line internet access and other analog, digital and electronic communication and information equipment. These systems and services are referred in total as The Foundation's "communications system." Information contained in any and all of the above is the property of The Foundation. Volunteers may not add, run, download or install any computer software without the prior approval of the Executive Director and/or the Board President. Volunteers should have no expectation of privacy as to use of any e-mail or voice mail, or documents or files of information created, sent, received or stored in this communications system, either from

FATHER FRED FOUNDATION VOLUNTEER MANUAL

The Foundation or through remote access. Electronic communication is to be used for Foundation business only and must not be offensive to anyone nor contain material that could be construed as harassment or disparagement of others with regard to any characteristic protected by federal, state, and/or local laws and ordinances. Any evidence of such could be found in violation of The Foundation's anti-discrimination policy. Communication Systems should not be used for personal email, Facebook, shopping, games, commercial ventures, political causes, outside activities or other non Foundation activities. The Foundation reserves the right to disclose volunteer electronic communication or internet improprieties to law enforcement without notification to, or permission from volunteers sending or receiving communication. This policy also encompasses any upgrades to current or future communication system acquisitions.

POSTAGE, COPY AND FAX MACHINES

Postage, copy and fax machines are the property of The Foundation and may be used for business purposes only. Personal use of these resources is forbidden without the express authorization of the Executive Director.

VOLUNTEER ROLE DESCRIPTIONS

Volunteer role descriptions are found in the Volunteer Packet.

FORMS

The following forms are found in the Volunteer Packet:

- Volunteer Application
- Volunteer Liability Release
- Volunteer Emergency Information
- Acknowledgment of Receipt of Volunteer Policies
- Orientation Checklist