

Seton Center, Inc. Volunteer Handbook

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Seton Center, Inc. Volunteer Handbook

1. Introduction

Our Volunteer Handbook is designed to familiarize you with the history of Seton Center, the Daughters of Charity Ministries, Inc. and Seton Center's programs and services. The purpose of our Handbook is to provide you with important information regarding your volunteer work environment, responsibilities and benefits.

Since no Volunteer Handbook may explain every circumstance or answer every question about policies and procedures, and in order to maintain flexibility of our administration of policies, Seton Center reserves the right to revise, supplement or rescind any policy, procedure and/or portion of the Volunteer Handbook from time to time, as deemed appropriate, at its sole or absolute discretion. The Board of Directors for Seton Center, Inc. will have final approval of any and all updates to the policies and procedures contained in this Handbook.

2. Organizational Overview

Seton Center is a sponsored ministry of the Daughters of Charity, established in 1969 to serve northern Frederick County, Maryland. Our outreach programs and services help address basic human needs and provide resource information to our clients.

Clients are eligible for financial aid if they meet federal poverty guidelines and are residents of northern Frederick County. All clients are eligible for food, clothing and other services, if we are unable to meet client needs in other ways and/or as resources permit.

Seton Center operates a non-profit Seton Family Store, where our customers are able to shop with dignity and independence in a pleasant atmosphere. Some of the gently used items offered for sale at reasonable prices by Seton Family Store include quality clothing and shoes for adults and children, household goods, decorative house wares, books for adults/children, small pieces of furniture and office supplies. All proceeds from Seton Family Store sales are used to support Seton Center's broad-based outreach programs and services.

a. History

Founded in 1969, Seton Center was established by the Daughters of Charity at the request of the people of the Emmitsburg area. Three mothers approached the Sisters to express their need for day care which would enable them to work and support their families. The Sisters opened Seton Day Care Center which operated until 1996. At that time, The Emmitsburg Early Learning Center assumed operations, but unfortunately closed in October 2014.

Seton Family Store opened in 1970 as the result of unsold merchandise from the annual St. Joseph College Charity Bazaar being shared at the day care. Items were not priced for sale in the first seven or eight years. The tradition of providing free items is maintained through our voucher system. We moved to 226 East Lincoln Avenue, Emmitsburg in June 2018.

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2. Organizational Overview

a. History (con't)

Over the years various services were added and dropped based on the needs of local residents. The Outreach Program began in 1974 and continues to operate today.

In 1976 the Board of Directors was established to supplement the Advisory Board of diverse community and client representatives. The Frederick County Commissioners has also provided annual grants to the Center.

b. Mission and Vision Statements

Mission Statement - Our mission is to work with our neighbors to build a hopeful future, in the Spirit of Saint Elizabeth Ann Seton, through a focus on the self-sufficiency and well-being of the whole person.

Vision Statement – Our vision is to be a leading northern Frederick County, Maryland resource for emergency support services and skill development, catalyzing systemic change for a more vibrant, healthy community.

We believe that each person is unique and should be treated with dignity and respect, regardless of race, creed or financial status. Since Mother Seton came to Emmitsburg in 1809, the Daughters of Charity have been known for providing compassionate and caring services for the needy in our community.

c. Core Values

The Daughters of Charity **Core Values** are based on the philosophy of service outlined by St. Vincent de Paul and St. Louise de Marillac, co-founders of the Daughters of Charity in Paris, France in the 17th century, and later adopted here by St. Elizabeth Ann Seton in the 19th century.

Seton Center exists to support the mission and ministry of the Daughters of Charity, the driving force behind our programs and services. Our philosophy of Christ-centered service is based upon the following **Core Values**:

- i. Collaboration – Partnering with individuals and community organizations to advocate for social justice.
- ii. Respect – Recognizing the God-given value of each person
- iii. Stewardship – Being responsible in managing the resources entrusted to our care
- iv. Simplicity – Acting with integrity, clarity and honesty
- v. Creativity – Being resourceful, inventive and open to opportunities

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3. Funding Sources

Seton Center is sponsored by the Daughters of Charity Ministries, Inc. and we are annually supported by the following organizations:

- United Way, Frederick Co., MD
- Emmitsburg Council of Churches, Emmitsburg, MD
- St. Joseph's Parish, Emmitsburg, MD
- Our Lady of Mount Carmel/St. Anthony Shrine, Thurmont and Emmitsburg, MD
- Angel Wheels to Healing

Seton Center has received grants from the following organizations:

- Federal Emergency Management Agency
- Community Foundation of Frederick Co., MD
- Women's Giving Circle of Frederick Co., MD
- Mission & Ministry, Inc., St. Louis, MO
- Raskob Foundation, Crownsville, MD
- Stephen K. and Carole K. Family Foundation, Frederick Co., MD
- Citizen's Services of Frederick Co., MD

Additionally, Seton Center is supported by:

- Local businesses and organizations
- Private individuals
- In-kind contributions

Seton Center serves as intake and screening agent for the following organizations:

- Catoclin Community Medical Fund, Thurmont, MD
- Thurmont Ministerium, Thurmont, MD
- Frederick County SHIP (Student Homelessness Initiative Partnership)

4. Programs and Services

Seton Center currently provides the following programs and services:

- Case management
- Emergency Assistance (information and referral, material assistance, medical, dental, rent, utilities and transportation costs)
- Holiday Helping Hands
- Life Skills Education
- Seton Family Store
- Volunteer Opportunities

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4. Programs and Services (con't)

Seton Center offers equal consideration for all persons applying for programs and services. We do not discriminate on the basis of age, race, ethnicity or other federally protected classes.

5. Volunteer Rights

Volunteers are our most valuable resource. Our programs and services are significantly strengthened by your experience, time and talent. As a Seton Center volunteer, you will be:

- Working in a safe environment
- Treated with respect by management and staff
- Provided with adequate orientation, support and supervision
- Engaged in rewarding, suitable work with real expectations
- Actively included regardless of any physical limitations
- Made aware of the resulting impact of your work in the community
- Able to ask your supervisor questions regarding our organization or your work assignment at any time
- Asked to provide feedback about your volunteer experience

Seton Center, Inc. follows all applicable federal, state and local laws regarding volunteers.

Daughters of Charity Ministries values the service of those who give of their time and talents to serve. In order to ensure safety, background checks will be required of all volunteers age 18 and older. Daughters of Charity Ministries also requires completion of a liability waiver form prior to working on any campus. Employees having the opportunity to meet and/or work with volunteers are encouraged to interact with them as they do their assigned tasks.

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6. Our Pledge to Volunteers

We are committed to providing our volunteers with a caring and rewarding experience. As such, we pledge to make every effort to:

- a. Make you feel welcome by effectively and frequently communicating with you.
- b. Identify a suitable project or assignment for you prior to each day's arrival.
- c. Provide you with new and interesting work, and to provide sufficient training for such assignments.
- d. Let you know in advance how much time will be required for your project or assignment.
- e. Provide you with a safe place to work.
- f. Provide you with opportunities to integrate and develop your sense of compassionate care for those in need.

7. Volunteer Responsibilities

As a Seton Center volunteer, you agree to accept the following work responsibilities:

- a. Participate in orientation and training programs (at least two in-services per year – groups and special event volunteers may be exempt)
- b. Accept assignments appropriately suited to your talents and skills
- c. Adhere to the mission and **Core Values** of Seton Center and the Daughters of Charity
- d. Act in a professional manner at all times
- e. Treat all clients, customers, fellow volunteers and staff with respect
- f. Complete your assignments in a timely manner
- g. Adhere to Seton Center's strict policy of confidentiality
- h. Conduct all volunteer activities in accordance with the policies and procedures established in the Volunteer Handbook

8. Volunteer Benefits

a. General

Periodically we ask our volunteers to let us know how their experience personally benefitted them.

Below are a few examples:

- Receive support in reaching personal goals
- Given opportunities to increase leadership skills
- Train for new and interesting learning opportunities
- Make a difference in people's lives
- Gain encouragement and recognition through cooperative efforts
- Develop and increase self-confidence and awareness

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7. Volunteer Benefits

a. General (Con't)

- Develop long-lasting friendships
- Grow in compassionate care for those in need

b. Volunteers in Need of Material Assistance, Programs or Services

If you find yourself or your family in need of goods or services provided by Seton Center, please contact our Administrator or Seton Family Store Manager to obtain a voucher for such goods or services. To the extent possible, your request will be handled confidentially.

c. Seton Family Store Purchases

At the beginning of each month, Seton Center, Inc. volunteers are given a \$50 spending account at Seton Family Store.

Volunteers are given \$50 in merchandise at the marked prices. The cost will be subtracted from the volunteers' accounts. Once the \$50 in merchandise is taken, volunteers will then pay the full price for any other items purchased that month. If the monies are not used within that month, they do not carry over to the following month.

Color-coded discounts and other sale prices may be applied to all spending accounts and purchases. A staff cashier or manager will track the volunteer accounts at the register.

Items may not be purchased until they have been placed on display in the Family Store.

d. Other Volunteer Benefits

Your volunteer contributions are valuable, and, therefore, we want to demonstrate our appreciation. We are pleased to extend other benefits to our volunteers:

- National Volunteer Week Celebration - April
- Individual and group recognitions for birthdays and completion of certain tasks/projects
- Free trainings through Ascension Health's Relias training web site

Seton Center, Inc.

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8. Policies

The following policies apply to Seton Center volunteers. Additional policies may be established if needed.

a. Professionalism

Seton Center expects our volunteers to observe high standards of conduct in their duties and responsibilities. Volunteers must practice honesty and integrity in fulfilling their duties and responsibilities, and comply with all applicable laws and regulations.

It is the responsibility of all volunteers to comply with these expectations and to report any violations or any suspected violations in accordance with this policy.

If any volunteer suspects any unethical, illegal or fraudulent behavior while performing your duties, you must report it immediately to the Manager of Volunteer Resources. If the Manager of Volunteer Resources is unavailable, or if it would be inappropriate to contact the Manager of Volunteer Resources, you must immediately contact the Administrator. Volunteers should never confront staff, clients or customers directly.

Seton Center and the Daughters of Charity forbid retaliation against any volunteer reporting or assisting in making a complaint for unethical, unlawful or fraudulent behavior, or against anyone cooperating in an investigation of unethical, unlawful or fraudulent behavior.

Examples of unethical conduct in this policy include, but are not limited to, financial misdealing, record falsification, stealing, and lying about issues related to Seton Center or the Daughters of Charity. Also included is violation of our confidentiality policy.

All allegations of unethical, unlawful or fraudulent behavior will be investigated promptly, thoroughly and without bias. The confidentiality of the volunteer and witness(es) will be protected against unnecessary disclosure.

Any volunteer engaging in unethical, unlawful or fraudulent behavior will be subject to corrective action, up to and including termination of volunteer service.

If, during an investigation, it is determined that a volunteer knowingly provided false information regarding a complaint of unethical, unlawful or fraudulent behavior, appropriate corrective action will be taken, up to and including termination of volunteer service.

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8. Policies (continued)

i. Code of Ethics

Seton Center expects its volunteers to abide by the following Code of Ethics:

- Regard participation in our ministry as a seriously valued commitment
- Perform your duties to the best of your ability
- Honor and observe confidentiality with all personal and health information
- Respect the mission and goals of Seton Center and the Daughters of Charity
- Deal with conflicts or difficulties in an appropriate manner
- Respect all property of Seton Center
- Do not accept gifts from clients (small, low-cost tokens of appreciation might be excepted)
- Do not provide personal cash to clients or customers
- Report donations of cash immediately, and turn in for deposit
- Always be courteous, friendly and cooperative
- Offer constructive feedback about our organization in an appropriate manner
- Be willing to learn and take part in orientation/training sessions
- Follow through with your work schedule and advise your supervisor if you are unable to serve as scheduled, as soon as possible
- Demonstrate respect for all staff, clients, customers and volunteers
- Treat co-workers (paid and unpaid), clients and visitors fairly and without discrimination

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8. Policies (continued)

ii. Charitable Donations

All cash and material donations to Seton Center are the property of the Center. Any personal benefit, use or removal of such donations without authorization will be treated as theft.

See **Benefits** section for information regarding purchase of donated items.

iii. Harassment

Seton Center, Inc. and Daughters of Charity Ministries intend to provide a work environment that is free from intimidation, hostility or other offenses which might interfere with the work performance of others. Harassment of any sort – verbal, physical, visual, etc. – will not be tolerated under any circumstance.

iv. Disclosure of News and Information

The Administrator of Seton Center, or a designee, serves as the principal contact with the news media and the spokesperson for the organization. Volunteers may not represent Seton Center in public interviews or release information related to the organization without the written permission of the Administrator.

v. Confidentiality

Staff and volunteers at Seton Center frequently have contact with clients who are local residents. It is extremely important that any information you learn about a client or customer while working at Seton Center is treated confidentially. No information about clients or customers may be shared with other volunteers, except for approved business purpose, or when asked to do so by the client (such as placement of name on Prayer List).

Information relating to the business practices or activities of Seton Center, or its affiliates, is confidential and is protected from improper use or disclosure under federal or state law.

We value and respect the confidentiality of our staff, clients, customers and volunteers. Volunteers who disclose any confidential information regarding our staff, clients, customers or other volunteers, or anyone associated with an affiliate of Seton Center, are subject to corrective actions, up to and including dismissal. All volunteers must sign a Confidentiality Agreement prior to commencing work at Seton Center.

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8. Policies (continued)

vi. Appropriate Use of Resources

Seton Center maintains computer, electronic mail, telephone, voice mail, Point of Sale and facsimile equipment and systems, online internet access and other digital and electronic communication and information equipment. These systems and services are referred in total as Seton Center's "Communication System."

Information contained in all of the above is the property of Seton Center.

Volunteers may not add, run, download or install any computer software without prior approval of the Administrator or Operations Manager. Volunteers should have no expectation of privacy as to use of any e-mail, voice mail, or documents or files of information created, sent, received or stored in the "Communication System", either from Seton Center or through remote access.

Electronic communication is to be used for Seton Center 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 Seton Center's anti-discrimination policy.

The "Communication System" should not be used for personal e-mail, Facebook, shopping, games, commercial ventures, political causes, outside activities or any activities not related to our organization.

Seton Center reserves the right to disclose volunteer electronic communication or internet improprieties to law enforcement without notification to, or permission from volunteers sending or receiving such communication.

This policy also encompasses any upgrades to current or future "Communication System" acquisitions.

Postage, copy, label and fax machines are the property of Seton Center and may be used for business purpose only. Personal use of these resources is forbidden without the express authorization of the Administrator or Operations Manager.

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8. Policies (continued)

vii. Separation and Dismissal

Seton Center may terminate a volunteer's service if he/she or his/her actions violate any policy of conduct or behavior held by Seton Center or the Daughters of Charity. Also, volunteers may terminate their services at Seton Center at any time by providing notice to the Administrator, Operations Manager or Manager of Volunteer Resources.

viii. Attendance and Punctuality

The individual role of each volunteer is important to Seton Center and therefore, we depend on each volunteer to report at their scheduled time. We expect volunteers to make every effort to commit to their work schedule.

In case of illness or emergency, or if a volunteer knows he/she will not be able to work as scheduled, please contact the Manager of Volunteer Resources or the volunteer's staff supervisor as soon as possible.

If a volunteer knows he/she will not be able to work due to vacation, business travel or other commitments, he/she is asked to please contact the Manager of Volunteer Resources as soon as possible, so that arrangements can be made to cover his/her absence.

ix. Personal Appearance

Since volunteers are program ambassadors, and may often be a point of first impression, Seton Center expects that the attire and personal hygiene of volunteers be appropriate at all times. Expectations include, but are not limited to: modest style dress with no vulgar or offensive language or images on clothing, covering of large or offensive tattoos; some volunteer activities require closed-toe shoes. Behavior and appearance of volunteers reflects on the reputation and values of our organization. Volunteers who do not choose to comply with this policy may be asked to leave and not return until they are willing to comply.

Family Store volunteers are permitted to wear shorts during the warmer months. Shorts are to be no more than 2 inches above the knee. Tops are to be modest and non-revealing. Additionally, open-toed shoes/sandals/flip flops are prohibited, as they pose a safety risk.

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8. Policies (continued)

b. Workplace Safety

i. Drugs and Alcohol

It is Seton Center's 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 Seton Center's policy on drugs and alcohol for a volunteer to:

- Be in possession of illegal drugs while on property
- Sell or distribute illegal drugs on or off work schedule
- Work under the influence of illegal drugs, alcohol or substances, or under the influence of any drug that would affect job performance or impair judgment

Illegal drugs or alcohol may not be used prior to your volunteer shift, as it may impair your work performance and/or put clients, staff, customers, visitors or other volunteers at risk.

Seton Center reserves the right to dismiss any volunteer based on a reasonable suspicion that a volunteer is impaired by drugs or alcohol.

ii. Key Controls

Seton Center, Inc. values the safety of its staff, volunteers, clients and visitors. In conjunction with the Daughters of Charity's Human Resource and Safety and Security Departments policies, the following identification and access control procedures have been put in place to maintain a safe, secure facility.

Security I.D. badges are issued by the Human Resources Office for all staff and volunteers. These badges must be worn at all times while on duty. Staff and volunteers are required to return Security I.D. badges to their supervisor when no longer needed or employment/volunteer services are terminated. For staff only, these Security I.D. badges will also serve as access control to St. Joseph's House.

Electronic Key Fobs are issued by Seton Center's Safety and Security Manager and are used to gain access to secure parts of the building. The key fobs are assigned to the Outreach Office Desk and each employee, so key fobs may not be loaned to other employees or volunteers. The Manager of Volunteer Resources is assigned special volunteer key fobs as needed during the normal course of their duties while on-site.

Keys are issued by Seton Center's Safety and Security Manager for offices and other secure areas of the building. Keys are assigned to each employee on an as-needed basis. All keys must be returned to Seton Center's Safety and Security Manager when no longer needed or employment is terminated.

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8. Policies (continued)

b. Workplace Safety (continued)

ii. Key Controls (continued)

Alarm system codes are issued by Seton Center's Safety and Security Manager. All access control devices are issued and signed for by the staff and the Operations Manager. A \$15.00 fee for any lost keys, badges and fobs will be assessed for replacements. The devices are the property of the Daughters of Charity Ministries.

iii. Smoking/Tobacco Use

Our goal at Seton Center is to maintain a healthy and clean environment for our Sisters, clients, staff, visitors, customers and other volunteers. Seton Center recognizes that smoking and tobacco are harmful. The use of all tobacco and vaping products is prohibited on all Daughters of Charity campus areas.

iv. Building Evacuation

In the event of an emergency, all volunteers are required to follow Daughters of Charity Ministries' Emergency Policy. The Family Store Manager's office, the file room and the basement are designated safe rooms for all safety and security incidents. In case of evacuation due to fire or security, the outdoor meeting space is by Seton Center's sign near entrance.

9. Procedures

a. Outreach Client Volunteerism

Outreach clients are discouraged from becoming volunteers at Seton Center to prevent conflicts of interest between roles of clients seeking assistance and volunteers providing service to the Seton Center programs.

Clients requesting to become volunteers while receiving services from the Case Manager will be informed that the policy prohibits from them becoming volunteers at that time.

Former clients wishing to become volunteers will be assessed on an individual basis.

The Manager of Volunteer Resources, in conjunction with the Case Manager and Administrator, will assess if it is appropriate to accept the former client as a volunteer. Then the prospective volunteer will be informed of the decision by the Manager of Volunteer Resources.

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9. Procedures (con't)

b. Sign In/Sign Out

We require all volunteers to sign in/sign out from their work assignments without exception. Seton Center uses the log for safety and to track volunteer hours for the purpose of reporting to our funding sources. The sign in/sign out sheets are located in designated areas.

c. Injuries

If a volunteer suffers an injury while working on a volunteer project or assignment, he/she must contact the Administrator or Operations Manager within 48 hours of occurrence, to complete an incident report. If a volunteer is injured "on the job", a claim for medical benefits will not be considered if records do not indicate the volunteer's presence at our location.

d. Inclement Weather

During weather-related events, Seton Center follows the Frederick County Public School System's schedule for late openings, early dismissals and all-day closures.

e. Breaks and Lunch

All volunteers should take their break and eat lunch in designated areas. Volunteers may store their labeled food and beverages in the conference room refrigerator.

f. Vehicles and Parking

All staff and volunteers are required to register their vehicles with the Daughters of Charity Human Resources Department. Each vehicle will be issued an ID placard and the placard must be displayed on the vehicles rear view mirror, with the green side facing out.

All employees and volunteers are required to park in the row of parking spaces next to Lincoln Avenue, unless they have requested, from their supervisor, a reasonable accommodation for a known disability.

g. Minimum Number of Volunteer Hours

For optimum return of the investment for the costs of background checks and training, volunteers are asked to provide a minimum of 10 hours of service.

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9. Procedures (con't)

h. Hours of Operation

Outreach Office

Monday thru Friday 10:00 am – 4:00 pm

(closed each day from Noon to 1 PM for lunch.)

Seton Family Store (volunteers arrive at 9:30 am)

Monday (9:30 am – 3:30 pm) Closed to the public

Tuesday- Saturday 10:00 am – 4:00 pm

Volunteers may not enter premises of Seton Center during non-operational hours without prior permission of the Administrator or Operations Manager.

i. Holidays

Seton Center, Inc. observes the following holidays:

- New Year's Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day and day after
- Christmas Eve
- Christmas Day

Volunteer activities may not take place during an official holiday without prior approval of the Administrator or Operations Manager.

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Appendix a.

Acknowledgement and Receipt

I, _____, certify that

- Through the volunteer orientation presentation, I have reviewed and agree to comply with the policies and procedures outlined in the Volunteer Handbook, which is available to me in its entirety at my request.
- I have read and agree to comply with the terms of the Volunteer Participation Agreement.
- I have read and agree to comply with the terms of the General Release and Waiver of Liability for Volunteers.
- I have read and agree to comply with the terms of the Confidentiality Agreement for Volunteers.
- I have read and agree to comply with the terms of the Photo Permission Agreement for Volunteers.

Signature: _____

Date: _____

Print Name: _____

Address: _____

Phone Number (home): _____

Phone Number (cell): _____

PLEASE RETURN TO MANAGER OF VOLUNTEER RESOURCES

MVR Signature _____

Date Received _____

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Appendix b.



**Yes! I am interested in volunteering at Seton Center, Inc.
Application for Volunteer Service**

I. Contact Information

Title: Dr. Mr. Mrs. Ms.

Individual or Group Name

Contact Name (Groups Only)

Contact Phone (Groups Only)

Other Name(s) Used (Individuals Only)

Address

City

State

Zip

Primary Phone

Home Work Mobile Other

May we contact you at work?

Yes No

Alternate Phone

Home Work Mobile Other

Email Address

Date of Birth *(Volunteers must be at least 18 years of age.)*

II. Volunteer Service of Interest *(Please circle all areas that apply.)*

Outreach Center

Office Administration/Reception

Mentoring/Financial/Life Coaching

Seasonal Programs (Helping Hands...)

Advertising (distributing posters, flyers, etc.)

Newsletter Mailings

Other: _____

Seton Family Store

Cashier

Sorting/Pricing

Food Pick-up/Delivery

Special Events

Other: _____

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Please complete sections III - VIII only if applying as individual volunteer.

III. Volunteer/Work Experience

Please list previous or current volunteer/work experience with nonprofit organizations.

(Attach additional sheet if necessary.)

Organization	Duties	Dates	Contact Name	Contact Phone

IV. Education

Please list education, training and/or certification that is relevant to the volunteer position for which you are applying.

V. References (Please list three references over age 18; one for each type, Personal, Family AND Professional/Civic.)

Type	Name	Address (City, State, Zip)	Daytime Phone	How long have you known this person?	What is your relationship with this person?
Personal					
Family Member					
Professional/Civic					

VI. Other

Do you have any physical condition(s) that would prevent or limit your ability to perform specific tasks or duties? Yes No

If yes, please explain:

Please indicate the day and time you are available to volunteer.

Mon: _____ Tue: _____ Wed: _____
 Thu: _____ Fri: _____

Please indicate how you heard about Seton Center: _____

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VII. Emergency Contact

In case of emergency, please designate a contact below:

Name: _____ Relationship: _____
 Address: _____
 City/State/Zip: _____
 Phone: _____ Home _____ Work _____ Mobile _____

VIII. Acknowledgements

Seton Center appreciates your willingness to share your faith, gifts and skills. Providing safe and secure programs is of utmost importance. The information gathered in this Application is designed to help us provide the highest quality programs for the people of our community.

Please carefully read Acknowledgements below.

I received a copy of the Seton Center Code of Conduct.

I understand and agree that false statements and/or omissions regarding past conduct and/or present situations are cause for rejection of my Application or dismissal from volunteer service at Seton Center.

I hereby authorize Seton Center to conduct a personal and professional background check for the purpose of my Application for volunteer service.

I hereby release Seton Center, Inc. and its agents from any and all liability in connection with providing information, investigating or evaluating my Application for volunteer service.

I waive any right that I may have to inspect any information provided about me in connection with this Application for volunteer service.

I understand the above-stated information within this release and am signing below of my own free will.

Applicant's Signature

Date (MM-DD-YY)

Seton Center, Inc. is a nonprofit 501(c)(3) charitable organization.

Application Received	Application Reviewed	Information Submitted For Background Check	Approved Yes: ____ No: ____
<i>Date:</i>	<i>Date:</i>	<i>Date:</i>	<i>Date:</i>
<i>Initials:</i>	<i>Initials:</i>	<i>Initials:</i>	<i>Initials:</i>

NOTES (Administration Only):

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Appendix c.

Appropriate Use of Resources

PLEASE READ CAREFULLY. This is a legal document that affects your legal rights.

Seton Center maintains computer, electronic mail, telephone, voice mail, Point of Sale and facsimile equipment and systems, online internet access and other digital and electronic communication and information equipment. These systems and services are referred in total as Seton Center's "Communication System."

Information contained in all of the above is the property of Seton Center.

Volunteers may not add, run, download or install any computer software without prior approval of the Administrator or Seton Family Store Manager. Volunteers should have no expectation of privacy as to use of any e-mail, voice mail, or documents or files of information created, sent, received or stored in the "Communication System", either from Seton Center or through remote access.

Electronic communication is to be used for Seton Center 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 Seton Center's anti-discrimination policy.

"Communication System" should not be used for personal e-mail, Facebook, shopping, games, commercial ventures, political causes, outside activities or any activities not related to our organization.

Seton Center reserves the right to disclose volunteer electronic communication or internet improprieties to law enforcement without notification to, or permission from volunteers sending or receivable such communication.

This policy also encompasses any upgrades to current or future "Communication System" acquisitions.

I, have read, understand and will abide by the above Appropriate Use of Resources Policy. I understand that breaching this policy may be grounds for corrective actions, up to and including dismissal from my position.

Volunteer Signature

Date

Manager of Volunteer Resources

Date

Seton Center, Inc. Volunteer Handbook

Appendix d.

Code of Conduct

Seton Center expects its associates & volunteers to abide by the following Code of Ethics:

- Regard participation in our ministry as a seriously valued commitment
- Perform your duties to the best of your ability
- Honor and observe confidentiality with all personal and health information
- Respect the mission and goals of Seton Center and the Daughters of Charity
- Deal with conflicts or difficulties in an appropriate manner
- Respect all property of Seton Center
- Do not accept gifts from clients
- Do not provide personal cash to clients or customers
- Report donations of cash immediately, and turn in for deposit
- Always be courteous, friendly and cooperative
- Offer constructive feedback about our organization in an appropriate manner
- Be willing to learn and take part in orientation/training sessions
- Follow through with your work schedule and advise your supervisor if you will be unable to work as scheduled as soon as possible
- Demonstrate respect for all staff, clients, customers and volunteers
- Treat co-workers (paid and unpaid), clients and visitors fairly and without discrimination

I have read, understand and will abide by the above Code of Conduct. I understand that breaching this policy may be grounds for corrective action, up to and including dismissal from my position.

Associate/Volunteer Signature Date

Director/Manager Date

Seton Center, Inc. Volunteer Handbook

Appendix e.

Confidentiality Agreement for Volunteers

PLEASE READ CAREFULLY. This is a legal document that affects your legal rights.

Associates and volunteers serving at Seton Center, Inc. frequently have contact with clients, customers, donors and visitors. It is extremely important that any information you learn about any person while working at Seton Center, Inc. be treated respectfully and confidentially because each individual has a right to and an expectation of privacy.

Associates and volunteers may only discuss or share confidential information with others on a "need to know" basis or as required by their position's responsibilities. Client or customer information cannot be shared with Associate or volunteer family or friends. No one may publicize even general, personal information that might identify the persons served.

Seton Center relies on factual, often very personal, information to determine a person's need and to offer assistance. Care must be taken to record only what is essential to serve them. When handling confidential information, Associates and volunteers will ensure that nothing is disseminated and identities are protected by:

- 1) Securing paper files in locked cabinets,
- 2) Assuring computer screens and files are not visible to others, and
- 3) Sending messages or attachments that contain personal client information through a secured server to only approved recipients who also have a "need to know".

Associates and volunteers will not share personal information about clients, including names and appointments, with others except for the approved business purpose of assisting them, for a compelling professional reason, with the client's express written consent or when asked to do so by the client (such as placing a name on a prayer list).

Only in rare circumstances may information be released without the informed consent of the individual or family. Seton Center Associates are mandated reporters, required to report information which we learn through contact with clients in at least three areas:

- 1) When a client makes a threat to harm self or others,
- 2) When there is abuse or neglect of a child, and
- 3) When there is abuse or exploitation of a vulnerable adult.

If an Associate or volunteer believes such a situation exists, it must be reported to their immediate supervisor.

I, _____, have read, understand and will abide by the above Confidentiality Policy. I understand that gossiping and/or breaching confidentiality may be grounds for corrective actions, up to and including dismissal from my position.

Volunteer Signature

Date

Manager of Volunteer Resources Date

**Seton Center, Inc.
Volunteer Handbook**

Appendix f.

Disclosure of News and Information Agreement for Volunteers

PLEASE READ CAREFULLY. This is a legal document that affects your legal rights.

The Administrator of Seton Center, or their designee, serves as the principal contact with the news media and the spokesperson for the organization. Volunteers may not represent Seton Center in public interviews or release information related to the organization without the written permission of the Administrator.

I, have read, understand and will abide by the above Disclosure of News and Information Policy. I understand that breaching this policy may be grounds for corrective actions, up to and including dismissal from my position.

Volunteer Signature	Date	Manager of Volunteer Resources	Date
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Seton Center, Inc. Volunteer Handbook

Appendix g.

Driver Form

Name of Driver: _____

Address: _____

Driver's License #: _____ State Issued: _____

Vehicle: Year _____ Make _____ Model: _____

Insurance Company's Name: _____

Liability Limits: _____

(Minimum Limits of \$100,000/\$300,000 Required)

In order to provide for the safety of those we serve, we must ask each employee/volunteer to answer the following questions:

- | | <u>TRUE</u> | <u>FALSE</u> |
|--|-------------|--------------|
| 1. I have NOT had a conviction for an infraction involving drugs or alcohol (such as driving under the influence or driving while intoxicated) in the last three years. | _____ | _____ |
| 2. I have NOT had two or more convictions for an infraction involving drugs or alcohol (such as driving under the influence or driving while intoxicated) in the last seven years. | _____ | _____ |
| 3. I have had no more than three moving violations or accidents in the last three years. | _____ | _____ |

Please be aware that when driving your own vehicle, your insurance is primary. Thank you for helping us with our transportation needs.

Certification

I certify that the information given on this form is true and correct to the best of my knowledge. I understand driving for the Daughters of Charity Ministries, Inc. and their Sponsored Works is a profound responsibility and I will exercise extreme care and due diligence while driving. I understand that as an employee/volunteer driver, I must be 21 years of age or older, possess a valid driver's license, have the proper and current license and vehicle registration, and have the required insurance coverage in effect on any vehicle. I agree that I will refrain from using a cell phone or any other electronic device while operating my vehicle.

Volunteer Driver Signature

Date

Seton Center, Inc. Volunteer Handbook

Appendix h.

General Release and Waiver of Liability for Volunteers

PLEASE READ CAREFULLY. This is a legal document that affects your legal rights.

This General Release and Waiver of Liability ("Release and Waiver"), executed by _____ (the "Volunteer") in favor of the Daughters of Charity Ministries, a non-profit corporation, its directors, officers, employees and agents (collectively "DCM"). The Volunteer desires to work as a volunteer for DCM at Seton Center, Outreach and Seton Family Store ("Activities"). The Volunteer hereby freely executes this Release and Waiver under the following terms:

1. **Waiver and Release.** The Volunteer releases and forever discharges and holds harmless DCM and its successors and assigns from all liability, claims and demands of whatever nature, either in law or in equity, which may arise from the Volunteer's participation in the Activities. The Volunteer understands and acknowledges that this Release and Waiver discharges DCM from any liability or claim that the Volunteer may have against DCM with respect to any bodily injury, personal injury, illness, death or property damage that may result from activities involved in volunteering for DCM.
2. **Medical Treatment.** Except as otherwise agreed to by DCM in writing, the Volunteer hereby releases and forever discharges DCM from any claims whatsoever which arise on account of any first aid, treatment or service rendered in connection with the Volunteer's participation in the Activities.
3. **Assumption of Risk.** The Volunteer understands that the Activities may include work that may be hazardous to the Volunteer, including, but not limited to, *[loading or unloading heavy boxes, hauling debris, encountering containers or items suspected to be hazardous]*. The Volunteer hereby expressly and specifically assumes the risk of injury or harm in the Activities and releases DCM from all liability for injury, illness, death or property damage resulting from the Activities.
4. **Insurance.** The Volunteer understands that, except as otherwise agreed to by DCM in writing, DCM does not assume any responsibility for or obligation to carry or maintain health, medical or disability insurance coverage for any Volunteer.
5. **Indemnification.** The Volunteer hereby agrees to indemnify and hold harmless DCM from any loss, liability, damage or cost he or she may incur arising out of or related to the Activities, whether caused by the negligence of DCM or otherwise (but not including intentional acts of DCM).
6. **Applicable Law.** This Release and Waiver shall be governed by the laws of the State of Maryland.

Seton Center, Inc. Volunteer Handbook

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7. **Release.** The Volunteer releases and forever discharges and holds harmless DCM and its successors and assigns from all liability, claims and demands of whatever nature, either in law or in equity, which may arise from the Volunteer's participation in the Activities. The Volunteer understands and acknowledges that this Release and Waiver discharges DCM from any liability or claim that the Volunteer may have against DCM with respect to any bodily injury, personal injury, illness, death or property damage that may result from activities involved in volunteering for DCM.

AS OF THE DATE WRITTEN BELOW, I HAVE READ THIS RELEASE AND WAIVER, ACKNOWLEDGE THAT I HAD THE OPPORTUNITY TO DISCUSS ITS CONTENTS WITH A REPRESENTATIVE FROM DCM, FULLY UNDERSTAND ITS TERMS, UNDERSTAND THAT I HAVE GIVEN UP SUBSTANTIAL RIGHTS BY SIGNING IT, AND HAVE SIGNED IT FREELY AND VOLUNTARILY WITHOUT ANY INDUCEMENT, ASSURANCE OR GUARANTEE BEING MADE OF ME AND INTEND MY SIGNATURE TO BE A COMPLETE AND UNCONDITIONAL RELEASE OF ALL LIABILITY TO THE GREATEST EXTENT ALLOWED BY LAW.

Volunteer Signature	Date	Manager of Volunteer Resources	Date

Volunteer's Parent/Guardian Printed Name	Date
(For volunteers under the age of 18)	

Volunteer's Parent/Guardian's Signature	Date

Seton Center, Inc. Volunteer Handbook

Appendix i.

Key Controls

Seton Center, Inc. values the safety of its staff, volunteers, clients and visitors. In conjunction with the Daughters of Charity's Human Resource and Safety and Security Departments policies, the following identification and access control procedures have been put in place to maintain a safe, secure facility.

Security I.D. Badges:

Security I.D. badges are issued by the Human Resources Office for all staff and volunteers. These badges must be worn at all times while on duty. Staff and volunteers are required to return Security I.D. badges to their supervisor when no longer needed or employment/volunteer services are terminated. For staff only, these Security I.D. badges will also serve as access control to St. Joseph's House.

Electronic Key Fobs:

Key fobs are issued by Seton Center's Safety and Security Manager and are used to gain access to secure parts of the building. The key fobs are assigned to each employee, so key fobs may not be loaned to other employees or volunteers. The Volunteer Department is assigned special Volunteer key fobs for access to certain parts of the building during the normal course of their duties while on-site.

Keys:

Keys are issued by Seton Center's Safety and Security Manager for offices and other secure areas of the building. Keys are assigned to each employee on an as-needed basis. All keys must be returned to Seton Center's Safety and Security Manager when no longer needed or employment is terminated.

Alarm System Code:

Alarm system codes are issued by Seton Center's Safety and Security Manager.

All access control devices are issued and signed for by the staff and the Operations Manager. A \$15.00 fee for any lost keys, badges and fobs will be assessed for replacements. The devices are the property of the Daughters of Charity Ministries.

I have been issued a security identification badge to be worn at all times while volunteering at the Seton Center or while volunteering off site for the Center.

Volunteer Signature

Date

Manager of Volunteer Resources

Date

Seton Center, Inc.

Volunteer Handbook

Appendix j.

Personal Appearance

Because our staff and volunteers are ambassadors of Seton Center, and may often be our point of first impression, Seton Center expects that the attire and personal hygiene of our staff and volunteers be appropriate at all times. Expectations include, but are not limited to: modest-style dress with no vulgar or offensive language or images on clothing, covering of large or offensive tattoos. Behavior and appearance of staff and volunteers reflects on the reputation and values of our organization. Staff or volunteers who do not choose to comply with this policy may be asked to leave.

Family Store staff and volunteers are permitted to wear shorts during the warmer months. Shorts are to be no more than 2 inches above the knee. Tops are to be modest and non-revealing. Additionally, open-toed shoes/sandals/flip flops are prohibited, as they pose a safety risk.

The following are inappropriate business attire and should not be worn at any time:

- Unnaturally colored hair and extreme hairstyles
- Excessive makeup
- Offensive body odor and poor personal hygiene
- Perfume, cologne, and aftershave lotion should be used moderately or avoided altogether
- Jewelry should not be dangerous to job performance, functionally restrictive or excessive
- Large facial jewelry, such as eyebrow, nose or lip rings, and tongue studs
- Multiple ear piercings (more than two rings in each ear)
- Torso body piercings with visible jewelry or jewelry that can be seen through or under clothing

If an employee or volunteer is deemed to be dressed in an inappropriate manner, their supervisor will counsel them regarding the inappropriate attire and inform the employee or volunteer that it should not be worn in the future. In some instances, they may be asked to return home to change his or her attire. Human Resources or the Volunteer Manager should be consulted before an employee or volunteer is asked to leave the premises.

I have read, understand and will abide by the above Personal Appearance Policy.

Volunteer Signature

Date

Manager of Volunteer Resources

Date

Seton Center, Inc. Volunteer Handbook

Appendix k.

Photo Permission Agreement for Volunteers

PLEASE READ CAREFULLY. This is a legal document that affects your legal rights.

I hereby authorize Seton Center, Inc. its agents, successors, subsidiaries, and/or affiliates to use/publish my image/photo in brochures, newspapers, newsletters, web sites and/or miscellaneous publications without limitation. Said photo(s) shall be and remain the property of Seton Center, Inc. Said photos(s) may be used with or without using my name. The photo(s), if edited, have not been submitted to me for inspection or approval prior to publication.

I agree that there is no payment to me for having the(se) photo(s) published. I agree that there will be no payment to me for publication of the(se) photo(s), if in fact the(se) photographs(s) are published.

I hereby represent and warrant that I am of legal age, and that I have not given any person or firm the exclusive right to use the(se) photograph(s). There is no other agreement between us.

Volunteer Signature

Date

Manager of Volunteer Resources

Date

For volunteers under the age of 18:

Volunteer's Parent/Guardian Printed Name

Volunteer's Parent/Guardian's Signature

Date

Seton Center, Inc. Volunteer Handbook

Appendix I.

Program Participation

PLEASE READ CAREFULLY. This is a legal document that affects your legal rights.

This agreement is intended to indicate the seriousness with which we treat our volunteers. The intent of the Agreement is to assure you both of our deep appreciation of your services and to indicate our commitment to do the very best we can to make your volunteer experience here a productive and rewarding one.

Seton Center, Inc. agrees to accept the services of _____, beginning on the date of _____, and commits to the following:

1. Provide you with new and interesting work, and to provide sufficient training to aid you in meeting your responsibilities as outlined in the attached position description for _____.
2. Make you feel welcome by effectively and frequently communicating with you.
3. Identify a suitable project or assignment for you prior to each day's arrival.
4. Let you know in advance how much time will be required for your project or assignment.
5. Provide you with a safe place to work.
6. Provide you with opportunities to integrate and develop your sense of compassionate care for those in need.

I, _____, agree to serve as a volunteer and commit to the following:

1. Participate in orientation and training programs (at least two in-services per year – groups and special event volunteers may be exempt).
2. Accept assignments appropriately suited to my talents and skills.
3. Adhere to the mission and Core Values of Seton Center and the Daughters of Charity.
4. Act in a professional manner at all times.
5. Treat all clients, customers, fellow volunteers and staff with respect.
6. Complete my assignments in a timely manner.
7. Adhere to Seton Center's strict policy of confidentiality.
8. Conduct all volunteer activities in accordance with the policies and procedures established in the Volunteer Handbook.
9. I hereby waive any claim I may now or hereafter have against Seton Center, Inc. for personal injury, emotional distress or property damage arising out of my services as a volunteer. I also agree to read and sign the General Release and Waiver of Liability for Volunteers Form.

Seton Center, Inc.
Volunteer Handbook

10. I understand a background check will be required.

This Agreement may be terminated by either party with or without cause at any time by notice to the other party.

Date and Times I am agreeing to provide my volunteer services are:

Volunteer Signature **Date**

Manager of Volunteer Resources **Date**

**Seton Center, Inc.
Volunteer Handbook**

Appendix m.

Volunteer Purchase Policy

Seton Center, Inc. volunteers are offered a 50% discount on Seton Family Store purchases, subject to certain conditions listed below.

Discounts are not offered on the following purchases:

- Items priced more than \$9.99
- Items priced less than \$1.00

My signature below is an acknowledgement that I have read, understand and will abide by the above conditions.

Volunteer Signature _____ Date _____

Volunteer Manager Signature _____ Date _____

Seton Center, Inc. Volunteer Handbook

Appendix n.

Safety Orientation

Where We Work

Seton Center, Inc. is a non-profit agency located in Emmitsburg, Maryland. In the Spirit of Saint Elizabeth Ann Seton, our mission is to work with our neighbors to build a hopeful future.

Many of the families we serve are working people living at or below the poverty level. Oftentimes, people who work hard to be self-sufficient find that even a minor emergency can result in unpaid bills or loss of housing. Sponsored and staffed by the Daughters of Charity of St. Vincent DePaul, local residents and a myriad of volunteers, the Center provides services to all members of the community within the framework of the core values of the Daughters of Charity: reverence, integrity, generosity and unity.

The Safety Program

We protect people, property and the mission:

- Sisters, clients, customers, visitors, volunteers, other associates and ourselves.
- Property on this campus, including buildings, plant and equipment, grounds, vehicles, personal items.
- The Vincentian mission by being faithful to the ministry, values and reputation of the Daughters of Charity, involving safety/security compliance and risk management

Safety

Our goal is zero injuries:

We want you and all of our associates and volunteers to be injury free.

Participate in a culture of safety

Do not be the next person to suffer an injury.

Good safety practices help to protect you and your fellow associates and volunteers from injury or illness on the job.

Your role is essential.

These are the Keys to Safety:

- **Keep yourself safe;**
- **Look out for those around you;**
- **Be alert and proactive**

We see very few injuries, but take special care to avoid slips, trips and falls; impacts from equipment and other objects; physical strains; burns; and sharp objects. Injuries must be reported immediately. This gives us an opportunity to take corrective action.

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Safety Rule #1: Do not perform any task until you know you can do it safely.

Know the hazards of your job and take part in safety training.

Follow all safety procedures and pay attention to signs, labels and material data sheets.

Ask questions: Stay informed, stay alert, stay creative.

Security

The security program protects the privacy and personal safety of every person on site, and safeguards property.

Your Role is essential.

Security depends on you being alert and aware of circumstances and of the actions of others. **If you are threatened or apprehensive, report it at once.** Tell your supervisor or use one of the other methods for alerting others and getting help. Read the explanatory placards at every phone. Call the operator by dialing 301-447-7000; Security at 301-447-7111; the power plant at 301-447-6031. If it is urgent, never leave a voice mail. If necessary, call 911.

Your Behavior

You are held accountable for your conduct. Lock your car at all times while on duty.

Take care to protect personal belongings. Do not leave cash or valuables unattended.

All thefts are investigated and reported to the police. Do not do or say anything that can be misconstrued by others. No drugs, alcohol, weapons, or pornography or the use of tobacco or vaping materials are permitted on the property at any time. **We keep this facility clean, neat and unobstructed** so that if there is an emergency, we and emergency personnel can move safely within the building and respond correctly.

Security Badges

All associates and volunteers must wear their badge at all times for identification. Never lend your badge to someone else, and never let anyone who does not have a badge into secure parts of the building.

Take action if you see someone in a restricted area without a badge. You could say: "Excuse me, I see that you're not wearing a badge. Can I help you?" If you are uncomfortable doing that, tell your supervisor about the visitor. **Don't ignore people without badges.** If you find any resistance or hostility, tell your supervisor at once.

Security Guards

Security guards are on duty from 5 p.m. until 3 a.m. every day, and from 1 p.m. on Saturday and Sunday until 3 a.m. **Security guards** are available for urgent help for escort duty and for responding to suspicious circumstances and incidents.

Seton Center, Inc. Volunteer Handbook

Emergency Procedures

Individual responsibilities include making all reasonable efforts to continue care and maintain the safety of Sisters, clients, customers, associates, fellow volunteers and all other persons on our campus. This may involve evacuation, transportation or shelter in place of persons, and may include relocation to alternate facilities or other locations.

Booklet and procedures

All associates, volunteers and sisters have a copy of the Emergency Procedures Booklet. Take time to learn what you must do to comply with the Emergency Procedures in the Safety, Security and Emergency Manual.

Active participation

You will participate in actual emergency events and in drills including monthly safety topics, quarterly fire drills and semi-annual Emergency and Disaster Drills. As necessary, practicing evacuations or sheltering in place will be included.

Intercom announcements will alert you of emergencies. We use these emergency codes.

Red: fire alarm or drill
weather-related

White: disturbance

Yellow:

Silver: person with weapon

Orange: mechanical or environmental

Blue: in-house medical

Brown: external emergency

Green: bomb threat

“For Real” personal distress

The announcement will include a code: for example, Code Red. It will also include a location: for example, “Code Red Seton Family Store Sorting Room, please evacuate.”

During an emergency

The top priority is to maintain care and safety of all persons on the premises.

As far as possible, continue normal activities to maintain safety.

Protect any persons who are close to the incident.

Make sure you have a clear escape route; if necessary leave the area.

Unless otherwise instructed, take shelter inside a room or an office and close doors.

When there is a risk of violence, close and lock doors.

Be alert for further announcements.

When instructed to leave, leave immediately and take shelter in St. Josephs House.

Do not intrude. Offer to help but follow the instructions of the person in charge.

Fire alarm pull stations are located throughout the building. When necessary, pull the alarm. Remember the word RACE: rescue, alarm, confine, extinguish. **There are regular fire drills.**

Seton Center, Inc. Volunteer Handbook

Improvements

Use your initiative to suggest actions that will improve security and safety. Incident Reports and Safety Suggestions are a vital source of information for upgrading safety programs. Report hazards, incidents, report near-misses, and submit suggestions for improving safety and security.

Be a STAR. Prevent accidents and emergencies. **Sense – Think – Act - Report**
Without this valuable information about causes, opportunities for preventive action would be lost.

I, have read, understand and will abide by this Safety and Security Policy. I understand that breaching this policy may be grounds for corrective actions, up to and including dismissal from my position.

Volunteer Signature **Date**

Manager of Volunteer Resources **Date**

Seton Center, Inc. Volunteer Handbook

Appendix o.

Seton Family Store Goals and Guidelines

Seton Center's Family Store strives to provide a fun, meaningful, flexible and safe work place. The following goals and guidelines are put in place to provide an equitable treatment for staff and volunteers. If you have any questions or concerns regarding any of these guidelines, please see your supervisor.

Seton Family Store Goals

1. To provide financial support for the programs and services of Seton Outreach.
2. To maximize the value of our donated merchandise.
3. To increase awareness of Seton Center Outreach/Seton Family Store in our community.
4. To meet and work with interesting people for a good cause.
5. To offer our customers good value and a pleasant shopping experience.
6. To demonstrate gratitude and graciousness to all donors.
7. To make Seton Family Store the best it can be!!!

Service Guidelines

Seton Family Store provides significant funding for the programs and services of Seton Center Outreach. The Store must maintain a positive image of the Daughters of Charity, reflecting a caring atmosphere. The following guidelines will help staff and volunteers build the quality reputation of Seton Family Store.

1. The donors and customers are to be treated with kindness and a smile, maintaining a positive attitude. Customer service is the priority.
2. The overall cleanliness of the store must be maintained:
 - *Vacuum\sweep as needed*
 - *Clean bathroom as needed*
 - *Dust as needed*
 - *Clothing rooms straightened daily*
 - *Inside trash cans emptied on a regular basis*

Seton Center, Inc. Volunteer Handbook

3. Acceptance of non-approved items for personal benefit is prohibited. All donated items are to be sorted, examined for quality and priced before going out on the floor. Check for stains, tears, breaks. All must be in proper working order because our priority is to offer only quality items. Merchandise should be cleaned prior to placing it on the floor. Sorting room staff can review the Sorting Room Manual for assistance with antiques, collectables, clothing brands and accessories, as well as pricing.
4. Items must be on the floor before they can be purchased by an employee or volunteer, with the exception of mission box items or merchandise deemed unsellable. If an employee or volunteer wants to purchase something that is unsellable, they must present their request to management.
5. Employees/Volunteers may NOT ring up their own purchases. All items are to be brought to the cashier. Payments must be made through the register by an employee/volunteer other than the person making the purchases.
6. Staff and volunteers must always be conscious of the fact that this is a business, relying on the support of donors and customers. Customer satisfaction is very important. Everyone is expected to conduct him/herself in a professional manner. If staff or volunteers have complaints or problems, they should be handled appropriately and not within hearing or viewing distance of customers/the public. Everyone needs to be aware that the sorting room is NOT soundproof and discussions taking place there are easily heard by those outside of the room.
7. Employees/Volunteers are encouraged to share creative ideas to improve the Store. Employees/Volunteers are invited to present their suggestions and ideas in person or in writing to Management for review and discussion.
8. A Customer Request book is available at the front sales counter for customers to post requests. The customers are asked to leave their name, phone number, and date request is made. Contact is not guaranteed but we certainly try. Please do not put request in other areas as they may get misplaced.
9. Use of employee/volunteer discount for personal gain is strictly prohibited.

I have read, understand and agree to the above guidelines:

Employee/Volunteer Signature

Date

Manager Signature

Date

Seton Center, Inc.
Volunteer Handbook

Appendix p.

Vehicles and Parking

All staff and volunteers are required to register their vehicles with the Daughters of Charity Human Resources Department. Each vehicle will be issued an ID placard and the placard must be displayed on the vehicles rear view mirror, with the green side facing out.

All associates and volunteers are required to park in the row of parking spaces next to Lincoln Avenue, unless they have requested, from their supervisor, a reasonable accommodation for a known disability.

I have read, understand and will abide by the above Vehicle and Parking Policy.

Volunteer Signature

Date

Manager of Volunteer Resources Date