

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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d. Diversity Statement

As an organization committed to the advancement of Human Rights, Seton Center believes that all lives have inherent and equal value. Thus, we are committed to building an inclusive community where people of all races, abilities, ethnicities, cultures, sexual orientations, ages, marital statuses, gender identities, faith backgrounds, and economic statuses have equitable opportunities to access institutions and can engage with services that support social justice.

Seton Center envisions a community where each of our neighbors has equal access to solving community problems. We strive to realize this vision by promoting equity and breaking down barriers so that each person is equipped to thrive. Seton Center commits to continual assessment, learning, and improvement of the equity in our own agency culture, policies, and composition. We value human diversity as a source of strength and are deeply committed to growing our inclusion practices so that we can best reflect the community that we serve.

Seton Center acknowledges the challenges that everyone faces when working across differences. Therefore, we strive to intentionally deepen our understanding of the life experiences, histories, cultures, traditions and challenges of others in our spheres of influence. We believe that fostering understanding supports our commitment to equity in our organization and enhances our delivery of services.

e. 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:

- Ausherman Foundation
- Federal Emergency Management Agency
- Community Foundation of Frederick Co., MD
- Women's Giving Circle of Frederick Co., MD

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d. Funding Sources (con't)

- 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)

3. Programs and Services

Seton Center currently provides the following programs and services:

- Case management
- General Assistance (information and referral, material assistance, medical, dental, rent, utilities and transportation costs)
- Holiday Helping Hands
- Life Skills Education, i.e. Getting Ahead at Seton Center
- Seton Family Store
- Volunteer Opportunities

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

4. 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

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4 Volunteer Rights (con't)

- 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. Staff having the opportunity to meet and/or work with volunteers are encouraged to interact with them as they do their assigned tasks.

5. 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.

6. 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 volunteer activities in accordance with the policies and procedures of Seton Center, Inc. and those established in this Volunteer Handbook

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7. Volunteer Benefits

a. 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 Executive Director or Seton Family Store Manager to obtain a voucher for such goods or services. To the extent possible, your request will be handled confidentially.

b. Seton Family Store Purchases

Active Seton Center volunteers may receive a 15%, non-transferrable discount on all Family Store purchases. Volunteers must be present and show their security badge to receive the discount. This discount may ONLY be combined with the color of the week promotion, not with any other discount programs or Store sales.

- Self-dealing (re-sale for personal monetary benefit) is not permitted.
- Items must be priced before expressing interest in or purchasing items.
- For items of low quality that cannot be displayed/sold to the public, volunteers may ask the Family Store Manager to purchase them at a percentage of the processing cost. This percentage will be determined by the Family Store Manager on an item-by-item basis.
- To avoid a back-up at the sales counter, please make your purchases no later than ½-hour of the Store closing.
- All items you wish to purchase must be brought to the sales counter for the cashier to enter the items in the POS system.
- Staff and volunteers are not eligible for Perka Point discounts

c. 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

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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 Volunteer Manager. If the Volunteer Manager is unavailable, or if it would be inappropriate to contact the Volunteer Manager, you must immediately contact the Executive Director. 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, customers and visitors fairly and without discrimination

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Volunteer Handbook

8 Policies (continued)

ii. Charitable Donations

All cash and material donations donated 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 Executive Director 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 Executive Director.

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 an 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 Executive Director or Operations Director. 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 Executive Director or Operations Director.

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8 Policies (continued)

vii. Trial Period and Evaluation

The purpose of the Trial Period and Evaluation is to provide a standard Volunteer Trial Period to include an evaluation process.

Volunteer Managing Staff is encouraged to discuss volunteer job performance and goals on an informal, day-to-day basis. To assure the effectiveness of new volunteers and the on-boarding process, a formal 90-day performance evaluation is conducted to provide both staff and volunteers the opportunity to determine if training, personal interactions, attendance and implementation of skills have been positive and successful.

The Manager of Volunteers will track and manage the Volunteer Trial Period, with feedback from volunteer Staff Managers and co-volunteers who work directly with them.

Staff Managing Volunteers Will:

- Monitor the volunteer's effectiveness, attendance and interactions during the Trial Period through personal observations and informal interviews with the volunteer.
- Assist the Volunteer Manager in completing an evaluation.

The Manager of Volunteers Will:

- Inform incoming volunteers of the Trial Period policy and procedures at orientation.
- Monitor and record the volunteer's service
- Meet with and provide them with a Volunteer Review form for their feedback.
- Perform an evaluation on the effectiveness of the volunteer's on-boarding and service using approved tools
- Discuss volunteer's feedback and their evaluation results.
- Suggest corrective actions/additional training to the volunteer if needed
- Based on the evaluation's findings, recommend extension of the Trial Period, Implementation of the volunteer into full service or facilitate separation of service if recommended

viii. 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 Executive Director, Operations Director or Volunteer Manager.

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8 Policies (continued)

ix 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 Volunteer Manager 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 Volunteer Manager as soon as possible, so that arrangements can be made to cover his/her absence.

x 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. Behavior and appearance of volunteers reflects on the reputation and values of our organization. Volunteers who choose to not 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; being 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.

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

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8 Policies (continued)

b. Workplace Safety (continued)

i. Drug and Alcohol (continued)

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 staff or volunteers. The Volunteer Manager 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.

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 Director. 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.

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8 Policies (continued)

b. Workplace Safety (continued)

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 the driveway entrance.

v. Flu and Virus Precautions

In the event of flu or virus outbreaks, Seton Center requires volunteers to follow safety precautions such as wearing protective equipment, temperature taking, physical distancing, proper handwashing techniques.

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 Volunteer Manager, in conjunction with the Case Manager and Executive Director, 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 Volunteer Manager.

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.

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9. Procedures (con't)

c. Injuries

If a volunteer suffers an injury while working on a volunteer project or assignment, he/she must contact the Executive Director or Operations Director 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, the Volunteer Manager will contact volunteers to inform them of 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 break 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 staff 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.

h. Normal 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

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9 Procedures (con't)

h Normal Hours of Operation (con't)

Volunteers may not enter premises of Seton Center during non-operational hours without prior permission of the Executive Director, Operations Director or Volunteer 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 Executive Director or Operations Director.