

INTERFAITH COMMUNITY
SERVICES
Volunteer Handbook
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Introduction

Welcome

Welcome to Interfaith Community Services! Thank you for joining our organization and our wonderful group of volunteers - over 1000 strong!

About This Handbook

The Volunteer Handbook has been created to help you become more knowledgeable about volunteering at ICS. This book will share with you a little of our history, philosophy, practices, and policies, as well as all the benefits we will provide to you as a valued volunteer. No volunteer handbook can answer all the questions you might have about our program. It is when you “jump into volunteering” at Interfaith Community Services that we can better get to know each other!

Please don't hesitate to ask questions. The Volunteer Resources Manager or any of the Program Managers or Directors will gladly answer them. We ask that you read this Handbook carefully and refer to it whenever questions arise. We also suggest that you take it home so your family and friends can become familiar with Interfaith Community Services.

Mission, Vision and History

The mission of Interfaith Community Services is to help Pima County seniors, disabled individuals and people in financial crisis achieve stable and independent lives through programs and services supported by staff, volunteers, faith communities and the community-at-large.

In over 30 years, the vision of Interfaith Community Services has not changed:

- Seniors and disabled individuals will have transportation, meals, and caregiving services available to them in order to remain independent in their homes.
- People in financial crisis will have a compassionate place to turn to for vital services that help stabilize their housing, employment, food and healthcare situations.
- Seniors, disabled individuals, and people in financial crisis may gain access to personal and community resources, social support, and information to make informed decisions.

Interfaith Community Services was founded in 1985 as Northwest Interfaith Center with three words as the vision – Love, Cooperation and Service. Our founder, Rev. Barbara Anderson, then associate pastor at St. Andrew's Presbyterian Church, believed that volunteers and congregations of diverse faiths should work together and share resources in responding to local community needs. We are enriched through the diversity of beliefs of our volunteers and recipients. Our services and volunteer opportunities are open and welcoming to all regardless of faith tradition. Presently, we partner with over 100 faith communities who support us financially, organize food drives, and provide volunteers.

Although our roots of support and services are in the northwest area of Tucson, our programs, volunteers, and supporters now extend to most of Pima County. Our partners represent the full community - individuals, agencies, corporations, foundations, City of Tucson, Pima County, and, of course, the faith communities. Our multiple services are often the "safety net" that help our recipients remain or become stabilized, enabling them to lead independent lives. We are providing services for thousands of people in need.

Leadership

ICS is led by a hard working CEO and an incredibly dedicated and diverse staff. ICS also maintains a 20-member volunteer Board of Directors representing diverse faiths, community and business backgrounds. Our Board meets monthly and is responsible for the overall governance of the organization. The leadership and vision this group continues to provide shapes and helps deliver our vision of services to support seniors, disabled individuals, and families in financial crisis.

Commitment to Volunteers

Volunteers are the core of our organization and deliver the majority of direct services to our recipients. A second key ICS core value is the role that paid staff support the work of the 1,000+ volunteers rather than a more traditional expectation of volunteers helping the paid staff. An all-volunteer Board of Directors governs ICS and establishes the policies under which ICS operates. The board represents a wide spectrum of the community. Committees are comprised of a designated staff member and members that are all volunteers. The Executive Director and management staff are responsible for implementing board policies and the programs of the ICS organization. Interfaith Community Services provides equal volunteering opportunity for everyone regardless of gender, color, race, creed, national origin, religious persuasion, marital status, sexual orientation, political belief, or disability that does not prohibit performance of essential job functions. All matters relating to volunteering are based upon ability to perform the job, as well as dependability and reliability.

What A Volunteer Can Expect from ICS:

1. We will strive to find an assignment that is based upon your interests, skills, and availability as well as ICS needs.
2. We will give you the opportunity to work as part of a team, to contribute to the welfare of the community and the organization, and to be recognized for your contribution.
3. We will strive to provide the necessary equipment, supplies, work space and helpful supervision.
4. We will treat you as a fellow team member who contributes to Interfaith Community Services goals through your volunteer work.
5. We will strive to give you the opportunity to give us feedback about your volunteer experience. The Volunteer Resources Manager or your direct supervisor is always willing to listen.
6. We want to give you the chance to grow and develop as a volunteer through participation in special training events, educational offerings and volunteer meetings.
7. You can expect that volunteer records will be kept to document volunteer experience, positions held, training, evaluation and commendation.

What ICS Expects from a Volunteer:

1. Please be realistic and candid in accepting your assignments, taking into consideration your personal time availability and responsibilities as well as the current needs of ICS.
2. Learn the details of your volunteer assignment as well as you can by completing all training, asking questions and staying in touch with your supervisor.
3. Please inform your supervisor or the Volunteer Resources Manager as soon as possible of any planned absences or lateness.
4. Help us provide services to many in need by being reliable and dependable in doing your volunteer assignment and working with other volunteers and staff.
5. Please follow all the policies and guidelines of ICS such as observing confidentiality when needed and engaging in appropriate public behavior at all times.
6. Please participate in the feedback process by letting ICS, know how you feel about your volunteer experience and by giving us constructive suggestions for improvement in any area.

7. Develop your skills as a volunteer by participating in training, development and educational opportunities. Learn about ICS and your volunteer job so you can do your best to benefit others and feel positive about your personal impact through ICS.
8. Our volunteer opportunities vary from weekly to episodic throughout the year. Whatever you commit to, we ask that you volunteer at least once per year for the specified time required for the job, so your personal record is kept active in our computer system.

Office Locations and Hours of Service

Interfaith Community Services has two office sites and one volunteer satellite office in Tucson. Our main office is located at 2820 W. Ina Rd. and is open to the community from 9:00 a.m. – 4:00 p.m. Monday-Friday. Designated staff is present from 8:00 a.m. to 4:30 p.m. each weekday, however, client services are available from 9:00 a.m. to 4:00 pm. Please be aware that the phones begin accepting calls at the front desk at 9:00 a.m. and are shut off at 4:00 p.m. The Resource Center is open to the community during the weekday business hours. The ICS Food Bank is open Monday through Saturday from 9:00 a.m. until 1:00 p.m. and Tuesday evenings from 5:00 p.m. to 7:00 p.m. If you need to be reached by family members before or after those hours, please see our front desk administrative assistant for the back line number to our offices.

The ICS Eastside office is located on the campus of New Spirit Lutheran Church, 8701 E Old Spanish Trail and open to the public from 9:00 a.m. – 4:00 p.m. Monday-Friday. The Resource Center is open to the community during the weekday business hours. Also at the site is the eastside ICS Food Bank open Tuesdays, Wednesdays and Thursdays from 10 a.m. to 1 p.m. and the 1st and 3rd Saturdays from 10 a.m. to 1 p.m. Similar to our main northwest office, the eastside also has available ICS caseworkers to provide financial resource assistance. Front desk phones begin accepting calls from the community at 9:00 a.m. and are shut off at 4:00 p.m.

The ICS Southside office is located in El Pueblo Neighborhood Center at 101 W. Irvington Road, Office 2A. The office is open Tuesday – Friday from 9:00 a.m. to 2:00 p.m. Currently, the office provides a location for case management for area clients and a place for volunteers to meet and drop off paperwork. A Mobile Food Pantry is offered once per month in conjunction with the Tucson Community Food Bank on an as-available basis.

Volunteer General Information

New Volunteer Orientation

Interfaith Community Services offers a new volunteer orientation once per month at each of the locations – NW main office, Eastside office, and Southside office. To become an ICS volunteer, you are required to attend one of these orientations. Anyone who is interested in becoming a volunteer can check our website at www.icstucson.org/volunteer-training to sign up for an orientation and download the application and handbook. You can also register by calling the main office and asking for the Volunteer Resources Manager at ext. 4217 or directly at 520-526-9308. An application and handbook can be emailed or sent to you. This orientation is a chance for you to learn about ICS, our volunteer opportunities, take a tour of our site, and meet other potential volunteers and staff.

Criminal Background Report/Motor Vehicle Report

Before you can become an active volunteer, you will need to provide us your full name, address, birth date, previous addresses, driver's license number and Social Security Number. This information is gathered from your new volunteer application so we can request a criminal background and motor vehicle report on your name. The sheet containing this information is shredded after the background check is complete; we do not keep SSN numbers on file. All of our volunteers must agree to a background check and submit 2 personal references that we can contact. The criminal background check includes the criminal "super" search which includes a nationwide sex offender registry check. We take these steps as industry best practices for our senior citizens, disabled and financial assistance recipients whom we serve. In addition, all of our recipients sign a waiver of liability when they sign up for our services as best practices on behalf of our volunteers. After each volunteer receives a satisfactory report from the background check, motor vehicle report, and reference checks, the Volunteer Resources Manager will forward a copy of your application to the applicable program

managers who will then contact you to set up an appointment for further training in the areas where you have chosen to volunteer. We thank you for furnishing your personal information and sharing our concern for others!

Job Descriptions

Brief job descriptions for all volunteer positions are available in the volunteer folder you receive at the orientation. More detailed information is available when you meet with each program area manager. We also have some volunteer positions that change as our service and office needs change as we aim to fulfill our mission in new or more efficient ways. We encourage volunteers to think of possible new volunteer opportunities and share them with us.

Volunteering with Senior Corps (RSVP)

In partnership with the Corporation for National Community Service (CNCS), ICS is able to engage qualifying seniors 55 years of age or older in the Retired and Senior Volunteer Program (RSVP) through nationally recognized Senior Corps. Serving in a more robust capacity through RSVP, volunteers in this group receive training above and beyond the normal curriculum, are able to claim reimbursement for mileage greater than normal eligible amounts, and are recognized annually at a separate RSVP appreciation event. A volunteer may only be considered part of the RSVP program if they work in the Mobile Meals, Registration and Evaluation and/or Transportation (and its support) programs.

Role of Supervisors

Each volunteer has a clearly identified supervisor who is responsible for direct management of that volunteer. This supervisor may be another volunteer or employee. The supervisor is responsible for the day-to-day management and guidance of the work of the volunteer and shall be available to the volunteer for consultation and assistance. The supervisor has primary responsibility for developing suitable assignments for the volunteer and for involving the volunteer in the communication flow of ICS. The Volunteer Resources Manager practices an "open door" policy and encourages all volunteers to share their joys of volunteering at ICS with her or to discuss areas where we can improve as an organization.

Identification Badges

When you attend a new volunteer orientation, the presenter will take a picture of you (face only) to create a badge. When you come back to meet with a program manager or other staff (within 10 – 12 working days after orientation), you will be given your badge. Please wear this badge when you perform ICS volunteer duties as it identifies you as an ICS volunteer and makes our recipients feel more "safe and secure." All visitors to our main office must sign in at the front desk unless you are wearing your ICS badge. Please notify the Volunteer Resources Manager if your badge is lost and he/she will create a new one for you.

Absences and Tardiness

The positions that volunteers fill are critical to ICS. If you fail to show up or are late, we are left short-handed. If you are unable to report for your volunteer assignment or if you will arrive late, please contact your direct supervisor first. Give him or her as much time as possible to arrange for someone else to cover your position. The same rules apply when going on vacation; the sooner you can tell us the easier it is on us. If your supervisor is not available, please contact the Volunteer Resources Manager at 526-9308 or tcarlson@icstucson.org. Excessive absences may be a reason for a discussion between you and your supervisor concerning whether your currently assigned volunteer position is a "good fit" for you.

We know that a number of our volunteers are seasonal visitors; please let us know when you are leaving for the summer. We will put notes on your availability in our database until you let us know that you have returned. Please note that if you have not volunteered in a 12-month period, we will request you attend another orientation and another criminal background and motor vehicle report will be ordered. You may volunteer again as soon as you have been cleared to do so by the Volunteer Resources Manager.

Mileage Reimbursement

Some of our volunteer assignments are eligible for mileage reimbursement. Mileage reimbursement is made available through a grant by the Regional Transportation Authority (RTA) and the Corporation for National Community Service (CNCS) and managed by the Pima Council on Aging (PCOA). The reimbursement amount varies throughout the year depending on funds available. These grants allow volunteers to request

reimbursement of mileage up to the IRS Standard Mileage Rates for business miles driven (i.e. in 2020 the rate is 57.5 cents) or IRS Standard Mileage Rate for service of charitable organizations (currently 14 cents). Any amount reimbursed in excess of Standard Mileage Rate miles driven in service of charitable organization is considered taxable income. ICS is required to file a Form 1099-MISC by January 31st to report this income to the IRS.

For example, a volunteer who is reimbursed for a total of 4,000 miles driven during the calendar year

- \$2,300 is the total reimbursement (4,000 miles x 57.5 cents).
- \$560 is non-taxable reimbursement (4,000 x 14 cents)
- \$1,740 is reportable taxable income

Taxable income in excess of \$600 is reportable via a 1099-MISC.

Under the guidelines of Interfaith Community Services, its insurance carrier, PCOA, and CNCS we must always have a copy of your current driver's license and a current vehicle insurance coverage card on file in order for you to provide many of our services.

Appreciation and Recognition for our Volunteers

Interfaith Community Services appreciates all of our volunteers and expresses that in many different ways. We show our gratitude one to one, via cards, notes, emails, by offering small gatherings for volunteers as educational or training events, by hosting National Volunteer Appreciation Week as well as other events for volunteers. For example, we host educational events throughout the year. Annually, we host the ICS Holiday Open House to the community in which volunteer awards are presented to honor and recognize a few of our many volunteers, donors, and contributors that have extended themselves over the years to advance the mission of ICS providing help and hope in our community. Through our Senior Core/RSVP program we host appreciation events and educational classes for Senior Core volunteers and also other volunteers. Know you are appreciated!

Volunteer Committees

ICS has a number of committees comprised of volunteers that share their wealth of experiences and resources to make us an even better organization. Committee members with expertise in strategic planning, finance and organizational leadership meet regularly to provide input in several areas:

- **Development Committee:** Provides input about fundraising activities, marketing, and public awareness of ICS. Meets monthly.
- **Empty Bowls Committee:** Plans and executes certain aspects of our biggest fund raiser for the food bank! Our annual Empty Bowls event is held at the Tucson Chinese Cultural Center in early March. Committee meetings begin in early fall and meet monthly or as needed until event day. Event planning includes preparing items to be offered in the Silent Auction and Raffle. Bowls are hand crafted and generously donated by Tucson artisans for the event. Soups and desserts are generously offered by Tucson area restaurants and bakeries. Committee members work with the Events Coordinator and Volunteer Resources Manager and other staff as needed.
- **Faith Community Committee:** Helps guide us in our outreach program to congregations. Meets six times a year.
- **Program Committee:** Assists in the planning and evaluation of our senior citizen, disabled, and financial assistance programs and recommends short-term and long-term goals. Meets four times a year.
- **Volunteer Resources Committee:** Provides input to our management of volunteers which may include reviewing policies/procedures, orientation, training, volunteer appreciation, volunteer surveys, and other aspects of volunteer management. Meets 4 times/year as needed.

Donating to ICS

There are many different ways to make a donation to ICS. Even a small amount makes a huge difference in the lives of people we serve. Some of the ways you can donate:

- Donate on-line by going to our website at www.icstucson.org or you may mail a cash or check donation to Interfaith Community Services, 2820 W. Ina Rd., Tucson, AZ 85742;
- Participate in your workplace matching gifts program or contributing to our Gifts of Love program;
- Donating stocks and bonds is a flexible and generous way to direct contributions to help ICS. You could even include ICS as part of your final wishes or donate to our Endowment or Founders Fund. The staff at ICS is available to discuss all these options with you; and
- ICS is a designated Arizona charitable organization. You can claim an Arizona tax credit for 2020 that reduces dollar for dollar what you pay in state income tax. Couples who file jointly can reduce their state taxes by up to \$800; individuals or head of household filers can claim a tax credit of up to \$400. The money you would otherwise pay in taxes can benefit those that seek help through Interfaith Community Services.

Volunteer Insurance Coverage

Interfaith Community Services carries an insurance policy through The Cima Companies, Inc., 2750 Killarney Drive, Suite 202, Woodbridge, VA 22192. This insurance becomes effective at the time of your first volunteer activity. A handout outlining the coverage is included in your new volunteer orientation packet or you may request one by calling ICS. Please be sure to read the entire handout included in the packet so you will know about the coverage offered by this company.

Holidays

Interfaith Community Services observes the following holidays. On some of these days, our volunteers will be delivering meals, performing services for our senior and disabled recipients or volunteering in our Food Bank. In instances such as these, a skeleton staff will be present or a cell phone number will be given in case of emergency.

New Year's Day, Martin Luther King, Jr. Day, President's Day, Independence Day, Columbus Day, Veteran's Day, Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve (Office closes at 1:00 p.m.)

Media Policy

In an effort to be consistent in our message of our mission and goals, volunteers are asked not to speak to mass media sources such as newspapers, magazines or television stations regarding Interfaith Community Services without prior approval.

As part of being a volunteer, we reserve the right to upon occasion use photos of our volunteers in action for our publications, multimedia productions, displays, advertisements, promotional materials, or website postings.

Safety/Security Procedures, Training and Miscellaneous Policies

Traffic Violations

It is a policy of Interfaith Community Services that both new and existing volunteers cannot have more than two moving violations in the last three years if you wish to transport our recipients, drive on our behalf, or deliver mobile meals. If you have incurred another traffic violation since you began volunteering for us and now have more than 2 moving violations in the last three years, please know that you cannot continue to drive on our behalf until one of those violations has been dropped from your record. Please notify the Volunteer Resources Manager immediately if you incur a third moving violation. We will try to move you to another volunteer opportunity until such time as you are able to transport for us again.

Personal Safety Procedures

As a volunteer, you are the “eyes and ears” of our organization! We also ask you to practice personal and safety-conscious boundaries when offering your volunteer services. If any volunteer assignment causes you any concern for your safety or well-being, please call your supervisor and discuss the issue with him/her. Please exercise good judgment as we value your safety!

Recipient Emergency

If an emergency occurs while a recipient is in your care, ICS has a very simple policy. Please call 911 and report the emergency to the police or sheriff's department. Wait with our recipient until emergency providers arrive. After they discern whether our recipient should be transported to the hospital or you are given the approval to continue the activity, please call your supervisor or the Volunteer Resources Manager to report the incident. We will send you an incident report to complete and return to us.

Emergency Procedures at Main Office

Fire, Smoke or Disturbance Alarm: If you volunteer in our main office or Food Bank, our premises are furnished with safety alarms that can be pulled in the case of an emergency. An alarm should be pulled in the case of smoke, fire, or an unruly client. The sound that our safety alarm produces is a sharp and extremely loud siren-like noise which begins blaring throughout the building. When an alarm sounds, an ICS Manager or Director will immediately respond to the area and take steps to mitigate any issues that have arisen.

In the case of a recipient who is creating a disturbance, a staff member who is directly dealing with that recipient within their office may need assistance. The Manager or Director may come out and calmly ask you to call Leo. Leo is an acronym for ‘Law Enforcement Officer.’ We would ask you to immediately call 911 and ask for assistance. Please coordinate with staff to make sure other departments are informed that law enforcement officers have been called for an incident that is currently happening.

While you should discuss with your program supervisor what actions or evacuation steps should be taken within your department in the case of an alarm being pulled, fire or smoke being detected, or a situation developing with an unruly client, please use your common sense to dictate the steps you should follow to ensure safety for you and others.

Use of Agency Vehicles

The vehicles owned by Interfaith Community Services are provided to support ICS programs and administrative activities. Volunteers who wish to drive our vehicles must have a copy of their motor vehicle report and a current driver's license on file in our office and be an authorized driver either per the Volunteer Resources Manager or the Food Bank Coordinator. Please note that the ICS Food Bank operations have priority over the use of the vans.

Guidelines for Volunteer Conduct

Standards of Conduct

As a volunteer with ICS, you have a responsibility to Interfaith Community Services and to your fellow volunteers to adhere to certain guidelines for behavior. ICS strives to keep rules to a minimum. The purpose of these rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary. When each person is aware that he or she can fully depend upon fellow volunteers to follow the rules of conduct, then our organization will be a better place to volunteer for everyone.

Unacceptable Activities

Generally speaking, we expect each person to act in a mature and responsible way at all times. However, to avoid any possible confusion, some of the more obvious unacceptable activities are noted below. Your avoidance of these activities will be to your benefit as well as the benefit of Interfaith Community Services. If you have any questions concerning any volunteer or safety rule, or any of the unacceptable activities listed, please see the Volunteer Resources Manager for an explanation.

If a volunteer violates any rules established by Interfaith Community Services, including the following rules, that person may be subject to discipline up to, and including, immediate discharge:

- Willful violation of any agency rule; any deliberate action that is extreme in nature and is obviously detrimental to Interfaith Community Services;
- Negligence or any careless action which endangers the life or safety of another volunteer or recipient;
- Possession or use of all illegal drugs or other illegal substances is prohibited;
- Unauthorized possession of dangerous or illegal firearms, weapons or explosives while providing volunteer services;
- Engaging in criminal conduct or acts of violence, or making threats of violence toward anyone on agency premises or when representing Interfaith Community Services;
- Insubordination or refusing to obey instructions properly issued by your supervisor or Volunteer Resources Manager;
- Threatening, intimidating, coercing, harassing or abusing fellow volunteers or recipients;
- Dishonesty; willful falsification or misrepresentation on your application for volunteering or other volunteer records; alteration of agency records or other agency documents;
- Under the influence of alcohol when providing volunteer services; and
- Breach of confidentiality of personal information.

Confidential Information

We have an obligation to our recipients to maintain their confidentiality and respect their privacy. Every recipient served by ICS has the right to confidentiality. But at the same time, every volunteer must use his or her best judgment. If you are aware of a recipient issue that requires immediate help, please inform your supervisor or the Volunteer Resources Manager. As you work with ICS staff, information of a confidential matter may be shared with you. You must not share this information with anyone who does not have a professional right or need to know it. No one is permitted to remove or make copies of any ICS records, reports or documents without prior approval. Release of confidential information to unauthorized persons may result in dismissal from your volunteer service.

Gifts, Tips, and Soliciting

Our recipients are very appreciative of the many services that volunteers provide. We consistently get comments from them about the kindness and friendliness of our volunteers.

Accepting Gifts & Tips: From time to time, our recipients want to “give back” to our volunteers such as offering cookies, dog biscuits, small gifts, etc. While we attempt to discourage this as many of our recipients live within limited means, it is not always successful. If a recipient tries to give you cash, please respond by telling them it is against ICS’s policies to accept it. If they are still pressing to give you cash, please tell them that they can send it to ICS and it will be used in our Good Samaritan fund to help those in need. We have pre-addressed donor envelopes you can store in your vehicle for just that purpose.

Soliciting: Please do not market your personal business to our recipients. Again, most of our recipients live on a reduced income and marketing your business to them may make them feel obligated to purchase your product.

Non-Proselytizing to Recipients

Please know that our volunteers come from a wide range of diverse faith beliefs and practices. We believe that those beliefs and practices are what we most respect in our many volunteers. We do not want you to “check your faith” at the door, but we ask that you honor our recipients’ beliefs and practices by not proselytizing. Please honor your faith and beliefs by your kind, compassionate and heartfelt actions to our recipients.

Volunteer Grievances

Volunteer grievances are of concern to Interfaith Community Services, regardless of whether the problems are large or small. There will be no discrimination against or toward anyone for his or her part in presenting a grievance.

What is a grievance?

Under this policy, a grievance is defined as any event, condition, rule, or practice which the volunteer or participant believes violates his or her civil rights, treats him or her unfairly, or causes him or her a high degree of unpleasantness or unhappiness in connection with service provided by ICS. A grievance may also deal with an attitude, a statement, or an opinion held by a supervisor, manager or volunteer. In any grievance, it is the goal of ICS to listen carefully to all those concerned and work towards a positive resolution adhering to ICS Policy and Procedures while supporting the best interests of both our participants and our volunteers.

If a volunteer has a grievance with ICS

We encourage you first to take your concerns to your supervisor and see if the issue can be resolved. If you feel uncomfortable in doing that, please seek to address your concerns by following the feedback procedures as follows:

1. Address your Volunteer Resources Manager. If you feel that any volunteer situation, issue, policy, practice, or action by Interfaith Community Services is unjust you should request a meeting with the Volunteer Resources Manager and discuss the matter confidentially to work towards a resolution. If after discussing your concerns with the Volunteer Resources Manager you feel the situation is not resolved to your satisfaction, please submit in writing to the Volunteer Resources Manager the specifics of why it is not satisfactorily resolved. The Volunteer Resources Manager will present your grievance to the Community Engagement Director for consideration and respond back to you directly.
2. Meet with the Community Engagement Director. If you feel the situation is still not resolved to your satisfaction, you may ask to meet with the Volunteer Resource Manager's supervisor, the Community Engagement Director, who will review the written grievance and may ask to meet with you. At this meeting, you should feel free to openly discuss your grievance and substantiate your reasons for your grievance. The Community Engagement Director will have the final say as to resolution of your grievance.

If ICS has a grievance with a volunteer

If a recipient reports a grievance with a volunteer, or if an ICS staff member has a grievance with a volunteer, a similar procedure as outlined above is to be followed.

1. The ICS program supervisor or staff member will communicate directly with the volunteer to explain the nature of the grievance and listen to and understand the volunteer's perspective as they work to resolve the grievance directly. The ICS program supervisor or staff member may consult with their program director if needed. Our goal is to respectfully support the volunteer and provide for a correct understanding of ICS Policy and Procedures as the volunteer compassionately serves our recipients.
2. If the situation is not resolved sufficiently, or the ICS program supervisor or staff member would like additional advisement and support, the ICS staff member is to meet with the Volunteer Resources Manager to discuss the situation. If needed, the program supervisor and Volunteer Resources Manager may meet directly with the volunteer to discuss the situation and find a resolution. If the grievance cannot be satisfactorily resolved according to ICS Policy and Procedures, the volunteer may be requested by the Volunteer Resources Manager to take a leave of absence from that position. Further consideration of another position or reinstatement in that position is up to the discretion of the Volunteer Resources Manager.
3. If necessary, the Community Engagement Director, the Volunteer Resources Manager's supervisor, may be called in to consult in the resolution of a grievance with a volunteer.

Dress Code

Personal appearance of both staff and volunteers is a direct reflection on the organization and should be conservative and tasteful at all times. We do ask that no sleeveless t-shirts, halter, spaghetti-strap or tank tops, short-shorts, or any clothing which is inappropriate for the workplace be worn when volunteering including any item with slogans or pictures inconsistent with our mission. Please refrain from wearing perfume as many of our recipients are struggling with allergies.

For our volunteers who are working at the front desk and who are on the “front line” to greet potential people who enter our offices, we ask that your dress be a little less casual in nature as you are the first person that donors, dignitaries, and city, state, and government officials see when they walk in our front door.

If you volunteer in our Food Bank, we request you wear an ICS polo shirt (can be purchased through ICS) or an apron that we will furnish. In addition, please no sandals, thongs, or footwear that would not protect your feet in case of an accident.

Resignation

While we hope both you and Interfaith Community Services will mutually benefit from your continued volunteering, we realize that it may become necessary for you to leave your volunteer position with ICS. If you anticipate having to resign your position, please email or notify your supervisor or Volunteer Resources Manager in writing as far in advance as possible and make arrangements with the Volunteer Resources Manager for an exit interview if you would like one. We appreciate your time of service to ICS.