

INTERFAITH COMMUNITY SERVICES Volunteer Handbook

Rev. 9/23

Table of Contents

Introduction

Table of Contents	1
Welcome.....	2
About This Handbook	2
Mission, Vision and History.....	2
Commitment to Volunteers	3
What a Volunteer Can Expect from ICS	3
What ICS Expects from a Volunteer.....	3
Office Locations and Hours of Service	4

Volunteer General Information

New Volunteer Orientation	4
Criminal Background Report/Motor Vehicle Report	4
Job Descriptions	5
Volunteering with Senior Corps (RSVP).....	5
Role of Supervisors	5
Identification Badges	5
Absences and Tardiness	5
Mileage Reimbursement	6
Appreciations and Recognitions	6
Volunteer Committee	6
Donating to ICS	7
Volunteer Insurance Coverage	7
Holidays.....	7
Media Policy	7

Safety/Security Procedures, Training and Miscellaneous Policies

Traffic Violations	8
Personal Safety Procedures	8
Recipient Emergency.....	8
Emergency Procedures at Main Office.....	8
Use of Agency vehicles.....	8

Code of Conduct Policies and Practices

Standards of Conduct	9
Confidential Information	9
Gifts, Tips, and Soliciting	9
Non-Proselytizing to Recipients.....	10
Volunteer Grievances.....	10
Dress Code.....	11
Resignation.....	11

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

Use this guide to become more familiar with volunteering at ICS. We include some of our history, philosophy, practices, and policies as well as the benefits provided to you as a valued volunteer. Of course, the best way to understand a volunteer organization is to volunteer! We look forward to building that relationship with you!

Please don't hesitate to ask questions. The Volunteer Engagement or other program staff is here to help you engage successfully in ways that meet the ICS mission and your personal volunteer desires. We ask that you read this Handbook carefully and refer to it whenever questions arise.

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 other words, “Where Help Brings Hope”.

In over 35 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.
- Our clients and the community at large will gain access to personal and community resources, social support, and information to make informed decisions.
- Volunteers, faith communities, and supporters will have a place to serve their neighbors in need.

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 120 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 committed CEO and 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 of this group continues to provide leadership and helps shape 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 core aspect of ICS is that the role of paid staff support the work of the 1,000+ volunteers rather than a more traditional expectation that volunteers help 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 volunteers and a designated staff member. The CEO 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, workspace, 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 Engagement 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 confidential and that records 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 Engagement 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 occasional 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 four 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 ICS Food Bank is open Monday through Saturday from 8:00 a.m. until 11:00 a.m. and Tuesday and Thursday evenings from 5:00 p.m. to 6:30 p.m.

The ICS Central office is located at 122 N. Craycroft Rd., on the campus of Rincon Congregational UCC. The Southside office is located at 101 W. Irvington Rd., Office 2A on the campus of El Pueblo Neighborhood Center. The Eastside Food Bank Hub is located at 8701 E. Old Spanish Trail on the campus of New Spirit Lutheran Church. For each of these offices, please call the ICS main number at 520-297-6049 for hours of operation.

General Timeline

- Attend volunteer orientation (online or in person)
- Volunteer completes online application with 2 personal references
- Volunteer completes Background Check form online
- Volunteer sends personal photo to Volunteer Engagement Assistant
- Once all information is complete, volunteer receives welcome email with assignment and further instructions
- Name badge for volunteering is ready for pickup at NW office
- Program supervisor of selected area(s) will contact volunteer to get you started in your volunteer role!

Volunteer General Information

New Volunteer Orientation

Currently, Interfaith Community Services offers new volunteer orientations twice per month via zoom. 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 to sign up for an orientation. If you need assistance with the online signup, you can call the Volunteer Engagement Manager at 520-9308. The online orientation offers a great opportunity to learn about ICS, our volunteer opportunities, and meet other potential volunteers and staff.

Criminal Background and Motor Vehicle Reports/Personal References

Before you can become an active volunteer, you will need to complete an online background check with our contracted background check company, **Asurint**. Full social security number must be provided by you on the online Asurint platform to perform the background check. A link is emailed to you after receipt of your online application, which you complete privately. All ICS volunteers must complete the Asurint background check and

submit 2 personal (non-family member) 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 the recipients we serve sign a waiver of liability when they sign up for our services as part of our best practices on behalf of our agency and our volunteers. After each volunteer receives a satisfactory report from the background check, motor vehicle report, and reference checks, the Volunteer Engagement staff will send a welcome email with volunteer placement details which includes the staff names of who will be contacting them and next steps for any program training.

Job Descriptions

Orientation provides an overview including many details of each of the many volunteer options. We are also available for questions during orientation and any time after. Once a volunteer is placed, each program manager either provides additional training and/or explanation of the specific job requirements depending on the job. Every volunteer role has a job description with requirements, job details, and resources needed. Volunteer Engagement Assistant will send specific job descriptions to you when you express an interest and upon request. The volunteer job descriptions are also located on our website at www.icstucson.org.

As ICS grows, adapts, and changes to the needs presented in our community, our goal is to fulfill our mission in new and continually more efficient ways. We encourage volunteers to think of possible new volunteer opportunities and share them with us.

Volunteering with AmeriCorps Seniors (RSVP)

In partnership with the AmeriCorps (formerly Corporation for National Community Service), ICS engages qualifying seniors 55 years of age or older in the AmeriCorps Seniors Retired and Senior Volunteer Program (RSVP). Serving in a more robust capacity through AmeriCorps Seniors, volunteers receive the opportunity for additional training and classes, are offered mileage reimbursement for distances greater than normal eligible amounts, receive special recognition through ICS and through an annual recognition event hosted in the community. AmeriCorps Seniors volunteers serve in the ICS Transportation, Mobile Meals, Home Sweet Home, and Senior Registration areas.

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 Engagement Manager and Assistant practices an “open door or phone” policy and encourages volunteers to share joys of volunteering, concerns or to discuss areas where we can improve as an organization.

Identification Badges

After you join an online orientation, you will be sent an email with follow up onboarding details. One of those details is to send the Volunteer Engagement Assistant a cell phone photo of yourself that can be made into a name badge. Once you are placed in a volunteer position(s) and when the badge is ready, you will be sent an email that the badge is ready for you to pick it up at our NW office. 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. Please contact the Volunteer Engagement Manager or Assistant if your badge is lost and another one will be made for you.

Absences and Tardiness

Volunteer positions are critical to ICS operations. 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 direct supervisor is not available, you can try the Volunteer Engagement Manager at 520-526-9308 or Volunteer Engagement Assistant at 520-477-0282. 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 several 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 may request you attend another orientation and complete another background check with motor vehicle report. You may volunteer again as soon as you have been cleared to do so by the Volunteer Engagement Manager.

Mileage Reimbursement

Volunteer assignments in Senior Services with Transportation, Mobile Meals and Home Sweet Home are eligible for mileage reimbursement. Mileage reimbursement is made available through a grant by AmeriCorps Seniors RSVP and a grant with the Regional Transportation Authority (RTA) managed by the Pima Council on Aging (PCOA). As of November 1st, 2023, the reimbursement amount from RTA is a maximum of \$500/month and the AmeriCorps Seniors RSVP grant maximum is \$300/month. This means that the maximum a volunteer under 55 years of age can receive is \$500/month and the maximum a volunteer over 55 can receive is \$800/month. Volunteers over 55 and helping in Senior Services are automatically an AmeriCorps Seniors RSVP volunteer and eligible for the maximum of \$800/month mileage reimbursement. Mileages are submitted on a monthly basis according to the specific program.

Taxable income in excess of \$600 is reportable to the IRS via a 1099-NEC.

Under the guidelines of Interfaith Community Services, its insurance carrier, PCOA, and AmeriCorps 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 our many 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, and nominating star volunteers for local service awards. For example, we host educational events throughout the year. Through our AmeriCorps Seniors grant, we are able to host appreciation events and educational classes for AmeriCorps Seniors and other volunteers to inform them about AmeriCorps Seniors. We truly want volunteers to know they are appreciated and valued!

Volunteer Committees

ICS has several 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:

- **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 Engagement Manager and other staff as needed.
- **Volunteer Engagement and AmeriCorps Seniors Task Force:** Works together to inspire a spirit of service in our community by working with Volunteer Engagement staff on the 911 Day of Service and the MLK Day of Service.

Donating to ICS

There are many different ways to donate to ICS. Even a small amount makes a big impact in the lives of people we serve. Below are some of the ways you can donate:

- Donate on-line by going to our website at www.icstucson.org. You can also mail a cash or check donation to Interfaith Community Services, 2820 W. Ina Rd., Tucson, AZ 85741;

- 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 - New Year'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 Engagement 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 Engagement 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 Engagement 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 Engagement Manager for an explanation.

If a volunteer violates any rules or guidelines established by Interfaith Community Services, including the following, 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, 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 Engagement 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
- Volunteers are asked to provide only the ICS requested services to their assigned client and nothing further. If the client requests additional services, the volunteer must contact and discuss with their program supervisor. This includes any activity beyond the scope of the program such as meeting for meals, socializing, dating, attending events and providing extra trips.

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 Engagement 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 Ed Jenkins Helping Hand 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 Concerns or 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 concern or 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 concern or grievance with ICS

We encourage you first to take your concerns **directly to your specific program manager** 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 Engagement 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 Engagement Manager and discuss the matter confidentially to work towards a resolution. If, after discussing your concerns with the Volunteer Engagement Manager, you feel the situation is not resolved to your satisfaction, please submit in writing to the Volunteer Engagement Manager the specifics of why it is not satisfactorily resolved. The Volunteer Engagement Manager will present your concern or grievance to the People and Culture Manager and/or the Chief Executive Officer. One of these staff will respond directly back with you.
2. Meet with the CEO. If you feel the situation is still not resolved to your satisfaction, you may ask to meet directly with the CEO to discuss the reasons for your concerns. The CEO 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 manager or coordinator will communicate directly with the volunteer to explain the nature of the concern or grievance and listen and seek to understand the volunteer's perspective. The ICS program manager 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 manager or staff member would like additional advisement and support, the ICS staff member is to meet with the Volunteer Engagement Manager to discuss the situation. If needed, the program manager and Volunteer Engagement 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 Engagement 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 Engagement Manager.
3. If necessary, the People and Culture Manager or CEO 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 at some point it will become necessary for you to leave your volunteer position. If you anticipate having to resign such as because you are moving or for health reasons, please email your supervisor or Volunteer Engagement Manager as soon as possible. If you would like to meet with the Volunteer Engagement Manager for an exit interview, contact Tori Carlson at tcarlson@icstucson.org or 520-526-9308. Otherwise when you resign from all volunteering at ICS you will receive an Exit Survey and be removed from the volunteer email list. *We appreciate your time of service with ICS and hope you continue to support the work of ICS in the community and tell others about ICS!*