

**St. John's United Methodist Church, Bread of Life, Inc.
and Temenos CDC
Volunteer Policies and Procedures**

The three entities: St. John's U.M.C., Bread of Life, Inc., and Temenos CDC will herein be referred to as "the Organization" throughout this Volunteer Policies & Procedures Handbook.

It is fundamental to the Organization's philosophy that good business and good ethics are synonymous when viewed from moral, legal and practical standpoints. The trust and respect of people are precious assets of the Organization and must be preserved. We earn this trust everyday by conducting our business according to high ethical, moral and legal standards.

At the Organization, the senior management team, which consists of our Sr. Pastors, Executive Pastor and Executive Director, is responsible for setting standards of business ethics and overseeing compliance with these standards. It is the responsibility of each volunteer to live up to and model these standards.

It is considered each volunteer's responsibility to read and comply with the policies and procedures set forth in this volunteer manual. If you have any questions about the policies and procedures set forth, it is your responsibility to consult with the Volunteer Administrator or the Volunteer Supervisor of your assigned work area.

A violation of any of the standards set forth can result in dismissal from the volunteer program.

The Organization reserves the right to add, modify, or eliminate provisions within this volunteer handbook at any time. This volunteer handbook does not constitute, and nothing herein shall be construed as, employment for the Organization. The information in this volunteer handbook replaces all previous volunteer handbooks or volunteer manuals for the Organization as of June 1, 2003.

MISSION STATEMENTS

St. John United Methodist Church Downtown

The mission of St. John's is to restore hope, faith, and love to the entire community; and to remove the barriers of classism, sexism, and racism from the worship experience. The mission is realized through an array of ministries that promotes universal recovery in a warm, compassionate, and Spirit-Filled Christ-Centered environment.

Bread of Life

Bread of Life is committed to restoring families by restoring individuals by offering a continuum of care that cultivates the spiritual, intellectual, emotional, and physical well being of men, women, and children living in challenging situations with the ultimate goal of moving families from "total dependency" to "self sufficiency".

Volunteer Application Process

Prior to initiating an offer to volunteer for the Organization, all information noted below is to be gathered and prospective volunteers are to adhere to the following:

- Completed volunteer application
- One on One Interview with Volunteer Administrator
- Second Interview with Department Head, if necessary
- Completed volunteer orientation and tour of facility
- A minimum of two reference checks
- Availability status (days available, times available)
- Available start date to begin volunteer assignment
- For certain volunteer roles, evidence of and verification of licensure or credentials
- Criminal background check, if necessary
- Signed volunteer job description

All volunteers working with the Organization will comply with standards of performance and conduct. Background checks will also be conducted for all potential volunteers with the exception of large volunteer groups, those volunteering for the “Meals that Heal Program” of Bread of Life and ministries of St. John’s UMC that do not involve the handling of cash. The results of the background checks will determine the areas of the organization that volunteers can be assigned to.

Volunteer interviewing will be conducted by the Volunteer Administrator and in a job-related fashion. Some volunteer positions that are technical in nature require a second interview conducted by the Department Manager and will be conducted if necessary. All volunteers will receive training deemed necessary depending on the position assigned. Just as employees are, all volunteers will be appropriately supervised by a designated staff member from the specific department they have been assigned and must be qualified to perform the assigned duties.

Volunteer Orientation

The Volunteer Administrator will offer volunteer orientation sessions on a monthly basis for all prospective volunteers. Volunteer orientation is intended to give an overview of the Organization and the need for volunteers to achieve goals. Orientation sessions will provide information on the following:

- History of the St. John’s, Bread of Life and Temenos CDC
- Why the need for volunteers?
- Volunteer application process
- Volunteer opportunities and job descriptions
- Trainings required and provided for volunteer positions
- Volunteer Policies and Procedures Manual
- Volunteer Confidentiality Agreement
- Tour of the Campus

Upon completion of volunteer orientation, all new volunteers will confirm with the Volunteer Administrator their interest in volunteering with the Organization and will select their area(s) of interest. At this time, the various forms will be signed by the volunteer and filed in the volunteer's records, including the Volunteer Policies and Procedures Handbook Acknowledgement, indicating that the volunteer understands and will adhere to the Organization volunteer policies and procedures.

Background Checks

It is the policy of the Organization to thoroughly investigate the background of all potential volunteers, specifically those with exposure to financial records, money and youth under the age of 18 years of age. Certain criminal offenses may exclude an individual from being able to volunteer at the Organization.

Consistent with the Employee Manual guidelines of the Organization, the Human Resources department is responsible for conducting all criminal background checks on prospective volunteers. All volunteers are encouraged during the application process to disclose any criminal history. Failure to submit to full disclosure could result in immediate disqualification of consideration for volunteer participation.

The Volunteer Administrator will obtain a minimum of two references for each prospective volunteer, utilizing a standard telephone request form. Any adverse reference among the two should be cause for concern and re-evaluation of the potential volunteer. A reference check form shall be completed, including signature and date. All references will be placed in the volunteer's file.

Criminal history will be obtained from an authorized agency, such as, the National Background Directory and National Background Data, LLC. Documentation of the volunteer's criminal history will be maintained in their file.

Verification of Credentials

All volunteers seeking to assist as a counselor, therapist or other licensed or credentialed professional must present verification of licensure during the volunteer application process, and annually thereafter. The Volunteer Administrator will contact the licensing agency to determine the volunteer's current status. Documentation and licenses will be placed in the volunteer's file.

During the interview phase, the Volunteer Administrator will request certification or licensure from the volunteer. A copy will be attached to the volunteer application form. If the volunteer is being considered but possesses an out-of-state license, he or she will be instructed to contact the proper agency for licensure in Texas and will be instructed to present a state license prior to volunteering within the specific area requiring such certification. The Volunteer Administrator will verify the license with the appropriate State Board if the volunteer has not received the actual license.

Volunteer Records

The Organization maintains current documentation on each volunteer and are easily accessible upon request.

Volunteer records will contain the following documentation:

- Volunteer application and resume (if provided)
- Documentation of reference checks
- Documentation of volunteer orientation
- Documentation of appropriate screening and/or background checks
- Documentation that required credentials were verified directly with the credentialing body (for specific volunteer positions)
- A copy of all current and past volunteer job descriptions signed by the volunteer
- Documentation of all internal and external training
- Data that includes dated started and department assigned
- Records of any disciplinary actions and evaluations

The Organization owns all volunteer files, which are maintained in a confidential manner and are not accessible to anyone other than the Volunteer Administrator. A volunteer may request to see his/her personnel file at a mutually convenient time by submitting a written request to the Volunteer Administrator. Volunteers are not permitted to remove any item from their volunteer file.

The inclusion/exclusion of anything other than what is listed above in the volunteer file must have the approval of the Volunteer Administrator.

Volunteer Relationship

Accepting a volunteer position at the Organization does not establish any specific term of service. The volunteer relationship can be terminated at any time and the termination process can be prompted by either volunteer or volunteer administrator.

There are various reasons why the volunteer administrator would make the decision to end the relationship. For example, reasons for termination may include, but are not limited to:

- Consistent failure to show up for assigned volunteer projects
- Engaging in misconduct or violating the Organizations policies
- Incompatibility between employee and volunteer relationships

This volunteer handbook is a guideline and is not a contract guaranteeing volunteer activity for any specific area or duration.

Hours of Work and Attendance

It is the policy of the Organization that all volunteers adhere to established work days, Sunday through Saturday. It is the Organization's intention to operate efficiently and provide excellent service to our clients. Volunteer attendance and punctuality is essential to our success on a daily basis. Volunteers who cannot arrive on a scheduled day or will be late must notify their respective supervisor or the Volunteer Administrator.

If a volunteer exhibits consistent tardiness and/or absences, he/she will be removed from the active volunteer roster and re-assigned to volunteer tasks that do not require a specific start or end time.

Grievances and Volunteer Relations

The Volunteer Department has a grievance policy to allow volunteers to bring disputes to the attention of the Volunteer Administrator. Some situations that may be reasons for the volunteer to file a grievance would be:

- Being offered drugs by another volunteer or staff member
- Being physically abused by another volunteer or staff member
- Being verbally abused by another volunteer or staff member. Yelling, using ethnic slurs, calling names or cursing.
- Intimate physical or sexual contact
- Any form of physical punishment
- Fellow volunteer or staff member being seductive with the employee or one of the employer family members
- Being stalked when off-duty by a fellow volunteer or staff member.

In event that any of the above occurs, the volunteer must contact the Volunteer Administrator. The volunteer will be asked to fill out a report on the incident or incidences. The volunteer will submit the grievance to the Volunteer Administrator who will meet with the accused in an attempt to resolve the grievance. The Volunteer Administrator will make a response and investigation of the incident within 10 working days. Once the Volunteer Administrator completes the investigation and meets with the accused, a decision will be given to the volunteer in writing.

Telephone and Personal Business

To adhere to an effective work environment, excessive personal telephone conversations while volunteering are discouraged. We ask that your calls be confined to scheduled breaks. The Organization's telephone and mail facilities are designed exclusively for business purposes, and the regular use of these facilities for personal matters is discouraged. Personal business is not to be conducted on the premises.

Dress Code Policy

Volunteers are expected to appear professional and business-like at all times. The Organization maintains a professional business environment and expects its volunteers to be responsible for adhering to appropriate dress guidelines. The Organization has adopted a year-round business casual dress policy for all locations. If you would rather wear professional attire, you are encouraged to do so.

The Organization expects volunteers to use good judgment in selecting office attire and dress according to the expectations of customers and clients/students. Office attire must be appropriate, safe, neat, clean, and pressed. The dress code at St. John's U.M.C. and Bread of Life is Business Casual. There may be some exceptions made for certain volunteers in certain departments to wear other attire, for example the kitchen volunteers, facilities volunteers, outreach volunteers, clinical volunteers and others as decided by the Volunteer Administrator.

Unacceptable attire includes, but is not limited to the following:

- Mini dresses; mini-skirts; and dresses with splits longer than 2 inches above the knee;
- Spandex dresses, tight and the like;
- Shorts (shorts may be used by volunteers in certain departments during the summer months and must be no shorter than 2 inches above the knee;
- Halter-tops, bare midriffs, spaghetti strap tops and/or dresses as well as low cut jeans or jeans with holes are not permitted;
- Extremes in hairstyles and in the use in jewelry, make-up or perfume should be avoided.
- Sweaters, blouses, shirts with low revealing necklines or any part of the body (midsection, thighs, etc.) is not acceptable, as well as shirts with offensive or sexually explicit slogans.
- Flip-flops (shoes) are not permitted.

If a volunteer requires a reasonable accommodation regarding their dress for religious reasons, he or she must contact the Volunteer Administrator. Volunteers who refuse to comply with the Dress Code will be subjected to disciplinary action, up to and including termination from the Volunteer Department. If the volunteer has any questions about the dress code policy, he or she can discuss them with the Volunteer Administrator.

Disciplinary Actions and Professional Conduct

The Volunteer Administrator and supervisors of volunteers are responsible for administering disciplinary action if a volunteer's job performance is unsatisfactory or if a volunteer violates any of the Organization's policies and procedures and/or fails to follow a reasonable order of a supervisor (insubordination).

The disciplinary action taken, whether verbal, written, or immediate termination from the volunteer program – will be suited to the nature of the degree of the violation or

infraction. The Organization reserves the right to exercise its discretion in respect to discipline and continued volunteer participation in a particular case. Immediate suspension may be invoked by a volunteer supervisor for a serious act of misconduct or violation of rules or for a repeated offense. Suspensions in excess of 1 day must be reported to the Volunteer Administrator.

Before any disciplinary action will be imposed, unless otherwise indicated by the circumstances, the supervisor and the volunteer will meet to discuss and thoroughly review the matter. Official notices of disciplinary action will become part on a volunteer's record.

Financial Confidentiality

Volunteers may be exposed to confidential information while volunteering for the Finance Department, anyone associated with the Finance Department or doing any other work for the organization which may expose he/she to financial documents, acknowledges the fact that this information is proprietary and should not be discussed with anyone either inside or outside of the organization. Any breach in this agreement will result in immediate dismissal from the volunteer program as determined by the Volunteer Administrator and Management.

Exit Interviews

The Volunteer Administrator will schedule and conduct exit interviews with volunteers who voluntarily end their participation in the volunteer program. Exit interviews are conducted to evaluate current volunteer policies and procedures and working environment.

Volunteer Handbook

All volunteers will receive a copy of the volunteer handbook at the time he/she joins the volunteer program or if significant changes have been made to policies or procedures. Volunteers will need to sign an Acknowledgement form that will become part of their records. The Volunteer Administrator is responsible for distributing the volunteer handbook as needed.

Ethics and Sobriety

The Organization maintains a drug and alcohol free workplace. Volunteers are prohibited from the use of mind-altering drugs at anytime while volunteering. Any volunteer placed on a mind-altering prescription by a physician for temporary management of an acute medical condition, is not considered to be in conflict with this policy, provided the volunteer has disclosed this information to the Volunteer Administrator. However, the volunteer will not be permitted to volunteer if such medication affects his or her ability to perform the task assigned. The Organization does not in any circumstances offer treatment to its volunteers.

Ethics and Confidentiality of Alcohol and Drug Abuse Client/student Records

The Organization protects the confidentiality of client/student information, including records maintained by the organization. Upon becoming a volunteer, all persons will sign a Confidentiality Agreement that states volunteers must maintain confidentiality and inappropriate handling or disclosure of information could lead to disciplinary action, up to and including termination of participation in the volunteer program.

Federal law and regulations protect the confidentiality of alcohol and drug abuse client/student records maintained by the Organization. Generally, volunteers for the Organization may not disclose to an outside person that an individual is a client/student or disclose any information identifying a client/student as an alcohol or drug abuser.

No set of rules could address all possible situations, but the Organization's Confidentiality agreement provides a general outline for resolving a variety of legal and ethical questions. In addition, volunteers working in specialized areas such as Accounting, Legal or Tax may be required to comply with additional standards of conduct.

Ethics and Solicitations/Distributions

To avoid disruption of health care operations or disturbance of clients/students, rules have been established to regulate solicitation and the distribution of literature or materials. Non-employee representatives of organizations not associated or affiliated with the Organization are prohibited from soliciting or distributing literature on the property.

Volunteers may not solicit at any time for any purpose on client/student care areas, places where client/students/students receive treatment, or in any other area that would cause disruption of health care operations or disturbance of clients/students. Volunteers may not distribute literature during working time for any purposes and may not distribute literature at any time for purpose in client/student care areas.

Ethics and Maintaining a Professional Relationship with Volunteers/Employees

Volunteers are expected to maintain a professional relationship with one another and employees of the Organization. The following are guidelines for volunteers to follow in establishing the boundary of their relationship with other volunteers and employees of the Organization. The following list, although not inclusive, is intended to present examples of unprofessional conduct that could result in disciplinary action, up to and including termination from the volunteer program:

- Engaging in sexual activity with a fellow volunteer, employee or family member of an employee.

- Abusing a fellow volunteer, or employee through physical means such as slapping, hitting, kicking, or biting.
- Using abusive or provocative language.
- Providing unauthorized drugs, alcohol or related paraphernalia to a fellow volunteer or employee.

All questions regarding the appropriateness of a relationship or conduct with other volunteers, employees and families of employees shall be directed to the Volunteer Administrator. Departures from the above guidelines shall be considered serious misconduct and may result in immediate termination from the volunteer program.

Ethics and Maintaining a Professional Relationship with Clients/Students

Volunteers are expected to maintain a professional relationship with client/students/students and their family members. The following are guidelines for volunteers to follow in establishing the boundary of their relationship with clients/students in the care of Bread of Life. The following list, although not inclusive, is intended to present examples of unprofessional conduct that could result in disciplinary action up to, and including termination from the volunteer program:

- Inappropriate socializing with clients/students and members of their families.
- Actively participating in family or individual therapy, off duty or after the client/student's discharge.
- Engaging in sexual activity with a client/student or family member of a client/student.
- Abusing a client/student through physical means such as slapping, hitting, kicking or biting.
- Using abusive or provocative language with at client/student.
- Using mechanical restraints on a client/student.
- Failing to maintain confidentiality.
- Accepting/Giving bribes or gifts of any kind from clients/students/vendors in exchange for service.
- Providing unauthorized tobacco, drugs, alcohol or related paraphernalia to a client/student.

All questions regarding the appropriateness of relationships or conduct with clients/students and families of clients/students shall be directed to the Volunteer Administrator. Departures from the above guidelines will be considered serious misconduct and may result in termination from the volunteer program.

Tobacco Use

Volunteers of the Organization are not allowed to use tobacco products on the property or in any vehicle owned by the Organization. Smoking is strictly prohibited. There will not be any vending machines that sell tobacco products on the premises. Any volunteer who uses tobacco products in a company vehicle or on the premises of any of the

Organization's operated building or facility will be put on a probationary status, and/or can receive disciplinary action, which could lead to termination of volunteer participation.

Any volunteer who supplies a client/student with tobacco products will be terminated from the volunteer program. In the interest of health and wishes of employees, other volunteers, and children/visitors, smoking is not permitted inside campus facilities.

Tuberculosis Policy

The homeless population is at higher risk for contracting TB disease. As such, we require that any volunteer working three or more days a week with our homeless clients be tested annually. If volunteering in the kitchen at the Bread of Life, a TB test is required prior to your start date. Volunteers will need to be tested by his/her own personal physician with a copy of the results given to the Volunteer Administrator. Less frequent exposure to our homeless clients decreases the risk; therefore we do not require those volunteers working less than three days a week to be tested.

Tuberculosis (TB) is spread by tiny germs that float in the air and are spread when a person with TB disease of the lungs or throat coughs, shouts or sneezes. Anyone nearby can breathe TB germs into their lungs, which are then trapped by your immune system, preventing you from getting sick. Although, at times the TB germs can break away resulting in TB disease. At this point, the germs attack the lungs or other parts of the body and can enter the kidneys, brain or spine. If someone contracts TB, they must seek medical attention.

In accordance to this statement, all volunteers will not hold the organization liable should TB be contracted while volunteering. Volunteers are encouraged to see their personal physicians for more detailed information regarding TB.

Harassment and Sexual Harassment

The Organization strictly prohibits all forms of harassment. No form of harassment will be tolerated, including harassment for the following reasons: race, national origin, religion, disability, pregnancy, age, military status, or sex. Special attention will be paid to the prohibition of sexual harassment. Sexual Harassment includes, but is not limited to, unwelcome sexual advances, request for sexual favors, and other verbal or physical conduct.

This policy applies to all volunteers and employees. Disciplinary action will be taken promptly against anyone who engages in sexual harassment, up to and including termination from the volunteer program.

If a volunteer believes that he/she is being subjected to any form of sexual harassment or believes that other individuals are receiving favored treatment in exchange for sexual favors, he/she must bring it to the attention of his/her area supervisor, the Volunteer

Administrator, or other member of the management team. The very nature of sexual harassment makes it impossible to detect unless the person subjected to such conduct registers his/her discontent with the appropriate management representatives. Consequently, if the Organization is to have this information, volunteers must report such conduct. For this purpose, volunteers are instructed to report any such situation.

The facility will take every precaution to protect the rights and confidentiality of the alleged harassed. Complaints and situations reported by volunteers will be investigated to the extent appropriate in light of the circumstances of the allegations.

Cases in which the volunteer requests that his/her identity not be disclosed to the person about who a complaint or report has been made, the request for anonymity will be honored whenever possible. If, after investigation, the Organization finds that disciplinary action or termination from the volunteer program is warranted, such action will be taken. The Organization will not tolerate verbal or physical conduct by any volunteer that harasses, disrupts, or interferes with another's work performance or that creates an intimidating, offensive or hostile work environment.

Any volunteer who is found to have violated the harassment policy will be subject to appropriate disciplinary action, up to and including termination from the volunteer program. The Organization prohibits any form of retaliation against volunteers for bringing bona fide complaints or providing information about harassment. However, if an investigation of a complaint shows that the complaint or information is false, the individual who provided the false information will be subject to disciplinary action, up to and including termination from the volunteer program.

Additionally, sexual misconduct between volunteers in the workplace will not be tolerated and is grounds for immediate termination.

Safety and Health

The Organization is committed to providing an environment that promotes the safety and health of our volunteers. All volunteers should be aware of safety issues and are expected to act responsibly in all situations. You should know the hazards of your assigned volunteer job. If you identify a safety, health or fire hazard, you should correct the situation, if possible, or report it to your volunteer manager immediately.

Be aware of proper lifting techniques and workstation posture. Never lift or move equipment or furniture – this must be done by appropriate personnel of the Organization. Please do not do this yourself.

Medical assistance is readily available at the Bread of Life location. If you are injured, or become ill:

- Report to your volunteer manager or the Volunteer Administrator immediately.
- Have a co-worker call 911, or
- Go to local hospital or physician

In a non-emergency: Report to your volunteer manager immediately and they will recommend whether to refer you for treatment to a local first aid provider, physician, hospital or other appropriate health facility, i.e. Bread of Life. Do not neglect an injury, illness or any health problem, however slight it may appear. All injuries must be documented and a copy submitted to the Volunteer Administrator and the Human Resources department.

Security

The Organization has established and will maintain a program to safeguard the well being of our volunteers and to protect company assets from loss, damage or theft. Security is an integral part of every volunteer's responsibility. We expect all volunteers to:

- Always wear and display your volunteer name badge;
- Be aware of employees, fellow volunteers, visitor and contractor identification;
- Be sensitive to information you generate and to which you have access;
- Protect company assets, such as hardware, software, and office supplies by securing your work area when left unattended;
- Immediately report security or access related issues to your volunteer supervisor, the Volunteer Administrator and Guest Services at 713-659-3237 ext. 4010.

In the event of security violations, call 911 for immediate assistance. The theft or loss of volunteer ID badges should be immediately reported to the Volunteer Administrator. If you lose your volunteer badge the replacement cost is \$5.00.

Holidays

The Organization observes the following holidays as standard:

- New Year's Day
- Martin Luther King Day
- Good Friday
- Saturday after Good Friday
- Monday after Good Friday
- Memorial Day, and the Saturday prior to Memorial day
- Independence Day
- Labor Day, and the Saturday prior to Labor Day
- Thanksgiving, and the day before Thanksgiving
- Day after Thanksgiving (Friday and Saturday)
- Christmas Eve and Christmas Day (Saturday) also, if Christmas falls on a Friday)