



Volunteer Handbook



Welcome to St. John Center! We are so grateful for your willingness to share your time, talents, energy, and compassion with our community. Your commitment plays an important role in helping us carry out our mission, and we are truly thankful to have you as part of the St. John Center family.

This handbook is designed to support you throughout your volunteer journey with us. It offers helpful guidance, outlines your role and responsibilities, and serves as a resource if questions arise during your service. Please note that the information in this guide may be updated from time to time to ensure you have the most current details.

Thank you again for your generosity and dedication—we are honored to work alongside you and deeply appreciate the difference you make every day.

Volunteer Coordinator Contact Info

Keesha Gardner, Volunteer Coordinator

Phone: 502-568-6758, ext. 128 Cell phone: 502-322-3846

Email: kgardner@stjohncenter.org

Address: 700 E. Muhammad Ali Blvd. Louisville, KY 40202

Table of Contents:

Our Mission, Vision, and Values	3
● What we do	4
● Helpful Hints	6
Volunteer Job Descriptions	
● Phone Desk and Supplies	8
● Mail Room	9
● Sign-In	11
● Coffee Room	12
● Laundry Room/Shower	13
Responses to Commonly Asked Questions	15
Policies	
● Sexual Harassment and Misconduct Policy	16
● Policy on Transgender Individuals	18
● Safety Policies	19
● St. John Environment	21
● St. John Center Emergency Procedures	23
● Volunteer Confidentiality Policy	29
● Conflict of Interest Policy	30
Volunteer Agreement	32
Volunteer Corrective Action	
Volunteer Complaints	36
Our Mission, Vision, and Values	

Mission:

St. John Center is on a mission to help people experiencing homelessness address barriers to self-sufficiency and housing so that they may leave homelessness for good. By providing shelter, social services, supportive housing, and serving as a hub with partner agencies, St. John Center is where those experiencing homelessness seek help, find hope, and move forward.

Vision:

Our vision is a city where all people experiencing homelessness have the resources and support they need to leave homelessness for good.

What We Do:

Working together toward a shared mission, St. John Center (SJC) operates three integrated programs—Day Shelter and Social Services Center, Permanent Supportive Housing, and Street Outreach—each with its own team, services, and goals. Grounded in a Housing First approach, all programs are client-centered and utilize low-barrier, harm-reduction, and trauma-informed practices to meet people where they are.

Day Shelter and Social Services Center:

In FY 2025, SJC's longest-running program welcomed 3,163 individuals for a total of 52,776 visits. During this time, 196 individuals were housed, 8% were veterans, and guests received 2,635 housing-related services for 626 individuals, as well as 1,934 services related to obtaining IDs and birth certificates.

Guests visit the Day Shelter for essential resources such as showers, phone and internet access, mail services, hygiene items, and a safe place to shelter from extreme weather. Importantly, 71% of guests accessed social services, including assistance with documentation and housing navigation, marking the first steps on their journey to stable housing.

The Day Shelter and Social Services Center operates seven days a week during business hours, allowing guests to connect with partner agencies both onsite and offsite. Onsite partners include the Legal Aid Society, Veterans Administration, Social Security, Common Assessment, Project Help, and Passport Housing Services, ensuring coordinated and timely support.

Permanent Supportive Housing:

Throughout FY 2025, the Permanent Supportive Housing (PSH) program served 221 individuals. With the support of ongoing, intensive case management, 98% of residents retained their housing for more than one year, significantly exceeding HUD's recommended benchmark of 80%. Additionally, 48% of PSH clients gained or maintained income.

Sheehan Landing, a single-site, 80-unit apartment building, provides onsite supportive services and 24-hour staffing. The program serves individuals facing the most significant barriers to housing stability and offers the long-term support needed to remain housed.

Street Outreach:

Launched in 2019, the Street Outreach program addresses a critical gap by reaching individuals and families experiencing homelessness who may not be aware of SJC or are unable to access services at the Center. The program focuses on connecting people to housing, services, and community resources throughout Louisville.

In FY 2025, the Street Outreach team worked with 837 individuals. By year's end, 105 clients moved into housing, and 7,839 services were provided in the community. Additionally, 510 individuals received housing counseling, 452 received transportation assistance, and 244 obtained State IDs—often a critical first step toward housing and employment.

To expand access to service, in 2025, St. John Center launched a Street Referral system, allowing community members, partners, and concerned individuals to directly connect unhoused people with support. If you encounter an unhoused individual in the community, you may complete a referral, and a member of St. John Center's Outreach Team will follow up and connect with the individual to offer services and resources. <https://www.stjohncenter.org/outreach-referral/>

Helpful Hints:

- Alert the Volunteer Coordinator and notify him/her of any schedule or contact information changes. Please call/text or email the Volunteer Coordinator ASAP if you can't make your shift. Call the front desk especially on weekends and let staff know. Please leave a voicemail if there is no answer.
- Follow and respect the rules of the shelter. Please understand that these rules were put in place for a reason and if you fail to follow the shelter rules, we may ask you to take a break from volunteering.
- Consult with the Volunteer Coordinator - Keesha Gardner, The Director of Mission Advancement - Ashley Murray, The Director of Operations - Devan King or the Director of Homeless Services - TJ Martin concerning any questionable actions or procedures of a St. John Center staff member, or other volunteer.
- Wear a volunteer name badge, allowing guests to identify you as a volunteer and learn names and visitors to know whom they can approach for assistance.
- Please leave all valuables at home or store in one of the lockers in the volunteer room.
- Alert a staff member if they observe or encounter a guest using inappropriate language or actions that could endanger the safety of others.
- Dress appropriately, being neat and clean without being "showy" in appearance or attitude. Please avoid offensive clothing, form-fitting, see-through, political, or religious (excluding a hijab or yarmulke) to ensure inclusivity and neutrality.
- Refrain from reading, making/receiving personal phone calls, or using electronic devices, so attention may be focused on our guests while remaining alert to the activities of the shelter and help to maintain a safe environment. Refrain from taking photos/videos of the shelter guests, staff, or other volunteers without verbal and written permission.
- For your safety, do not give rides to guests anywhere at any time for any reason. Respectfully decline to give money or gift cards to any guests at any time for any reason, or bring in individual presents for particular guests that can be seen as playing favoritism by others.
- Maintain a professional relationship with guests by not sharing addresses and/or telephone numbers, nor inviting guests to one's home for work or other activities.
- St. John Center is not a medical facility. We can't dispense any medications, including Tylenol to guests. Refer all guests with questions or wanting assistance with medication management or health issues to Phoenix Health Center, 2 doors down from the shelter.
- Respect diversity in all forms at St. John Center by creating a welcoming environment for people from all backgrounds and ways of life. Withhold judging comments and examine your biases. Religion and political discourse are personal matters, so refrain from public prayer with guests unless first invited to do so, and withhold political opinions.

- Recognize when it is time to take a break from volunteering to practice self-care and prevent burnout. Volunteers are valued and appreciated. Choosing to take a break is highly respected and assures a warm welcome when they feel ready to return.
- Because diseases can be contracted any time you are working with the public, volunteers at St. John Center are strongly encouraged to get their Hepatitis A and a Tuberculosis test. As a way to prevent the spread of disease, you are asked to always wear rubber gloves or other PPE.

Volunteer Job Responsibilities:

Phone Desk and Supplies:

(8 AM-4 PM, Daily except on Wednesdays 8 AM to 12:30 PM and holidays it is 8 AM- 2 PM)

Automated Phone System:

To better serve our community and ensure calls are directed efficiently, we have implemented an automated phone system. When callers contact the organization, they will be guided through a directory to connect with the appropriate staff member or department.

Please be aware of the following options provided to callers:

- **Press 1 – Housing (Anna Walsh)**
- **Press 2 – Donations (Jim Fulkerson)**
- **Press 3 – Volunteer Coordinator (Keesha Gardner) ext. 128**
- **Press 4 – Mail Inquiries (Mailroom) ext. 151**
- **Press 5 – Birth Certificates and IDs (Kirby) ext. 113**
- **Press 6 – Accounts Receivable (Traci Profitt) ext. 118**
- **Press 9 – All other matters**
- **Press 0 – To speak with a staff member (available during business hours)**

This system helps ensure that inquiries are handled promptly and directed to the appropriate team member. Thank you for your understanding and support as we continue to improve our services.

When answering the phone, please, say, “St. John Center, and state your first name.

If a guest receives a phone call:

- Put the caller on hold by pressing the hold button on the phone screen.
- Page guest name with microphone in the drawer by the phone.
- If the client presents, hit the resume button and let the caller know you will transfer them.
- Hit the transfer button, the extension you’re transferring to, 115 or 125 and hit transfer again and hang up.
- If the client doesn’t answer the page, hit the resume button on the screen and offer to take a message. At no time do you confirm to the caller or check with the sign in volunteer if the client is a guest or have checked in for the day. That is a violation against SJC confidentiality policy and will not be tolerated.
- If the caller wishes to leave a message, please take the message, and give it to the sign in volunteer to record on the client sign in roster, so the client will get the message when they check in. If they’re not a client, please shred the message.

If a staff member receives a phone call, transfer the call to the appropriate staff member by taking the following steps:

- Looking for the staff member on the side panel and transferring the call by pressing the button next to the staff member's name or hitting green transfer on the screen, entering the extension number and green transfer again. Then hang up when it says the call has been transferred.
- If you’re unsure which staff member to transfer the call to, please check the **Volunteer Reference Handbook** located at the phone desk or seek out a staff member.

You’re welcome to hand out in-kind donations located at the phone desk. Socks, underwear, ponchos, handwarmers, etc. Please do not go into the storage room to get more supplies. SJC doesn't have a clothing closet, therefore no clothing of any kind should be given out at the front desk. If a client needs emergency clothing (for a biohazard, or not properly dressed for the elements) please seek out a member of the safety and service team to assist the client.

Mail Room & Goodwill Vouchers:

Hours of Operation:

8:00 AM – 4:00 PM daily, except Wednesdays (8:00 AM – 12:30 PM).

On Sundays and holidays, mail will be checked at the top of each hour for 15 minutes.

Mail Handling Procedures:

All mail is initially delivered to the Safety & Services Office. If the assigned mailroom volunteer has received the required training on proper mail sorting and filing procedures, the Safety & Services team will transfer the mail to the mailroom. Volunteers who have not completed this training must not sort or file mail.

When a guest arrives to pick up mail, a valid photo ID is required. If a guest does not have identification, a staff member must verify their identity. Volunteers are not authorized to verify clients. In such cases, please direct the guest to obtain a staff verification slip from a staff member in office 9.

Volunteers are authorized to check for the presence of mail when a client calls to inquire. You may inform the client whether or not they have mail available; however, **you must not disclose any details regarding the specific items received.** Clients are required to pick up their mail in person and present a valid photo ID at the time of retrieval.

Mail Sorting and Filing:

Upon receipt, mail should be alphabetized and cross-referenced with the daily client log. Any mail addressed to individuals not listed or marked as “barred” must be separated and delivered to Office 3 (Kirby).

If a client is marked as “has apt,” their mail should be filed in the shelter client file cabinets. Once all mail has been sorted, label each item with the current date and file it in the appropriate mail drawer. Clients with two or more pieces of mail should have their items bundled together with a rubber band.

Large envelopes and packages should be placed in the designated bin or shelf. Record the client’s name in the package log binder. When a package is picked up, ensure it is marked out accordingly in the binder. Volunteers will log incoming package entries on the package list.

Staff mail and unidentified mail should be placed in the wire file bin. Mail for clients not listed should be forwarded to Kirby in Office 3.

Mail addressed to **511 Clay Street** should be placed in the brown wooden tray located in the annex for the Outreach Team.

Goodwill Voucher Procedures:

Clients are eligible to receive **one (1)** Goodwill voucher **30 days** from last issued. When issuing a voucher, record the client’s name, the date issued, and your initials in the Goodwill binder. 10 vouchers a day.

Clients must be informed that a valid photo ID is required to redeem the voucher at Goodwill. Vouchers must be presented in person at 909 E. Broadway for redemption. Please note that lost, stolen, or damaged vouchers cannot be replaced.

Important Guidelines:

- Mail must never be opened.
- Mail must never be discarded, regardless of client status.
- We keep mail for barred clients for 6 months.

Sign-in:

(8 AM-4 PM, except Wednesday 8 AM to 12:30 PM and holidays until 2 PM)

Each time a guest enters St. John Center for the day, please do the following:

- **Ask the client** for **their** *first and last name*.
- **Scroll or type the client's name in the search box. Check the box next to the client's name.**
- Ask where **they** *stayed the previous night*, change if different. Choose from the list of overnight accommodations from the dropdown.
- Check if there are any alerts, such as *“see staff”, “barred”, “has an apt.”, etc.*, on the daily roster. If the guest is barred for any reason, **get a member of Safety & Services or a staff member.**

If the guest has not been to St. John Center during the last 60 days, the computer automatically removes his name from the daily roster, so, a new intake will need to be completed by a staff member. Please have guests enter their first and last name, time of entry, and where they stayed the night before on the intake clipboard located at the front desk. Guests can take a seat in the waiting area and a staff member will complete an intake as soon as possible.

If there is any information in the “Alert” or “Barred Status” columns, share that with the guest. If the guest has any disagreement with any information shown, refer to a staff member.

Alert a staff member immediately if a guest’s safety is compromised or is overly disruptive.

When a law enforcement officer enters St. John Center, refer to Safety and Services. Volunteers may not confirm or deny if a guest’s name is on the roster.

When donations arrive at St. John Center, ask the donor to come around to the back door (if the donation is large). Contact staff and have the donor fill out a donation receipt form, located in the blue file folder at the Sign In desk. The donor receives the yellow copy. Keep the white copy for St. John Center and place it in the blue folder at the front desk.

When someone enters St. John Center and requests to speak to a guest, have the person wait at the front desk while the guest is told that a visitor is waiting for them at the front desk. If the guest does not respond, do not give out any information about the guest. If the visitor leaves a message for the guest, click on the + sign by the client's name on the digital roster and notate the message.

When a staff member is requested, ask the phone volunteer to call the staff member’s office extension to alert them that they have a visitor waiting at the front desk. If the staff member does not answer, page the staff member with the microphone located in the top drawer.

Coffee Room:

(8 AM-10 AM) Everyday

Ideally, there are two volunteers in the coffee room. The responsibilities are to be shared between the two. For sanitary reasons, please remember to wear gloves at all times.

Ensure the coffee machine is on (the middle light will be red). Once the coffee and filter are present, push the button to turn on the green light and start the coffee brewing.

The sugar, creamer, and artificial sweetener containers need to be filled.

Fill one disposable cup with coffee. Please ask clients to keep their cups.

If you cannot locate a requested item, ask a staff member for assistance, and notify Keesha or Ashley if any supplies are running low.

In serving the coffee, do the following tasks:

- Ask the guest if he would like sugar and/or creamer. Put **no more** than 3 teaspoons of each per cup. **If they prefer artificial sweeteners, they can have up to 3 packets. They can't have both sugar and artificial sweeteners.**
- If someone brings their container, regardless of the size, only pour about **8 ozs** of coffee.
- Ask the client if they would like a snack with their coffee. Please use gloves when handling food.

During your shift, do the following tasks:

- Keep all coffee carafes filled and ready to use.
- Refill the sugar, creamer, artificial sweetener, coffee cups, coffee stirrers, etc., as needed.
- Wipe down the counters, keeping them clean of sugar, coffee, etc.
- Keep the sink clean and free of coffee grounds.
- Place coffee grounds in the trash.

At the end of your shift, have the following tasks completed:

- Refill the sugar and creamer containers.
- Clear the counter space to the right of the coffee machine, placing the items on the back counter.
- Make sure the counters are clean of sugar, coffee, etc, and straighten up the counter.

Laundry Room/Shower:

(8 AM-2 PM Daily, except Wednesday and holidays until 12 PM)

There are five showers, including the wheelchair-accessible shower.

When a shower is ready for a guest:

- Use the microphone to page the client
- Say the guest's name slowly and clearly, and announce that there is a shower available for them now.
- If the guest does not respond, page him one more time.
- If the guest does not respond to the second page, cross his name off the list and call the next person on the sign-up list, following the above procedures.

When a guest responds to the page, do the following tasks:

- When a guest goes to the shower, **write the time** he entered the shower **next to their name** on the sign-up sheet.
- When a guest returns from the shower, they place the towel and washcloth in the laundry basket underneath the door and cross the name of the sign-up list.
- The **last call** for a shower should be made **by 1:45 p.m.** or **11:45 a.m.** on Wednesdays and holidays, so the guest will be finished and return the towel and washcloth before closing.

During your shift, please:

- Please wear gloves at all times.
- Respond to guest's needs for personal care items, such as cotton swabs, deodorant, lotion, etc., by giving them these items to use from the personal care item basket or in the cabinet.
- Razors are given daily upon request. (1 per client).
- Guests are asked to use items, such as spray deodorant, aftershave/cologne, foot powder, etc., while at the laundry room door. They need to use the item and return it immediately.
- Replenish the basket of personal care items as needed with most items being found in the cabinets. If you cannot locate a requested item, ask a staff member for assistance, and notify the Volunteer Coordinator if any supplies are running low.
- The First Aid cabinet has items that may be given to guests as requested. **We do not distribute any aspirin, ibuprofen, or any medication.** Let the client know they can go to Phoenix Health Center 2 doors down from the shelter.
- Launder, dry, and fold towels and washcloths, as needed, following the instructions displayed on the washer.
- Only use 1 cup of detergent and bleach in each load.

- At the end of the drying cycle, fold all of the towels and **washcloths**, and put them away on the shelves.
- If there are less than seven towels in the basket do not start another load but leave them for the next day and alert staff.
- **No personal items of the guests are to be laundered.**

At the end of your shift, do the following tasks:

- Make sure that the personal care supplies have been replenished in the basket.
- Straighten up the area.
- If you are working the afternoon shift, make sure that any loads of laundry that need to be washed and/or dried have been started.
- ALL supplies have been neatly put away in their appropriate place.
- Alert staff members of anyone still in the shower and the status of the laundry.

Responses to Commonly Asked Questions:

Shelter guests may ask you questions about what is available or how to proceed regarding the services we offer them. Some common questions and accurate answers to them are:

“Who can help me get an ID?”

Answer: Kirby. ID’s are Monday and Wednesday’s 9-11 am. Please sign the ID/Birth Certificate board located at the front desk.

“Who can write a homeless verification letter for me?”

Answer: Safety & Services or a staff member

“Who can I talk to about housing?”

Answer: *The Common Assessment Team is your first stop. Refer to the schedule to see when they are here this week. You can sign up to meet with a housing counselor at the front desk, and we encourage you to attend our weekly housing group on Wednesdays at 9 AM.*

“Who can help me with disability information?”

Answer: *Legal Aid comes to St. John Center every Wednesday and Friday morning. Sign up at the front desk on the clipboard.*

“I’m a previous client, can I volunteer at SJC?”

Answer: Yes, you can become a volunteer after **12 months** (1 year) of being inactive on the SJC client list.

“I’m new here. How do I get signed in?” or “I haven’t been here in a while, and I am not on the list anymore. How do I get back on the list?”

Answer: *Sign the clipboard for an intake and a Staff will complete an intake for you.*

“Who do I see about getting clothes?”

Answer: *The Schumann Center provides clothing, St. John Center **do not**. SJC can only offer clothes in an absolute emergency (incontinence, no shoes, etc.) See staff for assistance. We also have vouchers for Goodwill located at 909 E. Broadway that are given out once a month M-F in the mailroom. The vouchers are handed out on a first come, first serve basis.*

“Can I get a bus ticket?”

Answer: *We do not offer bus tickets. We do offer monthly TARC passes for **\$40**. Cash or debit card accepted.*

Policies:

Sexual Harassment and Misconduct Policy

Because St. John Center seeks to provide a safe and affirming environment, we do not tolerate sexual harassment or misconduct on the part of our staff, volunteers, or guests. The following policy is prepared with concern for the welfare of the alleged victim, the alleged perpetrator, and vulnerable adults who may be potential victims of sexual harassment and misconduct. According to the Equal Employment Opportunities Commission, Sexual Harassment is sexual attention that is:

1. **UNWELCOME** because someone is treated in a way that is sexual, unlooked for, and unwanted.
2. **HARMFUL** to an employee or employer because it affects the victim's personal and /or emotional health and ability to do a good job, and because it affects the workplace in general.
3. **ILLEGAL** because the US government and courts have clearly stated that sexual harassment is against the law.

Sexual harassment is often related to power on the job. Someone may use his or her position to force another person to do something he or she does not want to do. Sexual Harassment can be:

1. **PHYSICAL** and include touching, holding, grabbing, hugging, kissing, "accidental" collisions, other unwanted physical contact, and in worst cases, physical assault and rape.
2. **VERBAL** and include offensive jokes and language, threats, comments, and/or suggestions of a sexual nature.
3. **NONVERBAL** and include staring at a person's body, leaning over someone at a desk, offensive gestures or motions, circulating letters or cartoons, and other sexually oriented behavior.

SEXUAL MISCONDUCT is also related to power relationships in the work environment. Any sexual interaction, either consensual or forced, which may jeopardize the working environment of St. John Center, is considered sexual misconduct. The following guidelines are in place at St. John Center:

1. Staff members and volunteers of the shelter **should not under no circumstances** engage in sexual activities or sexual contact with current guests, whether such contacts are consensual or forced.
2. Staff members who function as supervisors for other staff or volunteers should not engage in sexual activities or contact with those they supervise or other colleagues over whom they exercise professional authority.
3. Staff members and volunteers should avoid engaging in sexual relationships with colleagues when there is a potential for a conflict of interest.

Reporting sexual abuse, harassment, and/or misconduct:

1. If, at any time, you believe you have been subjected to any of the behaviors defined above, you have the responsibility to communicate directly with the alleged perpetrator. You may want to enlist the assistance of another staff person. You should clearly state that the behavior in question makes you uncomfortable and you would like it to stop.

2. For any number of reasons, you may not be comfortable speaking directly with the person exhibiting the offensive behavior, or the action(s) in question and it may not end with your request that they do so. In these cases, you should inform the Executive Director, Ra'Shann Martin or the Director of Operations, Devan King of the interaction(s). The St. John Center requires that you do this verbally and by providing a written incident report.

3. Once you have filed an incident report, the Executive Director or Director of Operations will engage in a series of fact-finding procedures, including but not limited to

A. Meeting with both parties involved in the incident separately and, if necessary, together.

B. Asking both parties to provide written statements regarding the incident. **C.** Asking for written information from other staff members, only when necessary.

4. Once the Executive Director or Director of Operations has completed these procedures, he/she will take action including, but not limited to, the following scenarios: **A.** When possible, the Executive Director or Director of Operations will attempt to resolve the incident through discussion with both parties.

B: If the Executive Director finds that sexual abuse, harassment, or misconduct has taken place, he/she will take disciplinary action against the offending party, ranging from a written reprimand to discharge of the staff member or volunteer, or barring the guest of St. John Center.

C. If the Executive Director finds that sexual abuse, harassment, or misconduct has not taken place; he/she may choose to dismiss the report. However, if the Executive Director finds that a false report has been filled with malicious intent, he/she may take disciplinary action against the reporting party ranging from a written reprimand to discharge of the staff member, volunteer or barring of the guest of the St. John Center.

5. If either the alleged victim or the alleged perpetrator believes he/she has been dealt with unjustly, or questions the results of the St. John Center's procedure, the alleged victim or the alleged perpetrator has the option of filing a grievance with St. John Center's Board of Directors.

6. St. John Center seeks to immediately and sensitively resolve any incidences of sexual abuse, harassment, or misconduct. At any time, a staff member, volunteer, or guest who believes he/she has suffered sexual abuse, misconduct or harassment has the option of reporting the incident or incidences directly to the state authorities. The state authorities will likely require that you follow St. John Center procedures.

St. John Center Policy on Transgender Individuals:

St. John Center strives to be an inclusive community, so our policies are developed to assure that all of our guests are served to the best of our ability. There have been several transgendered individuals utilizing our services recently, some presenting as female. Understandably, this has created some confusion, especially when they are permitted to use the staff restroom in the storage area. To help clarify our effort to serve our guests equally here is our policy on transgender individuals:

St. John Center serves homeless men, including those individuals who identify as transgender. To serve transgender individuals well, St. John Center will make accommodations to help ensure personal safety, create a culture of respect, and engage clients about specific needs that may be met at St. John Center or better met at another agency.

In addition to our efforts to be of service, HUD also requires any agency receiving equal access money from HUD to serve transgender individuals without questioning their gender identity.

Safety Policies:

Law Enforcement:

At times, law enforcement officials from the Louisville Metro Police Department, the Sheriff's Department, the FBI, or ICE, etc. may come into St. John Center searching for one of our guests. Whenever a law enforcement official enters the building, the staff is to be notified immediately.

It is St. John Center's policy to cooperate with law enforcement officials and staff to ensure that we collaborate accordingly.

Crisis Management:

If a guest exhibits threatening, disorderly, or inappropriate behavior and will not exit the premises, a staff member should call 911 immediately to summon assistance. If physical violence occurs, staff must be alerted immediately. **At no time should a volunteer intervene or break up a fight, nor should they restrain any individual.** Volunteers are not to call 911 unless instructed to do so by a staff member.

If a staff member needs to alert other staff members and volunteers that he/she needs assistance with a volatile client in his/her office, the staff member will use the intercom to announce, "Please, hold my calls. This is (staff member's name). All staff, please, hold my calls." Upon hearing this announcement, staff members, **not volunteers**, will respond and take the appropriate safety measures.

When a guest shows signs of physical distress related to a fall, a seizure, a medical emergency, etc., a staff member should try to communicate with him to discover the nature of his problem, if he can speak. If it is determined that medical attention is needed immediately, a staff member should call EMS as soon as possible. Volunteers are not to call 911 unless instructed to do so by a staff member.

Staff members have been trained in basic first aid treatment and CPR and should make the guest as comfortable as possible while waiting for EMS to respond. If the guest's name is known, a staff member or a volunteer should write his full name, Social Security number, and date of birth, along with any known medical conditions and medications, on a piece of paper to provide to EMS. A staff member should then complete an Incident Report.

Volunteers are not to use restraint or take physical action when de-escalation is needed. See staff if you have questions or concerns regarding the de-escalation process.

If a volunteer feels uncomfortable walking to his/her car following a shift, please consult with a staff member to ask for an escort.

How volunteers can personally mitigate risk:

- Wear a mask
- Do not bring valuable items into the shelter
- Maintain boundaries with clients
- Bring concerns to the volunteer coordinator or Director of Mission Advancement as needed

- Wear rubber gloves when necessary
- Show respect to staff, clients and other volunteers at all times
- If you are feeling unwell, please cancel your volunteer shift

How St. John Center mitigates risk:

- Offers volunteer training throughout the year, including de-escalation and boundaries · Operates with properly trained and equipped staff in case of emergency (CPR, Narcan administration)
- Fully orients volunteers, including shadowing and cross-training at each volunteer station · Responds quickly and appropriately to concerns brought forward by volunteers

St. John Center Environment:

St. John Center is a very busy environment. Our mission is to serve unhoused clients - not just the well-behaved homeless clients, and not just the sober homeless clients. Lowering our barriers to entry allows us to serve a greater number of people in need and is in line with the mission of our agency. What this means for St. John Center:

- We do not require clients to have a TB test for entry, and their TB test does not have to be updated annually.
- If a client breaks a rule, they are barred for a short period. A shelter guest might be asked to go for a walk or leave for the day. They will be welcomed back the next day. If the infraction was more serious, they might be asked to leave for a week or more.
- We allow clients to have animals if they are potty trained and on a leash.
- The milieu is often quite loud.
- Shelter guests who are struggling with mental health symptoms might be outwardly displaying them – talking to themselves, becoming easily agitated, or showing emotions such as crying or yelling.
- Shelter guests who have used a substance can stay at the day center, as long as their safety or the safety of others is not in jeopardy.

This approach requires a lot of flexibility from everyone - volunteers have to be aware of our policies, staff needs to be aware of potential security issues, and the clients have to be more patient with one another. Low-barrier does not mean that we are a lawless shelter. We still take safety concerns very seriously, especially if threats are made or physical altercations happen.

There may be times during your volunteer time in which you are uncomfortable and your safety feels threatened. You are encouraged to talk to the volunteer coordinator and/or anyone from upper leadership about your concerns. Your safety comes first, and SJC will take steps to ensure a safe environment. We strive to balance the safety of staff, interns, and volunteers with the safety and individual needs of the shelter guests. There may be times when you complete work off-site or are advised to avoid physically being at the shelter due to security risks.

We hope that you feel empowered to say what you need during your time here – this may include an escort to/from your car, guidance from staff on how to handle requests or advances from clients, or advice on boundary-setting.

Trauma-Informed Care:

Trauma-informed care is “a strengths-based framework that is grounded in an understanding of, and responsiveness to, the impact of trauma, that emphasizes physical, psychological, and emotional safety for both providers and survivors to rebuild a sense of control and empowerment.”

At St. John Center, the staff and volunteers strive to incorporate trauma-informed care practices into the daily operations and interactions with the guests. We value this evidence-based approach to providing care and services for all of our guests, based on the Core Principles of a Trauma-Informed Culture:

- Safety: Ensuing physical and emotional safety; not harm.
- Trustworthiness: Maximizing trustworthiness, making tasks clear, and maintaining appropriate boundaries.
- Choice: Prioritizing consumer choice and control over recovery.
- Collaboration: Maximizing collaboration and sharing of power with consumers. · Identifying what a person can do for themselves, prioritizing skill building that promotes recovery; helping consumers find inner strength to heal.

The following examples are a few of the ways that the staff and volunteers employ trauma-informed care practices at the St. John Center:

- The staff and volunteers establish physical and emotional safety by speaking to the guests calmly and respectfully and respecting the personal space of each guest. There are also private offices where guests may speak to a staff member privately when needed, and we validate their feelings and experiences.
- The staff will utilize the **Vulnerability Index** to help determine the degree of trauma that a guest has experienced and to assess their needs.
- The staff and volunteers create a safe environment by monitoring the guests' behavior and being aware of escalating situations, having safety plans in place for the staff, guests, and volunteers, and employing de-escalation techniques.

St. John Center Emergency Procedures:

Should there be an emergency at St. John Center, please follow these procedures. Know that there is a staff crisis team that meets monthly to plan for, evaluate, and improve emergency procedures.

Emergency Contact Numbers

- In case of an emergency: call 911.
- Non-emergency police line: 502-574-7111 (for mental health support, ask for the Crisis Intervention Team)
- Fire station: 235 E. Jefferson St.: 502-574-1561
- Police: Jefferson County Sheriff's Office, 531 Court Place: 502-574-5400
- Hospital: University of Louisville Hospital: 502-562-3000
- University of Louisville Police: 502-852-2402
- Crisis Alert text using DialMyCalls: www.dialmycalls.com; text@stjohncenter.org is the general login, password is StJohn700! (Alert sent includes all staff, IT volunteers, and security company)

Emergency Equipment Locations

- **Fire alarm:** front entryway; **fire alarm pulls:** front door entrance, side door entrance, break room, new addition back door, 2nd-floor fire refuge (MAT), basement
- **Fire extinguishers:** ramp (for IT purposes only), laundry room (front of the door), breakroom, new addition back door, 2nd-floor fire refuge (MAT), basement
- **First aid kit:** front desk (drawers to the right of phones)
- **Personal protective equipment (PPE):** sterile gloves located at the front desk; PSH teams have field supply kits (include masks, gloves, foot booties, disinfectant spray, antibacterial sanitizer, first aid kit, Narcan, wipes, incontinence pads)
- **Emergency communication equipment:** shelter intercom system, personal cell phones of staff, walkies, emergency text alert system for all staff
- **Narcan:** Safety and Services Office
- **Flashlights:** Safety and Services Office
- **AED:** Safety and Services Office
- **Volunteer/Staff Contacts:** Safety and Services Office

Emergency Procedures:

Fires: The Crisis Team will assess and communicate which exits are safe for use and will direct traffic as long as it is safe to do so. Depending on the size of the fire, they will direct people as needed to call 911, obtain the fire extinguisher and/or to pull the fire alarm. Evacuation procedures will be executed.

Natural Disasters: tornadoes and earthquakes: In the event of a tornado, everyone should move to the main floor of the building (if there is time and quick access, some people can move to the basement). The crisis team will lead all staff, volunteers, and guests. They will inform people of the event at hand, ask everyone to shelter in place, and encourage people to move to the safest locations available:

- in offices when possible
- Under desks, door frames, and tables
- Away from windows

The crisis team will send out an all-text alert if a natural disaster warning is given. Staff in the field should shelter in place as best as possible; if in a car, staff should find a secure location as quickly as possible to shelter. Staff in the field should do their best to communicate with their direct supervisor and/or staff at SJC as to their location and well-being.

The crisis team will also stay abreast of weather alerts/emergency responders and notify everyone when an all-clear has been given.

Utility Failures: In the event of an electrical failure, the crisis team is responsible for alerting everyone in the building as to the failure and leading proper procedures. A member of the crisis team will contact LG&E to report the outage and receive an estimated repair time. The crisis team will locate flashlights and distribute them throughout the shelter for safe lighting. The laundry room and showers will be shut down immediately. A staff member will remain near the shelter ramp to support clients in staying in designated guest spaces in the shelter. All staff in the shelter at the time of the outage are asked to remain on the floor to assist with shelter security and support guests. An all-staff text will be sent out by a member of the crisis team to alert any staff out of the building at the time of the event.

- If the power is off for more than 1 hour, the crisis team will meet quickly and determine whether it is best to shut down the shelter for the remainder of the day. An all-staff text will be sent out by a member of the crisis team to alert any staff out of the building at the time of the decision. The volunteer coordinator contacts any scheduled volunteers for the remainder of the day to notify them of the event.
- Should evacuation be necessary; the Crisis Team will assess and communicate which exits are safe for use and will direct traffic as long as it is safe to do so.
- In the event of a water shut-off, the crisis team is responsible for alerting everyone in the building as to the failure and leading proper procedures. A member of the crisis team will contact Louisville Water Company to report the outage and receive an estimated repair time. The laundry room, showers, and coffee room will be shut down immediately. A member of the crisis team will **place a shut** down notification on all bathrooms, the laundry room, the coffee room, and the water fountain.

- If the repair time is greater than 30 minutes, the shelter will be closed. An all-staff text will be sent out by a member of the crisis team to alert any staff out of the building at the time of the event. Staff may be sent home at the decision of the EOC. The volunteer coordinator contacts any scheduled volunteers for the remainder of the day to notify them of the event.
- Should evacuation be necessary; the **Crisis Team** will assess and communicate which exits are safe for use and will direct traffic as long as it is safe to do so.

Bomb threats: Bomb threat procedures are posted at the front desk phone station. Staff are trained on bomb threat call procedures. Phone volunteer training includes instructions for how to handle a bomb threat. Should a client make a verbal threat, the staff member who heard the threat should assess the seriousness of the statement and talk it over immediately with a coworker. If the threat is assessed to be valid and possible, the staff member should call 911. If the threat is assessed to be solely verbal, it should be detailed in the daily report to all staff. Everyone should shelter in place until police arrive and evaluate the threat.

Active Shooter: If an active shooter is detected, the Crisis Team will assess and communicate the most effective safety plan. Know that in an active shooter situation, your first responsibility is to keep yourself safe. You can assist others (guests, volunteers, and staff) as much as you feel able, but your life is your first priority. In descending order of action, the options are:

- **Escape/Evacuate:** if a safe path is available, run. If the route is safe, follow the evacuation plan. Always try to escape or evacuate even if others insist on staying. Encourage others to leave with you but don't let their indecision slow down your escape. Try to prevent others from entering the danger zone. Keep your hands visible for law enforcement. Call 911.
- **Shelter/Hide:** if you can't escape, find a place to safely hide and be silent. Turn out lights; lock doors; move away from the line of sight from doors and windows; cover office windows; move away from/below windows; silence your cell phone ringer. Stay low to the ground but don't sit down; be prepared to move. Gather items to use for self-defense. Identify other methods of evacuating should the opportunity to escape occur. Render first aid to the injured if safely able to do so. If unable to evacuate, remain in place until an all-clear is announced by law enforcement. If it is safe to do so, call 911.
- **Fight:** as a last resort, act with aggression and use improvised weapons to distract and/or disarm the shooter. All staff offices and the front desk are supplied with wasp spray for this purpose. Throw objects at the threat's head; aim for the eyes. Work together as a team if others are present. Upon use of a distraction device, immediately attempt to escape or take down the assailant-shooter. Commit to action as your life is at risk. Remove the weapon from the shooter's reach and safely hide it – do not handle it.

The Crisis Team will assess and communicate which exits are safe for use and will direct traffic as long as it is safe to do so. Clear communication with staff and volunteers is essential. The crisis team should follow the crisis checklist to ensure best practices and lead the situation. Training is conducted annually with all staff.

Medical Emergencies: Between security, floor duty and frontline staff, shelter guests are regularly assessed regarding safety, including medical emergencies. Universal precautions should always be used and especially followed during medical emergencies. Should a client appear to be having a medical emergency, staff should intervene immediately.

- Clients needing minor first aid should be assisted by staff with supplies from the first aid kit.
- Clients with general medical concerns that are not acute crises should be referred to Phoenix Health Center next door. If it is helpful to escort a guest to Phoenix by foot, a staff member or volunteer can do so.
- Clients wanting to call 911 should be assisted by staff as to their medical needs. If a client is unable to make it to the hospital on their own and is having a medical emergency, 911 should be called. A staff member should make the call, alert other staff/volunteers that paramedics are on their way, and assist in directing paramedics once they arrive on site.
- If a client collapses, has a seizure, or has a medical crisis in which they are unable to speak for themselves, staff should call 911 immediately. If multiple people are present, one person should remain with the client, another should prepare to direct paramedics, and another should assist in supporting other shelter guests in maintaining a safe shelter environment by creating space for the client in crisis.
- Any bio hazardous materials should be handled using universal precautions and as detailed in the biohazards manual.
- Critical incident procedures should be followed for any medical emergency. Salesforce should also be updated with the critical incident.

Should a volunteer or staff member have a medical emergency, procedures above should be followed.

The Volunteer Coordinator or Director of Mission Advancement should, if necessary, contact the person's emergency contact. CPR, AED and Bloodborne Pathogen Training is conducted annually with all staff. Narcan training is conducted annually with all staff.

De-escalation: St. John Center operates as a trauma-informed agency, assuming that every person entering the building has experienced trauma. As such, St. John Center commits to regular and ongoing training regarding de-escalation to provide a safe, low-barrier space for people to access. De-escalation techniques are talked about regularly in one-on-one and group supervision, at frontline staff meetings, and immediately following any incident. Staff are trained in Crisis Prevention Institute's Nonviolent Crisis Intervention Training at orientation and on a quarterly basis.

When a situation becomes escalated, staff will come out of their offices to monitor the situation. One staff person (closest/best relationship with client/security) takes the lead on engaging with the situation, asking other staff for assistance as needed. Other staff take supporting roles, including reading the room; remaining in a neutral stance and leaving space between escalated guests and the primary de-escalator; being ready to tag in if asked or if the de-escalator needs to tap out; and engaging with/directing other shelter guests to maintain safety throughout the shelter. Generally, guests in a verbal altercation can be separated by two staff members asking them to talk it through separately.

Escalated clients should always be guided toward the door to continue processing unless the outdoor environment is deemed unsafe.

St. John Center staff do not perform restraints, holds, or solitary isolation of clients as de-escalation techniques. If necessary, staff should allow guests to leave through side doors until law enforcement arrives.

Bar guidelines should be followed if needed, including updating Salesforce, the daily list at the front desk, and ensuring any critical incidents are included in the end-of-day all-staff daily report email.

Warning system: If a staff member needs assistance with a volatile client in their office, the staff member uses the phone system and states, "Please hold my calls. This is _____, all staff please hold my calls." Available staff are to proceed to that office to assist with the client.

Safety in being alone with a client in your office: offices are equipped with door hooks which, when placed on the outside of the door hinges, prevent the door from closing fully.

De-escalation training is conducted semi- annually with all staff.

Evacuation Plan for 700 E. Muhammad Ali Blvd.

The Crisis Team will determine when evacuation is necessary. Exits are clearly marked with lit red "EXIT" signs and include front doors, side door (staircase/ramp, handicapped accessible), side door (break room), and back door. Evacuation routes are posted throughout the shelter.

The Crisis Team is responsible for assessing and communicating which exits are safe for use. Staff can help with shelter guests' safe exit so long as it is not a detriment to the staff member's safety. A crisis team member, if possible, should get the volunteer sign-in binder; in the front flap is an up-to-date list of all volunteer and staff contact information (maintained by the Volunteer Coordinator).

All staff, volunteers, and guests should gather at the gravel parking lots next to Phoenix Health Center (712 E. Muhammad Ali Blvd). Each director is responsible for accounting for their team. The volunteer coordinator contacts any scheduled volunteers for the remainder of the day to notify them of the event.

The Crisis Team, at the discretion of the **EOC**, is responsible for issuing the all-clear after consulting with appropriate emergency responders.

In the event of an evacuation in which the building cannot be re-entered, the shelter will remain closed until it is safe to re-enter or an alternative plan is developed by agency leadership. All agency services will shut down until alternative locations for service and business functions can be identified. Temporary shelter and services support may be established through emergency conversations with FEMA, the Red Cross, and/or Continuum of Care and community partners. Staff will receive communication and updates via crisis texts (which may direct staff to locate work emails). All services, though important, are not deemed essential so long as the agency is closed for one week or less. If agency facilities are closed longer, leadership and management will develop a plan for working from home and/or locating temporary shelter at an alternate site in order to provide services.

Communication:

Should a shelter-in-place event occur, staff will know it is safe to emerge either when notified individually by emergency personnel, or by hearing announced **“All clear, all clear, all clear”** by a staff person. The crisis team will ensure that back office and upstairs staff then receive the all clear message in person.

Any concerning client situations, violent situations needing de-escalation, and emergencies are de-briefed as soon as possible after the event with all involved staff and a supervisor. Pertinent follow-up information is communicated through the all-staff daily report email. Staff teams (shelter, outreach, and housing) may further debrief in team meetings and issues are also brought up and addressed at weekly staff meetings.

In the event of a disaster, the Executive Director or Director of Operations will inform each director of the latest information and next steps. Each director will ensure that staff in their department are aware of the issue and current plans by communicating with them via phone. If a director is unavailable, the Executive Director or Director of Operations will assume responsibility for notifying staff. Should an emergency render enough staff unavailable to operate SJC functions effectively, the EOC will make a call as to how services will be pared down, including if

SJC needs to fully shut down for any period of time.

The Executive Director and Director of Operation will inform each director with the latest information and next steps that need to be communicated to any volunteers and/or donors.

Volunteer Confidentiality Policy:

Confidentiality of Client Information Policy

I understand that St. John Center (SJC) uses and will use proprietary and confidential information and that such information may include but is not limited to information regarding clients and prospective clients, the services clients obtain or inquire about using, financial information of clients and SJC, client health information, client housing, and camping locations, personnel contact information and any other information that is not made readily available to the public.

Specifically, I agree that:

- 1.** I will not reveal the identity, services received, reason for seeking services, or destination of anyone who requests assistance from SJC unless authorized by a staff member. a. I will not confirm or deny that a client is seeking services at St. John Center. b. I will not give out information regarding guests over the phone, including information about guest mail. All guests must present a picture ID to receive their mail.
 - If someone comes into the center or calls and asks if a guest is, or has been, at St. John Center, I will only offer to page to see if the guest is available. If the guest does not come forward, I will only inform the caller/visitor that the guest did not respond to the page. If the individual wishes to leave a message, I will put it in an envelope with the guest's name and date of the message and will file it in the guest mail drawer.
 - Should law enforcement or another agency's staff inquire about a guest, I will not provide information directly, but will instead connect that individual with staff.
- 2.** I will not participate in any discussion that reveals confidential information about SJC guests while off duty, including on social media, and will discourage any such discussions by others. I will not share identifying characteristics or outcomes regarding guests and I will not use guest information as a venue for storytelling.
- 3.** I will not take pictures or videos of guests, staff, or other volunteers without written and verbal consent, and will discourage such behavior and notify staff if it is occurring.
- 4.** I will share confidential information about clients only when vital to staff inquiries, and then only with staff. I will respect the anonymity of all staff and volunteers by not disclosing their personal information to anyone without express prior consent.
- 5.** I will not make use of any confidential information for my benefit or the benefit of anyone other than SJC.
- 6.** Upon termination of my volunteer relationship with SJC or at any time upon SJC's request, I will promptly provide any materials that may contain confidential information.

Conflict of Interest Policy:

St. John Center requires that all employees and volunteers avoid circumstances raising conflicts of interest or the appearance of a conflict of interest between themselves and SJC. I agree that I will disclose any circumstance giving rise to an actual or appearance of a conflict of interest between myself and SJC. I also agree that I will not conduct my work for SJC or personal activities in any manner that would obstruct the activities and services or adversely affect the public image of SJC.

Information and Representation Request Policy:

I understand and agree that I am not authorized to speak on SJC's behalf and that only the Executive Director (or their appointee) is authorized to speak on behalf of SJC to the public. I understand and agree that any requests for information or representation regarding SJC must be referred to the Executive Director. These requests include, but are not limited to: tours of SJC, media inquiries such as newspapers or television stations, calls for speakers, use of the SJC logo, and solicitation for volunteers, participation in community or local governmental activities, or sponsorships. Any inquiries regarding employees' work histories or volunteers' histories must be referred to the Director of Human Resources.

Volunteer Privacy Policy:

St. John Center values your willingness to participate and support **SJC** efforts to provide for those lacking stability and in need of other support services. We are committed to protecting your privacy as volunteers play a critical role in our success.

Protecting Your Privacy:

St. John Center takes great care to ensure that your information is only used by authorized agents of **SJC** and per your preferences.

St. John Center does not sell, exchange, or rent your personal information to any organization or individual. **SJC** will not give your personal information to any other organization or individual other than that necessary for the operations of **SJC** services and activities.

Information regarding your attendance and hours donated are collected to create aggregate statistics, which are used for grant writing, donation solicitation, and organizational reporting. These statistics as documented in such documentaries will not include any personal identifying information.

If you have not volunteered with SJC for some time, we may consider you as "inactive" and you may have to complete a new set of application, contact, and waiver forms. We keep personally identifying information in a reasonably secure place.

St. John Center Obligations:

St. John Center will not use personal information in any way other than described in this policy. **SJC** requires employees, agents, and contractors who have access to personal information to protect information consistent with this policy.

Please be aware that online forms to volunteer or sign up for a mailing list may not be encrypted.

No Liability:

Security measures taken by **SJC's** employees may prevent all loss, misuse, or alteration of information. **SJC** is not responsible for any damages or liabilities relating to such failures.

Privacy Policy Questions or Concerns:

If you have questions or concerns regarding this privacy policy, please contact the Volunteer Coordinator or the Director of Mission Advancement.

Volunteer Training Acknowledgment Form:

I have thoroughly read the Volunteer Handbook and acknowledge all information therein. I understand that it is my responsibility to consult with the Volunteer Coordinator regarding any questions or concerns not answered in the handbook. I have entered into my relationship with SJC voluntarily and acknowledge that there is no specified length of volunteer service. Accordingly, either I or SJC can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal, state, or local laws. Since the information and policies described in the handbook are subject to change, I acknowledge that revisions to the handbook may occur and that revised information may supersede, modify, or eliminate existing policies. Only the SJC Management can adopt any revisions to the policies in the handbook. Furthermore, I acknowledge that the handbook is neither a contract of volunteerism nor a legal document. I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in the handbook and any revisions made to it.

Volunteer Name (PRINT)

Volunteer Signature Date

INTERNAL USE: Initial when full training is finished _____

Volunteer Corrective Action Process:

1. Purpose:

To provide a fair, consistent, and supportive framework for addressing volunteer performance or conduct concerns, with the goal of improvement, accountability, and alignment with organizational values.

2. Scope:

This procedure applies to all volunteers and staff responsible for supervising or managing volunteers.

3. Guiding Principles:

- Lead with respect, dignity, and grace.
- Focus on coaching and improvement whenever possible.
- Ensure consistency and fairness in decision-making.
- Document actions clearly and accurately.

4. Types of Issues:

Corrective action may be initiated for, but is not limited to:

- Attendance or reliability concerns
- Failure to follow policies or procedures
- Inappropriate behavior or communication
- Safety violations
- Breach of confidentiality

5. Levels of Corrective Action:

The organization may use progressive steps depending on severity:

- 1. Informal Coaching**
 - Verbal conversation to address minor concerns.
 - Clarify expectations and provide guidance.
- 2. Formal Verbal Warning**
 - Documented conversation outlining concern and expectations for improvement.
- 3. Written Warning**
 - Formal documentation of the issue, prior steps taken, and required corrective actions.
- 4. Final Warning or Suspension**
 - Temporary removal from volunteer duties or final notice prior to termination.

5. Termination of Volunteer Role

- Immediate or progressive removal depending on severity.

Note: Steps may be skipped in cases of serious misconduct.

6. Process Steps:

1. Identify the Concern

- Gather facts and review any documentation or reports.

2. Initial Conversation

- Meet with the volunteer privately.
- Describe the concern clearly and allow the volunteer to respond.

3. Determine Action Level

- Assess severity, frequency, and impact.
- Decide appropriate level of corrective action.

4. Documentation

- Record date, issue, discussion summary, and expectations.
- Include an agreed-upon improvement plan if applicable.

5. Follow-Up

- Set a timeline for improvement.
- Check in with the volunteer to monitor progress.

7. Immediate Termination Criteria:

Volunteers may be removed immediately for:

- Violence or threats of violence
- Harassment or discrimination
- Theft or misuse of resources
- Serious breach of safety or confidentiality

8. Communication:

- Communicate all actions respectfully and clearly.
- Ensure the volunteer understands expectations and next steps.

9. Documentation & Recordkeeping:

- Maintain records securely and confidentially.
- Limit access to authorized personnel only.

10. Appeals:

- Volunteers may request a review of corrective action within 5 business days.
- Appeals must be submitted in writing to a designated supervisor.

11. Review & Updates:

- This SOP will be reviewed annually and updated as needed.

Volunteer Complaint Process:

1. Purpose:

To provide a clear, fair, and consistent process for addressing complaints made by or about volunteers, ensuring all concerns are handled with respect, confidentiality, and accountability.

2. Scope:

This procedure applies to all volunteers, staff, and stakeholders interacting with volunteers within the organization.

3. Guiding Principles:

- Treat all individuals with dignity and respect.
- Maintain confidentiality to the extent possible.
- Ensure timely, unbiased, and consistent responses.
- Protect against retaliation for raising concerns in good faith.

4. Types of Complaints:

Complaints may include, but are not limited to:

- Interpersonal conflicts
- Harassment or discrimination
- Safety concerns
- Policy violations
- Performance or conduct issues

5. Reporting a Complaint:

Volunteers may submit complaints through the following channels:

- Directly to Volunteer Coordinator
- Supervisor or Program Manager
- Email to HR
- Anonymous submission (if available)

Required Information (if possible):

- Name of complainant (unless anonymous)
- Date and time of incident
- Individuals involved
- Description of the issue
- Any supporting documentation

6. Intake & Documentation:

- All complaints must be documented within 1 business day.
- Assign a case number or tracking method.
- Acknowledge receipt of complaint within 2 business days.

7. Review & Investigation:

1. Initial Assessment:

- Determine severity and urgency.
- Identify if immediate action is required (e.g., safety risk).

2. Investigation:

- Interview the involved parties and witnesses.
- Review documentation or evidence.
- Maintain neutrality throughout the process.

3. Timeline:

- Aim to complete investigations within 10 business days.
- Provide updates if additional time is needed.

8. Resolution:

- Determine appropriate action based on findings, which may include:
 - Coaching or mediation
 - Additional training
 - Reassignment or schedule changes
 - Suspension or termination of volunteer role
- Communicate outcome to relevant parties while respecting confidentiality.

9. Documentation & Recordkeeping:

- Maintain all complaint records securely.
- Store documentation in accordance with organizational policies.
- Limit access to authorized personnel only.

10. Appeals Process:

- Volunteers may request a review of the decision within 5 business days.
- Appeals should be submitted in writing to a designated senior staff member.
- A final determination will be made within 10 business days.

11. Protection Against Retaliation:

- Retaliation against any individual who reports a complaint in good faith is strictly prohibited.
- Any retaliation should be reported immediately and will be addressed promptly.

12. Review & Updates:

- This SOP will be reviewed annually and updated as needed.