

Seton Center, Inc. Volunteer Handbook

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1. Introduction

Our Volunteer Handbook is designed to familiarize you with the history of Seton Center, the Daughters of Charity Ministries, Inc. and Seton Center's programs and services. The purpose of our Handbook is to provide you with important information regarding your volunteer work environment, responsibilities and benefits.

Since no Volunteer Handbook may explain every circumstance or answer every question about policies and procedures, and in order to maintain flexibility of our administration of policies, Seton Center reserves the right to revise, supplement or rescind any policy, procedure and/or portion of the Volunteer Handbook from time to time, as deemed appropriate, at its sole or absolute discretion. The Board of Directors for Seton Center, Inc. will have final approval of any and all updates to the policies and procedures contained in this Handbook.

2. Organizational Overview

Seton Center is a sponsored ministry of the Daughters of Charity, established in 1969 to serve northern Frederick County, Maryland. Our outreach programs and services help address basic human needs and provide resource information to our clients.

Clients are eligible for financial aid if they meet federal poverty guidelines and are residents of northern Frederick County. All clients are eligible for food, clothing and other services, if we are unable to meet client needs in other ways and/or as resources permit.

Seton Center operates a non-profit Seton Family Store, where our customers are able to shop with dignity and independence in a pleasant atmosphere. Some of the gently used items offered for sale at reasonable prices by Seton Family Store include quality clothing and shoes for adults and children, household goods, decorative house wares, books for adults/children, small pieces of furniture and office supplies. All proceeds from Seton Family Store sales are used to support Seton Center's broad-based outreach programs and services.

a. History

Founded in 1969, Seton Center was established by the Daughters of Charity at the request of the people of the Emmitsburg area. Three mothers approached the Sisters to express their need for day care which would enable them to work and support their families. The Sisters opened Seton Day Care Center which operated until 1996. At that time, The Emmitsburg Early Learning Center assumed operations, but unfortunately closed in October 2014.

Seton Family Store opened in 1970 as the result of unsold merchandise from the annual St. Joseph College Charity Bazaar being shared at the day care. Items were not priced for sale in the first seven or eight years. The tradition of providing free items is maintained through our voucher system. We moved to 226 East Lincoln Avenue, Emmitsburg in June 2018.

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Over the years, various services were added and dropped based on the needs of local residents. The Outreach Program began in 1974 and continues to operate today.

In 1976 the Board of Directors was established to supplement the Advisory Board of diverse community and client representatives. The Frederick County Commissioners has also provided annual grants to the Center.

b. Mission and Vision Statements

Mission Statement - Our mission is to work with our neighbors to build a hopeful future, in the Spirit of Saint Elizabeth Ann Seton, through a focus on the self-sufficiency and well-being of the whole person.

Vision Statement – Our vision is to be a leading northern Frederick County, Maryland resource for emergency support services and skill development, catalyzing systemic change for a more vibrant, healthy community.

We believe that each person is unique and should be treated with dignity and respect, regardless of race, creed or financial status. Since Mother Seton came to Emmitsburg in 1809, the Daughters of Charity have been known for providing compassionate and caring services for the needy in our community.

c. Core Values

The Daughters of Charity **Core Values** are based on the philosophy of service outlined by St. Vincent de Paul and St. Louise de Marillac, co-founders of the Daughters of Charity in Paris, France in the 17th century, and later adopted here by St. Elizabeth Ann Seton in the 19th century.

Seton Center exists to support the mission and ministry of the Daughters of Charity, the driving force behind our programs and services. Our philosophy of Christ-centered service is based upon the following **Core Values**:

- Collaboration – Partnering with individuals and community organizations to advocate for social justice.
- Respect – Recognizing the God-given value of each person
- Stewardship – Being responsible in managing the resources entrusted to our care
- Simplicity – Acting with integrity, clarity and honesty
- Creativity – Being resourceful, inventive and open to opportunities

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d. Diversity Statement

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

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

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

e. Funding Sources

Seton Center is sponsored by the Daughters of Charity Ministries, Inc. and we are annually supported by the following organizations:

- United Way, Frederick Co., MD
- Emmitsburg Council of Churches, Emmitsburg, MD
- St. Joseph's Parish, Emmitsburg, MD
- Our Lady of Mount Carmel/St. Anthony Shrine, Thurmont and Emmitsburg, MD

Seton Center has received grants from the following organizations:

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

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- Mission & Ministry, Inc., St. Louis, MO
- Raskob Foundation, Crownsville, MD
- Stephen K. and Carole K. Family Foundation, Frederick Co., MD
- Citizen's Services of Frederick Co., MD

Additionally, Seton Center is supported by:

- Local businesses and organizations
- Private individuals
- In-kind contributions

Seton Center serves as intake and screening agent for the following organizations:

- Catoctin Community Medical Fund, Thurmont, MD
- Thurmont Ministerium, Thurmont, MD
- Frederick County SHIP (Student Homelessness Initiative Partnership)

3. Programs and Services

Seton Center currently provides the following programs and services:

- a. Case management
- b. General Assistance (information and referral, material assistance, medical, dental, rent, utilities and transportation costs)
- c. Holiday Helping Hands
- d. Life Skills Education, i.e. Getting Ahead at Seton Center
- e. Space for partners, i.e. Frederick Community College for GED classes and counseling services
- f. Seton Family Store
- g. Volunteer Opportunities

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

4. Volunteer Rights

Volunteers are our most valuable resource. Our programs and services are significantly strengthened by your experience, time and talent. As a Seton Center volunteer, you will be:

- a. Working in a safe environment
- b. Treated with respect by management and staff
- c. Provided with adequate orientation, support and supervision
- d. Engaged in rewarding, suitable work with real expectations
- e. Actively included regardless of any physical limitations

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- f. Made aware of the resulting impact of your work in the community
- g. Able to ask your supervisor questions regarding our organization or your work assignment at any time
- h. Asked to provide feedback about your volunteer experience

Seton Center, Inc. follows all applicable federal, state and local laws regarding volunteers. Daughters of Charity Ministries values the service of those who give of their time and talents to serve. In order to ensure safety, background checks will be required of all volunteers aged 18 and older. Daughters of Charity Ministries also requires completion of a liability waiver form prior to working on any campus. Staff having the opportunity to meet and/or work with volunteers are encouraged to interact with them as they do their assigned tasks.

5. Our Pledge to Volunteers

We are committed to providing our volunteers with a caring and rewarding experience. As such, we pledge to make every effort to:

- a. Make you feel welcome by effectively and frequently communicating with you.
- b. Identify a suitable project or assignment for you prior to each day's arrival.
- c. Provide you with new and interesting work, and to provide sufficient training for such assignments.
- d. Let you know in advance how much time will be required for your project or assignment.
- e. Provide you with a safe place to work.
- f. Provide you with opportunities to integrate and develop your sense of compassionate care for those in need.

6. Volunteer Responsibilities

As a Seton Center volunteer, you agree to accept the following work responsibilities:

- a. Complete the application process, which includes completing the application and submitting to reference and background checks.
- b. Participate in orientation and training programs (at least two in-services per year – groups and special event volunteers may be exempt)
- c. Accept assignments appropriately suited to your talents and skills
- d. Adhere to the mission and **Core Values** of Seton Center and the Daughters of Charity
- e. Act in a professional manner at all times
- f. Treat all clients, customers, fellow volunteers and staff with respect
- g. Complete your assignments in a timely manner
- h. Adhere to Seton Center's strict policy of confidentiality
- i. Conduct volunteer activities in accordance with the policies and procedures of Seton Center, Inc. and those established in this Volunteer Handbook

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7. Volunteer Benefits

a. Volunteers in Need of Material Assistance, Programs or Services

If you find yourself or your family in need of goods or services provided by Seton Center, please contact our Executive Director or Seton Family Store Manager to obtain a voucher for such goods or services. To the extent possible, your request will be handled confidentially.

b. Seton Family Store Purchases

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

- I. Self-dealing (re-sale for personal monetary benefit) is not permitted.
- II. Items must be priced by staff and on the sales floor for at least 1 hour before expressing interest in or purchasing items.
- III. For items of low quality that cannot be displayed/sold to the public, volunteers may ask the Family Store Manager to purchase them at a percentage of the processing cost. This percentage will be determined by the Family Store Manager on an item-by-item basis.
- IV. To avoid a back-up at the sales counter, please make your purchases no later than ½-hour of the Store closing.
- V. All items you wish to purchase must be brought to the sales counter for the cashier to enter the items in the POS system.

c. Other Volunteer Benefits

Your volunteer contributions are valuable, and, therefore, we want to demonstrate our appreciation. We are pleased to extend other benefits to our volunteers:

- I. National Volunteer Week Celebration - April
- II. Individual and group recognitions for birthdays and completion of certain tasks/projects

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8. Policies

The following policies apply to Seton Center volunteers. Additional policies may be established if needed.

a. Professionalism

Seton Center expects our volunteers to observe high standards of conduct in their duties and responsibilities. Volunteers must practice honesty and integrity in fulfilling their duties and responsibilities, and comply with all applicable laws and regulations.

It is the responsibility of all volunteers to comply with these expectations and to report any violations or any suspected violations in accordance with this policy.

If any volunteer suspects any unethical, illegal or fraudulent behavior while performing your duties, you must report it immediately to the Volunteer Manager. If the Volunteer Manager is unavailable, or if it would be inappropriate to contact the Volunteer Manager, you must immediately contact the Executive Director. Volunteers should never confront staff, clients or customers directly.

Seton Center and the Daughters of Charity forbid retaliation against any volunteer reporting or assisting in making a complaint for unethical, unlawful or fraudulent behavior, or against anyone cooperating in an investigation of unethical, unlawful or fraudulent behavior.

Examples of unethical conduct in this policy include, but are not limited to, financial misdealing, record falsification, stealing, and lying about issues related to Seton Center or the Daughters of Charity. Also included is violation of our confidentiality policy.

All allegations of unethical, unlawful or fraudulent behavior will be investigated promptly, thoroughly and without bias. The confidentiality of the volunteer and witness(es) will be protected against unnecessary disclosure.

Any volunteer engaging in unethical, unlawful or fraudulent behavior will be subject to corrective action, up to and including termination of volunteer service.

If, during an investigation, it is determined that a volunteer knowingly provided false information regarding a complaint of unethical, unlawful or fraudulent behavior, appropriate corrective action will be taken, up to and including termination of volunteer service.

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8. Policies (continued)

I. Breach Notification

To comply with applicable state law, including the Maryland Personal Information Protection Act¹. This Policy outlines appropriate timeframes and methods of providing notice and describes information required to be in the notices to individuals.

As required by Maryland law, Seton Center will notify any individual(s) residing in Maryland of an acquisition of computerized data that compromises the security, confidentiality, or integrity of the individual's personal information maintained by Seton Center. Seton Center will also notify residents of other states and any regulatory and credit reporting agencies to the extent required by law.

Seton Center's employees, officers, staff members, volunteers, and agents (collectively "Workforce Members") are required to immediately notify Seton Center's Executive Director and/or Operations Manager of a breach subject to this Policy.

Seton Center shall train its Workforce Members on the procedures set forth in this Policy.

Procedure: Seton Center will follow the process outlined below to determine whether breach notification is required under Maryland law:

Discovery and Reporting of Incident. Any Workforce Member who becomes aware of circumstances that involve actual or potential acquisition of personal information of Seton Center clients or Workforce Members shall immediately notify the Executive Director and/or Operations Manager.

Assessment of Incident. The Executive Director and/or Operations Manager promptly conduct a breach assessment and determine the timing and method of any breach notification that may be required. The breach assessment shall involve at least the following steps:

Step 1: Determine whether the incident involves computerized data. If the incident does not involve data in computerized format, it is not subject to the breach notification requirement.

Step 2: Determine whether the incident involves "personal information." Maryland law only requires notification when there is a security breach of an individual's "personal information." For these purposes, "personal information"

¹ MD. CODE ANN., COM. LAW § 14-3501 et seq. (2022).

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means any of the following data elements that are not encrypted, or are encrypted with an encryption key that has also been acquired:

- i. An individual's first and last names or first initial and last name, and one or more of the following data elements:
- ii. Social security number, individual taxpayer identification number, passport number, or any other identification number issued by the federal government.
- iii. Driver's license number or state identification card number;
- iv. An account number, credit card number, or debit card number in combination with any required security code, password, or access code that would permit access to the person's account.
- v. Health information, including information about an individual's mental health;
- vi. A health insurance policy or certificate number or health insurance subscriber identification number, in combination with a unique identifier used by an insurer or an employer that is self-insured, that permits access to an individual's health information; or
- vii. Biometric data of an individual generated by automatic measurements of an individual's biological characteristics such as fingerprint, voice print, genetic print, retina or iris image, or other unique biological characteristic, that can be used to uniquely authenticate the individual's identity when the individual accesses a system or account; or
- viii. A user name or e-mail address in combination with a password or security question and answer that permits access to an individual's e-mail account.

If the breach involved an individual's "personal information," then continue to [Step 3](#) below. If the personal information breached did not include the above data elements, or if the above data elements were encrypted and no encryption key was acquired, then no breach notification is required under Maryland law.

Step 3: Determine whether the security breach involves the unauthorized acquisition of computerized data that compromises the security, confidentiality, or integrity of the personal information maintained by Seton Center. Maryland law requires breach notification only when the breach of an individual's personal information compromises the security, confidentiality, or integrity of such information and where the organization determines that the unauthorized acquisition has resulted in or could result in identity deception, identity theft, or fraud affecting the Maryland resident.

Step 4: Conduct a reasonable and prompt investigation to determine the likelihood that personal information of an individual has been or will be misused as a result of the breach. If the investigation determines that

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there is not a likelihood that personal information of an individual has been misused, then no breach notification is required. Seton Center will maintain documentation of this determination for three (3) years after the determination is made. If it is determined that there is a likelihood that personal information of an individual has been misused, then Seton Center will issue breach notification as set forth below.

Step 5: Determine if notification is required under other states' laws. In the event that the incident involves individuals who are residents of states other than Maryland, Seton Center will determine whether notification to those individuals is required under those states' laws. Seton Center will work with legal counsel to make this determination.

Providing Notification of the Incident. When the assessment of an incident indicates that notification is required, notices shall be provided as follows:

- i. Timeliness of notice. All notifications required by Maryland law must be made as soon as reasonably practicable, but not later than forty-five (45) days after Seton Center concludes its investigation under Step 4, above.
- ii. Delay of notification. Seton Center may delay a required notification if a law enforcement agency determines that such notification would impede a criminal investigation or jeopardize homeland or national security, or if necessary to determine the scope of the breach, identify the individuals affected, or restore the integrity of the system. If notice is delayed for law enforcement purposes, Seton Center will provide notice as soon as reasonably practicable, but no later than thirty (30) days after the law enforcement agency determines that the delay is no longer necessary.
- iii. Notice to the Attorney General. Prior to giving any notification to individuals under this policy, Seton Center will provide notice of the breach to the Office of the Maryland Attorney General ("OAG"). In the notification to the OAG, Seton Center shall include a brief description of the nature of the security breach, the number of Maryland residents being notified, a sample copy of the notice being sent to individuals, what information has been compromised, and any steps the business is taking to restore the integrity of the system, and send to the OAG:
 - Via U.S. Mail:
Office of the Attorney General
Attn: Security Breach Notification
200 Paul Place Baltimore, MD 21202
 - Via fax:
Attn: Security Breach Notification (410) 576-6566
 - Via e-mail: ldtheft@oag.state.md.us

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- iv. Method of notification to Individuals. Seton Center will provide notification to individuals in the following manners, as appropriate:
- Via first-class mail sent to the most recent mailing address of record for the individual;
 - Via electronic mail to the most recent e-mail address of record for the individual, but only if the individual has expressly consented to receive electronic notice;
 - Via telephone to the most recent telephone number of record; or
 - Via one of the following forms of substitute notice if: the cost of providing notification will exceed \$100,000; the affected class of individuals exceeds 175,000; or Seton Center has insufficient contact information to provide notice via first-class mail, e-mail, or telephone:
 - Via e-mail if Seton Center has an e-mail address for the individual;
 - Via conspicuous posting on the Seton Center website; or
 - Via notification to statewide media.
- v. Content of notification to individuals. Seton Center will, to the extent possible, include the following information in the notice to individuals: (i) a description of the categories of information that were, or are reasonably believed to have been acquired by an unauthorized person, including which elements of personal information were, or are reasonably believed to have been, acquired; (ii) contact information for Seton Center, including address, telephone number, and toll-free telephone number, if applicable; (iii) the toll-free telephone numbers and addresses for the major consumer reporting agencies; date(s) of the breach; (iv) the toll-free telephone numbers, addresses, and website addresses for the Federal Trade Commission and the OAG; and (v) a statement that the individual can obtain information from these sources about steps the individual can take to avoid identity theft.
- vi. E-Mail Account Only Breach. In the event that a breach involves only a user name or email address in combination with a password or security question that permits access to an individual's e-mail account, notification to the individual may be provided in electronic or other form that directs the individual to: (i) change the individual's password and security question or answer, as applicable; or (ii) take other steps appropriate to protect the e-mail account with the business and all other online accounts for which the individual uses the same user name and password or security question and answer. This notice may be provided via any method of notification set forth under this policy, except that it may not be given via e-mail to the e-mail account affected by the breach.

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- vii. Third-Party Information. In the event that Seton Center maintains computerized data that it does not own or license and which includes personal information, Seton Center shall report to the owner or licensee of the data any unauthorized acquisition of such data that compromises the security, confidentiality, or integrity of the personal information. Seton Center shall make the report to the owner or licensee within forty-five (45) days of discovering or being notified of the breach. Seton Center will prepare such report at no cost to the owner or licensee, and will include sufficient information relative to the breach to permit the owner or licensee to determine its notification obligations under applicable law.

II Code of Conduct

Seton Center expects its volunteers to abide by the following Code of Ethics:

- Regard participation in our ministry as a seriously valued commitment
- Perform your duties to the best of your ability
- Honor and observe confidentiality with all personal and health information
- Respect the mission and goals of Seton Center and the Daughters of Charity
- Deal with conflicts or difficulties in an appropriate manner
- Respect all property of Seton Center
- Do not accept gifts from clients (small, low-cost tokens of appreciation might be excepted)
- Do not provide personal cash to clients or customers
- Report donations of cash immediately, and turn in for deposit
- Always be courteous, friendly and cooperative
- Offer constructive feedback about our organization in an appropriate manner
- Be willing to learn and take part in orientation/training sessions
- Follow through with your work schedule and advise your supervisor if you are unable to serve as scheduled, as soon as possible

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- Demonstrate respect for all staff, clients, customers and volunteers
- Treat co-workers (paid and unpaid), clients, customers and visitors fairly and without discrimination

III. Charitable Donations

All cash and material donations donated to Seton Center are the property of the Center. Any personal benefit, use or removal of such donations without authorization will be treated as theft.

See **Benefits** section for information regarding purchase of donated items.

IV. Harassment

Seton Center, Inc. and Daughters of Charity Ministries intend to provide a work environment that is free from intimidation, hostility or other offenses which might interfere with the work performance of others. Harassment of any sort – verbal, physical, visual, etc. – will not be tolerated under any circumstance.

V. Disclosure of News and Information

The Executive Director of Seton Center, or a designee, serves as the principal contact with the news media and the spokesperson for the organization. Volunteers may not represent Seton Center in public interviews or release information related to the organization without the written permission of the Executive Director.

VI. Confidentiality

Sisters, Associates and Volunteers serving at Seton Center, Inc. frequently have contact with clients, customers, donors, and visitors as well as other Associates and Volunteers whose information must be treated respectfully and confidentially. Each individual has a right to and an expectation of privacy.

Any identifiable information about a client, customer, donors, visitors, Associates or Volunteers is considered confidential and may be used or disclosed only for approved business purposes. All employees or volunteers with access to personal information regarding clients, customers, donors, visitors, Associates or Volunteers are trained to protect the confidentiality of such information, as appropriate and in accordance with applicable law.

Sisters, Associates and Volunteers may only discuss or share confidential information with others on a “need to know” basis or as required by their position’s responsibilities. Sisters, Associates and Volunteers will not share personal information, including names and appointments, with others except for the approved business purpose of assisting them, for a compelling professional reason, with the person’s express written consent

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or when asked to do so by the person(s) (such as placing a name on a prayer list). No one may disclose in any form or publicize even generally, personal information that might identify, or be used to identify, the persons served.

Seton Center relies on factual, often very personal, information to determine a person's need and to offer assistance. Care must be taken to record only what is essential to serve them. When handling confidential information, Associates and volunteers will ensure that nothing is disseminated, and identities are protected by:

- 1) Securing paper files in locked cabinets when not actively being used,
- 2) Assuring computer screens and files are not visible to others, and
- 3) Sending messages or attachments that contain personal information through secure means to only approved recipients who also have a "need to know".

Only in rare circumstances may information be released without the informed consent of the individual or family. Seton Center Associates are mandated reporters, required to report information learned through contact with the person in at least three areas:

- 1) When a person makes a threat to harm self or others,
- 2) When there is reported abuse or neglect of a child, and
- 3) When there is reported abuse or exploitation of a vulnerable adult.

If a Sister, Associate or Volunteer believes such a situation exists, it must be reported to their immediate Supervisor.

VII. Care and Use of Electronic Company Provided and Personal Devices

Policy

This policy sets forth a summary of the Company Provided Devices ("CPDs") available to employees, or volunteers of Seton Center, Inc. or community members, and provides guidance as to the care and use of such CPDs.

Seton Center provides and maintains other devices, such as telephone, voice mail and facsimile equipment and systems, Point of Sale system, internet access and other digital and electronic communication and information equipment. This policy also encompasses any upgrades to current or future "Communication System" acquisitions. These systems and services are referred in total as Seton Center's "Communication System". Information contained in all of the above is the property of Seton Center, Inc.

The purposes of this policy are to (a) provide a brief description of the CPDs available to employees, (b) set forth the guidelines for all employees, volunteers and community members to care for and secure important data by distinguishing between appropriate and inappropriate use of CPDs, as well as the care of information (data) that is sent or received by a CPD, (c) define expectations regarding the return of CPDs, and (d) set forth guidelines for exceptions to this policy.

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Principles

1. Seton Center, Inc. recognizes that employees' contemporary work habits often include work done at the office, as well as a certain amount of work that is conducted away from the office. Given this, this Administrative Procedure may not cover every situation an employee encounters, but should be used as guidance for the appropriate and inappropriate use of CPDs, as well as the care of information (data) that is sent or received by a CPD and the expectations for returning CPDs.
2. Except in those situations described in Principle three (3), employees, volunteers and community members are prohibited from connecting personal computing devices - those not issued by Daughters of Charity Ministries or Seton Center, Inc. - to the network(s). These devices may not have the necessary security, encryption and virus protection, and may inadvertently compromise the private network(s). Rather, employees, volunteers and community members should use a CPD, such as a laptop, to connect. If an employee does not have a laptop as his/her standard issue CPD, the employee should consult with his/her manager or Information Technology Department ("IT") to obtain information about secure ways to access the information/tools necessary to perform work duties.
3. Many personal computing devices have an operating system that uses Microsoft's Mobile Device Management ("MDM") service to synchronize information with Outlook Exchange mailboxes for e-mail, contacts and calendar data. The Daughters of Charity IT automatically disables MDM connections to mailboxes as a security best practice. However, in certain circumstances and with appropriate approvals, Seton Center, Inc.'s employees may be granted an exception to synchronize with a Mobile Device Management Program (MDP) for items such as smart phones and iPads; with the e-mail system. The employee will be required to agree to the MDM client, prior to installation and then access will be allowed.

The *Mobile Device Management Agreement* is used to confirm that an employee requesting an exception understands that he/she is responsible as the device administrator to keep the required security settings in place at all times. These settings are designed to prevent sensitive data, proprietary data and protected health information from access by external or third parties. It is the employee's responsibility to determine security compatibility by contacting the most senior DCM, IT professional to obtain approval.

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Mobile Device Management for End-User Security Agreement:

The device end-user will obtain the Agreement from the Operations Manager by way of a member of the Daughters of Charity Ministries' Information Technology Department and will allow following configuration of security settings on MDM capable devices:

- The device will use password protection compliant with The Daughters of Charity Ministries' password standards as available in the device operating system (OS). Passwords must be a minimum of seven characters and contain three of the four-character sets (lower case letters, upper case letters, numbers, and special characters).
- The device will lock out after setting idle for no longer than 30 minutes.
- The device will be configured to wipe all data from memory once ten (or less) incorrect consecutive passwords are entered.
- The device OS must allow for MDM remote wipe, giving The Daughters of Charity Ministries IT the ability to remotely remove data in the event of device loss, theft or end-user separation from Seton Center, Inc. A remote wipe removes ALL data including personal pictures, music, contacts and mail. The end-user accepts this risk to personal data.

The device end-user understands and accepts the following responsibilities:

- The device end-user is the device administrator and is responsible for maintaining the above security settings at all times that the device is synchronizing with the e-mail system.
- The device end-user is the device administrator and is responsible for applying the manufacturer's OS upgrades or patches to the device on a monthly basis. Regardless of ownership (Seton Center, Inc./Daughters of Charity Ministries-provided or personal), the end-user retains this responsibility. (Example: Cloud updates, connect an iPhone to iTunes on a computer and install any operating system updates that are available.)

Security Agreement Exception Clarifications:

- Some MDM devices may not comply with all of the security settings mentioned above and thus are not eligible for this security agreement. Should this situation occur, a written request for an exception should be submitted and the Daughters of Charity Ministries' Information Technology Director will review the request on an individual basis.
- This security agreement is applicable for other personal computing devices such as iPads, iPod Touch, and Windows products as long as these devices can comply with the above MDM security settings.

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Procedures

Securing the CPD

iPhones, Android, laptops, printers, and other types of CPDs are very expensive devices and often contain information of a sensitive/confidential nature. These devices are highly sought after by criminals and need to be secured whether an employee is at home or is traveling.

Further care of such CPDs is necessary and steps should be taken to avoid endangering the CPD from spills, misuse by children, pets, or exposure to the elements. If a CPD is damaged due to negligence, the user will be responsible for the replacement of the device.

Return of CPDs

Unless otherwise agreed to, an employee is expected to return every device, carrying case, documentation, software and any other peripheral provided by Seton Center, Inc. that were originally issued to him/her, upon his/her termination of employment.

Appropriate Use of Seton Center, Inc.'s Communication System or Personal Devices

Maintaining personal connections, or conducting simple personal business on a CPD or personal device while working or traveling are appropriate, if doing so does not unreasonably distract the employee from performing their duties, or compromise the security of the device, Seton Center, Inc.'s network or data/information. This policy supports Ascension Technologies Standard on Workstation Security.

Inappropriate Use of Seton Center's Communication System

Visiting sites that would be incompatible with Seton Center, Inc.'s Mission, Vision and Values. Seton Center, Inc. reserves the right to disclose employee, volunteer and community member electronic communication or internet improprieties to law enforcement without notification to, or permission from, employees, volunteers or community members sending or receiving such communication.

Protecting SETON CENTER, INC. Proprietary Data

- Information stored on a CPD, or exchanged between one's CPD and another device, must be properly secured. To do so, often requires extra steps.
- Computers or devices that have a direct network connection go through a back-up or synchronization step every time these devices are logged

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onto the network. As such, all of the information stored on that computer is available to be viewed or retrieved by a designated member of The Daughters of Charity Information Technology Department. Should a device experience a hardware failure for example, one's Outlook files can be safely re-stored. Employees are NEVER to disable the synchronization function of their CPD.

- When an employee conducts a great deal of business offline, while on business-related travel for example, the employee needs to take additional precautions. Employees need to remember that the documents they are creating or managing will not be "backed-up" to the network until the next time they have a direct network connection either at the office or through a VPN connection. This means that important data might be lost should a hardware failure occur in the interim.
- Employees also need to remember that it is very easy to look over the shoulder of someone who is working on a laptop. Care should be exercised when one is traveling to ensure that confidential information is not easily accessed by outsiders or that the CPD is left unattended.
- To ensure the integrity of Seton Center, Inc.'s network, personally owned computers (including handheld devices) should never be connected to the network, or to any device which is already connected to the network without going through the MDM process as outlined in this policy.
- Unless expressly authorized to do so, employees, volunteers and community members are prohibited from copying, sending, transmitting, or otherwise distributing proprietary information, data, trade secrets or other confidential information belonging to Daughters of Charity Ministries or Seton Center, Inc. Unauthorized dissemination of such material may result in severe disciplinary action, as well as substantial civil and criminal penalties under state and federal Economic Espionage laws.

Employees are advised to check with their manager, Operations Manager, or Daughters of Charity Ministries Information Technology Department if they have any question about the appropriate use or reimbursement policy of a CPD. Corrective action, up to and including discharge from employment, may be taken if an employee does not adhere to the guidelines provided in this policy.

Seton Center maintains computer, electronic mail, telephone, voice mail, Point of Sale and facsimile equipment and systems, online internet access and other digital and electronic communication and information equipment. These systems and services are referred in total as Seton Center's "Communication System."

Information contained in all of the above is the property of Seton Center.

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Volunteers may not add, run, download or install any computer software without prior approval of the Executive Director or Operations Manager. Volunteers should have no expectation of privacy as to use of any e-mail, voice mail, or documents or files of information created, sent, received or stored in the "Communication System", either from Seton Center or through remote access.

Electronic communication is to be used for Seton Center business only and must not be offensive to anyone nor contain material that could be construed as harassment or disparagement of others with regard to any characteristic protected by federal, state and/or local laws and ordinances. Any evidence of such could be found in violation of Seton Center's anti-discrimination policy.

The "Communication System" should not be used for personal e-mail, Facebook, shopping, games, commercial ventures, political causes, outside activities or any activities not related to our organization.

Seton Center reserves the right to disclose volunteer electronic communication or internet improprieties to law enforcement without notification to, or permission from volunteers sending or receiving such communication.

This policy also encompasses any upgrades to current or future "Communication System" acquisitions.

Postage, copy, label and fax machines are the property of Seton Center and may be used for business purpose only. Personal use of these resources is forbidden without the express authorization of the Executive Director or Operations Manager.

VIII Social Media Policies and Procedures

Seton Center, Inc. recognizes that social media presents opportunities to engage employees, Sisters, volunteers, customers and the community in conversation related to Seton Center services.

Employee and volunteer actions should reflect the values of Seton Center, Inc., as stated in our Mission Statement and Core Values.

Social Media is defined broadly to include online platforms that facilitate activities such as professional or social networking, posting commentary or opinions, and sharing audio, video, or other content. Social media includes personal websites and all types of online communities (for example, Facebook, Twitter, SnapChat, Tic Toc, MySpace, YouTube, LinkedIn,

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Instagram, blogs, message boards, chat rooms along with other related platforms).

There are two uses for Social Media recognized by Daughters of Charity Ministries and Seton Center:

- Company use of social media requires express authorization of Daughters of Charity Ministries and Seton Center leadership.
- Personal use of social media is to be restricted to non-work time.

Seton Center, Inc. respects the employee's right to express personal opinions when using their own Social Media resources and web pages and does not retaliate or discriminate against employees who use social media for political, organizing, or other lawful purposes. When online, employees are speaking in their personal capacity unless they have prior Seton Center's Executive Director or their designee's authorization to speak for Seton Center, Inc. or hold a position that is pre-approved to speak for Seton Center, Inc.

In the event employees participate in personal Social Media use, the following applies:

- Employees are personally responsible for their posts. Once content is posted online, it is no longer under the author's control; online postings can remain on the internet indefinitely, and content posted to private websites does not always remain private.
- If employees publish a blog or post to a blog and it has something to do with the employee's work, or with subjects relating to Seton Center, Inc. or Daughters of Charity Ministries, the employee must make it clear that the views expressed in the blog are solely the employee's personal views and do not necessarily represent the views of Seton Center, Inc. or Daughters of Charity Ministries.
- Employees may not post content or otherwise participate in Social Media that violates applicable federal copyright, patent or trademark laws or that infringes on the intellectual property or proprietary rights of another party; or defames or misappropriates the likeness, invades the privacy of, or interferes with the business relationship of another party.
- Employees working in social service ministries must make sure all posts do not disclose confidential information held by Seton Center, Inc. Examples of this confidential information include, but are not limited to, information about

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a client's physical or mental health; the receipt or payment of health care, client records and enrollment and disenrollment information; name, address, Social Security Number, driver's license number, financial information, phone numbers, and other information that may personally identify the client.

- Employees should consult their supervisors if they have questions about what is appropriate in blogs or posts.
- Seton Center, Inc. strives to maintain a professional work environment and considers harassment in all forms to be a serious offense potentially leading not disciplinary action up to and including termination. Employees may not use Social Media to harass, threaten, or discriminate against co-workers, clients, partners and affiliates, or competitors.
- Employees are not allowed to display Seton Center, Inc. logos, brands, electronic signatures, affiliation or other identifiers on social media without prior written approval from Seton Center, Inc. Senior Leadership Team. Employees may not use a Seton Center, Inc. or Daughters of Charity email address as a means of identification while engaging in online media, unless approved by the Seton Center, Inc.'s Senior Leadership Team.
- Employees may not provide a link from their site to Seton Center, Inc. website without express written permission from Seton Center Inc.'s Senior Leadership Team.

Employees and volunteers who believe there has been a violation of this policy should report their concerns in this order: to their director/supervisor or manager, then to a member of the Senior Leadership Team or if there is no resolution, to DCM's Human Resources Director.

Failure to comply with this policy will result in corrective or disciplinary action up to and including termination of employment or volunteer service, and Daughters of Charity Ministries/Seton Center, Inc. may pursue legal action when applicable.

**Nothing in this policy should be construed or applied in a manner that prohibits employees or volunteers from discussing the terms and conditions of employment, from engaging in protected, concerted activity, or otherwise violates employee rights under the National Labor Relations Act or other applicable laws. **

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IX. Trial Period and Evaluation

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

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

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

Staff Managing Volunteers Will:

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

The Manager of Volunteers Will:

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

X. Separation and Dismissal

Seton Center may terminate a volunteer's service if he/she or his/her actions violate any policy of conduct or behavior held by Seton Center or the Daughters of Charity. Also, volunteers may terminate their services at Seton Center at any time by providing notice to the Executive Director, Operations Manager or Volunteer Manager.

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XI. Attendance and Punctuality

The individual role of each volunteer is important to Seton Center and therefore, we depend on each volunteer to report at their scheduled time. We expect volunteers to make every effort to commit to their work schedule.

In case of illness or emergency, or if a volunteer knows he/she will not be able to work as scheduled, please contact the Volunteer Manager or the volunteer's staff supervisor as soon as possible.

If a volunteer knows he/she will not be able to work due to vacation, business travel or other commitments, he/she is asked to please contact the Volunteer Manager as soon as possible, so that arrangements can be made to cover his/her absence.

XII. Personal Appearance

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image Daughters of Charity Ministries presents to visitors. During business hours or outside of business hours when representing Daughters of Charity Ministries, employees and volunteers are expected to present a clean, neat, and job appropriate appearance. Daughters of Charity Ministries adheres to a business casual dress code. Employees and volunteers should dress and groom themselves according to the requirements of their positions. This is particularly true if an employee's or volunteer's job involves dealing with visitors in person.

Daughters of Charity Ministries requires appropriate business attire for administrative personnel in the workplace and guidelines are shown below:

- Suits, dress slacks, casual slacks, collared shirts, blouses, short sleeve tops, sleeveless tops, dresses, skirts, jackets, sweaters, or turtlenecks.

Supervisors or department heads are responsible for establishing dress codes appropriate to the jobs in their supervisory areas. Consult supervisors with questions as to what constitutes appropriate job appearance.

The following are inappropriate business attire and should not be worn:

- Plunging necklines, short miniskirts, midriff revealing crop tops, sheer fabrics, ripped clothing and clothing with obscene words or pictures.
- Jeans, athletic clothing, sweatpants, and flip-flops
- Offensive body odor and poor personal hygiene
- Scented body products should be used moderately or avoided altogether
- Jewelry should not be dangerous to job performance, functionally restrictive or excessive

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If an employee or volunteer is deemed to be dressed in an inappropriate manner, the supervisor will counsel the employee or volunteer regarding the inappropriate attire and inform the employee or volunteer that it should not be worn in the future. In some instances, the employee or volunteer may be asked to return home to change his or her attire. Human Resources should be consulted before an employee (not a volunteer) is asked to leave work.

XIII. Former Employees Wishing to Volunteer

Former Associates, who have left Seton Center, Inc. in good standing may be considered to return as a volunteer. Return of a former Associate as a volunteer is contingent on approval from the former Associate's supervisor and Volunteer Manager (two levels of management are required).

An Associate who has left the organization not in good standing will not be approved to return as a volunteer.

Former Associates, who have left Seton Center, Inc. in good standing, may become registered volunteers by completing the Seton Center, Inc. volunteer application and on-boarding processes, including submitting to a new background check.

Active, non-exempt Associates may not volunteer for activities that are normally part of their job. These Associates who wish to be involved with non-profit activities during non-working hours are encouraged to consult their supervisor to coordinate their time.

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b. Workplace Safety

I. Driving for Seton Center

Staff and volunteers are not permitted to transport clients in their personal vehicles. Seton Center Inc. does not carry liability insurance to cover staff and volunteers' use of personal vehicles. Any accident or injury incurred when transporting clients is the responsibility of the driver.

To protect staff and volunteers from liability in case of an accident with clients in their personal vehicles. Staff will assist clients in determining how they can obtain transportation. Bus schedules and forms for emergency transportation will be provided to clients for future transportation needs.

Volunteers using their vehicles as part of their service, such as picking up and/or delivering baked goods, running errands, etc., are required to complete a Driver Form (see Appendix C)

II. Safety Orientation

Where We Work

Seton Center, Inc. is a non-profit agency located in Emmitsburg, Maryland. In the Spirit of Saint Elizabeth Ann Seton, our mission is to work with our neighbors to build a hopeful future.

Many of the families we serve are working people living at or below the poverty level. Oftentimes, people who work hard to be self-sufficient find that even a minor emergency can result in unpaid bills or loss of housing. Sponsored and staffed by the Daughters of Charity of St. Vincent DePaul, local residents and a myriad of volunteers, the Center provides services to all members of the community within the framework of the core values of the Daughters of Charity: reverence, integrity, generosity and unity.

III. The Safety Program

We protect people, property and the mission:

- Sisters, clients, customers, visitors, volunteers, other staff and ourselves.
- Property on this campus, including buildings, plant and equipment, grounds, vehicles, personal items.
- The Vincentian mission by being faithful to the ministry, values and reputation of the Daughters of Charity, involving safety/security compliance and risk management.

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IV. Safety

Our goal is zero injuries:

We want you and all of our staff and volunteers to be injury free.

Participate in a culture of safety

Do not be the next person to suffer an injury.

Good safety practices help to protect you and your fellow staff and volunteers from injury or illness on the job.

Your role is essential.

These are the Keys to Safety:

- Keep yourself safe;
- Look out for those around you;
- Be alert and proactive

We see very few injuries, but take special care to avoid slips, trips and falls; impacts from equipment and other objects; physical strains; burns; and sharp objects. Injuries must be reported immediately. This gives us an opportunity to take corrective action.

Safety Rule #1: Do not perform any task until you know you can do it safely.

Know the hazards of your job and take part in safety training.

Follow all safety procedures and pay attention to signs, labels and material data sheets.

Ask questions: Stay informed, stay alert, stay creative.

Security

The security program protects the privacy and personal safety of every person on site, and safeguards property.

Your Role is essential.

Security depends on you being alert and aware of circumstances and of the actions of others. If you are threatened or apprehensive, report it at once. Tell your supervisor or use one of the other methods for alerting others and getting help. Read the explanatory placards at every phone. Call the operator by dialing 301-447-7000; Security at 301-447-7111; the power plant at 301-447-6031. If it is urgent, never leave a voice mail. If necessary, call 911.

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Your Behavior

You are held accountable for your conduct. Lock your car at all times while on duty. Take care to protect personal belongings. Do not leave cash or valuables unattended. All thefts are investigated and reported to the police. Do not do or say anything that can be misconstrued by others. No drugs, alcohol, weapons, or pornography or the use of tobacco or vaping materials are permitted on the property at any time. We keep this facility clean, neat and unobstructed so that if there is an emergency, we and emergency personnel can move safely within the building and respond correctly.

Security and Name Badges

All staff and volunteers must wear their badge at all times for identification. Never lend your badge to someone else, and never let anyone who does not have a badge into secure parts of the building. Volunteer badges are not programmed to allow access through security access points.

Take action if you see someone in a restricted area without a badge. You could say: "Excuse me, I see that you're not wearing a badge. Can I help you?" If you are uncomfortable doing that, tell your supervisor about the visitor. Don't ignore people without badges. If you find any resistance or hostility, tell your supervisor at once.

Security Guards

Security guards are on duty from 5 p.m. until 3 a.m. every day, and from 1 p.m. on Saturday and Sunday until 3 a.m. Security guards are available for urgent help for escort duty and for responding to suspicious circumstances and incidents.

Emergency Procedures

Individual responsibilities include making all reasonable efforts to continue care and maintain the safety of Sisters, clients, customers, staff, fellow volunteers and all other persons on our campus. This may involve evacuation, transportation or shelter in place of persons, and may include relocation to alternate facilities or other locations.

Booklet and procedures

All staff, volunteers and sisters have a copy of the Emergency Procedures Booklet. Take time to learn what you must do to comply with the Emergency Procedures in the Safety, Security and Emergency Manual.

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Active participation

You will participate in actual emergency events and in drills including monthly safety topics, quarterly fire drills and semi-annual Emergency and Disaster Drills. As necessary, practicing evacuations or sheltering in place will be included.

Intercom announcements will alert you of emergencies. We use these emergency codes.

Red: fire alarm or drill

Yellow: weather-related

Silver: person with weapon

Blue: in-house medical

White: disturbance

Green: bomb threat

Orange: mechanical or environmental

Brown: external emergency

“For Real” personal distress

The announcement will include a code: for example, Code Red. It will also include a location: for example, “Code Red Seton Family Store Sorting Room, please evacuate.”

During an emergency

The top priority is to maintain care and safety of all persons on the premises.

As far as possible, continue normal activities to maintain safety.

Protect any persons who are close to the incident.

Make sure you have a clear escape route; if necessary leave the area.

Unless otherwise instructed, take shelter inside a room or an office and close doors.

When there is a risk of violence, close and lock doors.

Be alert for further announcements.

When instructed to leave, leave immediately and take shelter in St. Josephs House.

Do not intrude. Offer to help but follow the instructions of the person in charge.

Fire alarm pull stations are located throughout the building. When necessary, pull the alarm. Remember the word RACE: rescue, alarm, confine, extinguish. There are regular fire drills.

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Use your initiative to suggest actions that will improve security and safety. Incident Reports and Safety Suggestions are a vital source of information for upgrading safety programs. Report hazards, incidents, report near-misses, and submit suggestions for improving safety and security.

Be a STAR. Prevent accidents and emergencies. Sense – Think – Act – Report. Without this valuable information about causes, opportunities for preventive action would be lost.

II. Drugs and Alcohol

It is Seton Center's policy not to allow individuals to volunteer who use or traffic illegal drugs, or who abuse prescription drugs or alcohol. It is a violation of Seton Center's policy on drugs and alcohol for a volunteer to:

- Be in possession of illegal drugs while on property
- Sell or distribute illegal drugs on or off work schedule
- Work under the influence of illegal drugs, alcohol or substances, or under the influence of any drug that would affect job performance or impair judgment

Illegal drugs or alcohol may not be used prior to your volunteer shift, as it may impair your work performance and/or put clients, staff, customers, visitors or other volunteers at risk.

Seton Center reserves the right to dismiss any volunteer based on a reasonable suspicion that a volunteer is impaired by drugs or alcohol.

II Key Controls

Seton Center, Inc. values the safety of its staff, volunteers, clients and visitors. In conjunction with the Daughters of Charity's Human Resource and Safety and Security Departments policies, the following identification and access control procedures have been put in place to maintain a safe, secure facility.

Security I.D. badges are issued by the Human Resources Office for all staff and volunteers. These badges must be worn at all times while on duty. Staff and volunteers are required to return Security I.D. badges to their supervisor when no longer needed or employment/volunteer services are terminated. For staff only, these Security I.D. badges will also serve as access control to St. Joseph's House.

Electronic Key Fobs are issued by Seton Center's Safety and Security Manager and are used to gain access to secure parts of the building. The key fobs are assigned to the Outreach Office Desk and each employee, so key fobs may not be loaned to other staff or volunteers. The Volunteer Manager is

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assigned special volunteer key fobs as needed during the normal course of their duties while on-site.

Keys are issued by Seton Center's Safety and Security Manager for offices and other secure areas of the building. Keys are assigned to each employee on an as-needed basis. All keys must be returned to Seton Center's Safety and Security Manager when no longer needed or employment is terminated.

Alarm system codes are issued by Seton Center's Safety and Security Manager. All access control devices are issued and signed for by the staff and the Operations Manager. A \$15.00 fee for any lost keys, badges and fobs will be assessed for replacements. The devices are the property of the Daughters of Charity Ministries.

III Smoking/Tobacco Use

Our goal at Seton Center is to maintain a healthy and clean environment for our Sisters, clients, staff, visitors, customers and other volunteers. Seton Center recognizes that smoking and tobacco are harmful. The use of all tobacco and vaping products is prohibited on all Daughters of Charity campus areas.

IV Building Evacuation

In the event of an emergency, all volunteers are required to follow Daughters of Charity Ministries' Emergency Policy. The Family Store Manager's office, the file room and the basement are designated safe rooms for all safety and security incidents. In case of evacuation due to fire or security, the outdoor meeting space is by Seton Center's sign near the driveway entrance.

V Flu and Virus Precautions

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

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9. PROCEDURES

a. Outreach Client Volunteerism

Outreach clients are discouraged from becoming volunteers at Seton Center to prevent conflicts of interest between roles of clients seeking assistance and volunteers providing service to the Seton Center programs.

Clients requesting to become volunteers while receiving services from the Case Manager will be informed that the policy prohibits from them becoming volunteers at that time.

Former clients wishing to become volunteers will be assessed on an individual basis. The Volunteer Manager, in conjunction with the Case Manager and Executive Director, will assess if it is appropriate to accept the former client as a volunteer. Then the prospective volunteer will be informed of the decision by the Volunteer Manager.

b. Sign In/Sign Out

We require all volunteers to sign in/sign out from their work assignments without exception. Seton Center uses the log for safety and to track volunteer hours for the purpose of reporting to our funding sources. The sign in/sign out sheets are located in designated areas.

c. Injuries

If a volunteer suffers an injury while working on a volunteer project or assignment, he/she must contact the Executive Director or Operations Manager within 48 hours of occurrence, to complete an incident report. If a volunteer is injured "on the job", a claim for medical benefits will not be considered if records do not indicate the volunteer's presence at our location.

d. Inclement Weather

During weather-related events, the Volunteer Manager will contact volunteers to inform them of late openings, early dismissals and all-day closures.

e. Breaks and Lunch

All volunteers should take their break and eat lunch in designated areas. Volunteers may store their labeled food and beverages in the break room refrigerator.

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f. Vehicles and Parking

All staff, and volunteers working more than 15 hours a week, are required to register their vehicles with the Daughters of Charity Human Resources Department. Each vehicle will be issued an ID placard and the placard must be displayed on the vehicles rear view mirror, with the green side facing out.

All staff and volunteers are required to park in the row of parking spaces next to Lincoln Avenue, unless they have requested, from their supervisor, a reasonable accommodation for a known disability.

g. Minimum Number of Volunteer Hours

For optimum return of the investment for the costs of background checks and training, volunteers are asked to provide a minimum of 10 hours of service.

h. Normal Hours of Operation

Outreach Office

Monday thru Friday 10:00 am – 4:00 pm

(closed each day from Noon to 1 PM for lunch.)

Seton Family Store (volunteers arrive at 9:30 am)

Monday (9:30 am – 4:00 pm) Closed to the public

Tuesday- Saturday 10:00 am – 4:00 pm

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

i. Holidays

Seton Center, Inc. observes the following holidays:

- New Year's Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day and day after
- Christmas Eve
- Christmas Day

Volunteer activities may not take place during an official holiday without prior approval of the Executive Director or Operations Manager.

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j. Seton Family Store Standards & Procedures

Seton Center's Family Store strives to provide a fun, meaningful, flexible and safe workplace. The following goals and guidelines are put in place to provide an equitable treatment for Employees and Volunteers. If you have any questions or concerns regarding any of these guidelines, please see the Store Manager.

Mission Statement

Seton Center's mission is to work with our neighbors to build a hopeful future in the spirit of Saint Elizabeth Ann Seton through a focus on the self-sufficiency and well-being of the whole person.

Purpose

This document provides a structured path of standards and procedures for the efficient operation of the Family Store, and is based on Seton Center, Inc.'s standing rules and policies.

Seton Family Store Goals

- To provide financial support for the programs and services of Seton Center's Outreach Office.
- To honor the value of donors' gifts.
- To increase awareness of Seton Center/Seton Family Store in our community.
- To meet and work with interesting people for a good cause.
- To offer our customers good value, excellent customer service and a pleasant shopping experience.
- To demonstrate gratitude and graciousness to all customers and donors.
- To make Seton Family Store the best it can be!!!

Line of Contact

This line of contact should be followed when a question occurs that is not covered or clear in this document:

- First contact for Employees is the Family Store Manager
- First contact for Volunteers are the direct consulting Employees
- Second contact for Employees is the Executive Director
- Second contact for Volunteers is the Family Store Manager
- Third contact for Employees is the DCM Human Resources
- Third contact for Volunteers is the Volunteer Manager

Public Relations/Customer Service

- Remember that we are all ambassadors for Seton Center. Always wear a smile and be ready to answer questions about our programs and services.
- Always greet customers with a friendly "hello" as they enter the store and a "thank you, come again" as they exit. Customers, donors, and clients should always feel welcomed and appreciated at Seton Center.
- Don't over communicate with or distract customers as they shop.
- At closing, politely remind customers at 15, 10 and 5 minutes prior to closing that the store is closing. Let customers who are in the store finish shopping but politely remind them we're closing.
- If a person is in danger, contact a Case Manager in the Outreach Office.
- The Leadership Team acts as spokespersons for Seton Center. However, they may delegate other Employees or Board members as a spokesperson for certain programs or services.

Self-dealing/Personal Shopping

- **No one shall take part in any form of self-dealing. (Refer to Conflict of Interest Policy)**
- Employee and Volunteer shopping may take place while on break only. All purchases must be made prior to end of the work day.

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- Employees and Volunteers may NOT ring up their own purchases. All items for purchase MUST be brought to the register to verify the price and be entered into the POS system by another Employee/Volunteer. Staff and Volunteers may be asked to show their DCM ID.
- Items that Employees and Volunteers wish to purchase may only be held for themselves for 24 hours. After that, it must either be purchased or put back on the sales floor.
- Employees and Volunteers must keep and be ready to provide the receipt for all merchandise purchased until it is taken home.
- Personal shopping is permitted only after merchandise is processed and priced/checked by the area's paid associate and placed on the sales floor for 1 hour prior to an associate or volunteer purchasing an item. If there are items deemed unsellable, they MUST be shown to and priced by the Manager, THERE ARE NO OTHER EXCEPTIONS TO THIS RULE!!!!. If a price is negotiated with the manager, there are no discounts on that price.

Safety and Security

- Employees and Volunteers must always observe the 3 major safety rules: Do not perform any task until you know you can do it safely: Know the hazards of your job and take part in safety training: Follow all safety procedures and pay attention to signs, labels, and material data sheets.
- Employees and Volunteers are not permitted in the building more than 10 minutes prior to the start of their shift.
- There must always be 2 people (Employees/Volunteers) in the building at all times. If someone finds themselves alone in the building, they must call DCM Power Plant or Security to come to the Center.
- Keys and badges are the sole property of DCM, and must be signed for, and **must** be returned to the Operations Manager when you are no longer in a position where they are necessary or authorized.
- All areas of the building are to be neat, clean, and provide adequate walking space. There is to always be a 3ft opening from any area of a space and 18-inch clearance to the ceiling and/or lighting or HVAC. Items should not be piled up on the floors, as this causes further tripping hazards.
- Only Employees and Volunteers are permitted in restricted areas of the Center, unless authorized by Management.
- Employees and Volunteers must follow all procedures and guidelines as outlined in Seton Center's Safety and Security Manual.

Phones Messages & Communications

Seton Family Store phones can be answered by any Employee or Volunteer available to answer.

- Answer the phone "Seton Family Store. How may I help you?"
- Keep personal calls to a minimum.
- Customers may only use the phone in cases of an emergency.
- Personal information (e.g., phone number, health issues) about Seton Center Employees, Volunteers, Board members, customers, or clients should never be given out without permission.
- Notes and messages to individuals should be given to the person right away. If they are unavailable, place the note in their mailbox located in the Outreach Office hallway.
- Calls about programs and services should be transferred to the appropriate person.
- Meetings or discussions regarding business matters should be held in an office or private space, never in a public area such as behind or in front of the sales counter.

Receiving Donations *(These processes may change due to current health/safety concerns)*

- Always express a friendly "Hello" or "How may I help you?" to the donor and help the donor bring in donations if needed. Please do not let them make several trips when we can help.

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- If the Family Store doesn't accept the kind of donations brought, kindly thank them and decline the donation, giving them an Alternative Donation Site form.
- Items not accepted by the Store, as listed on the Donation Guidelines, cannot, under any circumstance, be accepted for personal use/gain.
- Offer a donation receipt form available on the shelf inside the Sorting room door, if requested by donor.
- Place donated items in sorting bins in the Sorting Area. Once donation is fully received, items should be quickly sorted, and a decision made if its sellable or unsellable. Unsellable items should be disposed of properly.
- Please do not stack items near back door or walkway causing a fire escape hazard.
- Always express a "Thank you" and "Have a nice day" to the donor for their donation.

Processing Donations

Once items are received, they need to be sorted and a decision must be made about whether to keep it that same day. Items cannot be stacked or piled up to examine or clean at a later date.

Household

Items kept should be of a nicer quality and be in good repair or be of a collectable nature.

- Items being kept should be placed on/in their appropriate cart, for further processing.
- Items requiring cleaning should be cleaned the same day the appropriate cleaning solution. If there are multiple items, they should be washed in the dishwasher.
- All battery-powered and electrical items must be inspected for damage or unsafe, dated parts and tested.
- Items are either sprayed or wiped with a disinfectant.
- Please refer to "Incoming Donations Disinfecting Procedures" document for complete instructions.

Clothing

Clothing should be of current or a popular style and should be in new or like new condition.

- Only keep clothes that are in like-new or excellent condition. Clothes may not have snags, runs, fuzz balls, dirt, stains, broken zippers, missing closures, or be faded, shrunk or stretched, etc.
- Only keep adult and kids' shoes that are clean and in good condition.
- Sort clothes by gender, season, size and type. Hang clothes appropriate for the current season on display, and neatly fold and place next season's clothes in the appropriate box. Clothes kept for the next season should be new or like new condition only.
- Please note only new, packaged underwear, be sold per Ascension Risk Management policy.
- Make sure the size of each item is clearly labeled and visible. If the size is not clearly visible discard the item.
- Make sure items that are kept have all the buttons/snaps/ties attached and zippers/pulls fully functional. No stains, runs, tears, holes or and imperfections.

Schedules -

- Normal operating Hours are as follows:
 - Family Store: Tuesday – Saturday 10AM – 4 PM (sales)
Tuesday - Saturdays 9:30AM – 1:00PM (donations)
 - Outreach Center Monday – Friday 10 AM – 4 PM (closed for lunch noon till 1 PM)
- Volunteer schedules are also to be coordinated with the Volunteer Manager.

Holiday Hours and Closing Dates

- Holiday schedule determined by DCM and Seton Center Management.
- In the event of inclement weather, Seton Center will follow the decision made by Frederick County MD Public Schools.

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- In the event of incidents, declared “Acts of God”, the Operations Manager and the Executive Director will make a decision and communicate their decision. The Volunteer Manager will contact Volunteers about the decision.

Training

- All training shall be scheduled with Management.
- Incoming volunteers will be assigned to an Employee for training.

Attire

- Please refer to Seton Center’s Employee or Volunteer Handbook for specifics or ask your supervisor.
- Your DCM name badge **MUST** be worn at all times and visible while on duty.
- Open-toed shoes may not be worn in the Sorting Room.

Money Management

- Please refer to the Family Store Cashier Guidelines for register operations.
- Complete Cash Management policies and procedures are outlined in the Store Operations Manual.
- Each cashier is responsible for the POS system while they are logged in. Each cashier should make sure they are logged out when they leave the register.
- Cashier must always check currency over \$10.00 with a counterfeit pen.
- Currency over \$10 should be placed in the drop safe after it has been verified with the counterfeit pen.
- There is **NO** minimum purchase on credit cards. This is illegal.
- When closing the store, there must be at least 2 people present at all times.

Merchandise & Pricing

- All donated items are to be sorted and examined for quality before going out on the floor. Check for stains, tears, and breaks. Everything must be in proper working order because our priority is to offer only items of quality. Merchandise should be cleaned prior to placing it on the floor. Sorting Room Employees and Volunteers can review the Sorting Room Manual for assistance with antiques, collectibles, clothing brands, and accessories, as well as pricing.
- **All sales are final.** Signs are posted. No refunds are given. The only exception to this policy is the return of electronic items if they do not work properly. In this case, a Store credit may be offered by the Family Store Manager.
- Items missing a price sticker are deemed not for sale. These items should be returned to the Sorting Room to be reprocessed. For items with a sticker but no price, the cashier should ask the appropriate Employee for a price.
- All items donated are the sole property of the Daughters of Charity. These items are valued and recorded as inventory and only the Store Manager, or their designee, is authorized to release these items at a reduced price or without cost.
- All pricing is to be done through direct consultation with Store Employees and follow the current pricing strategies as outlined in each area’s training manual.
- All high-valued item prices must be reviewed by the Family Store Manager or their designee.
- Discount and promotional programs are outlined in the Cashier Guidelines.
- Only the Family Store Manager is authorized to schedule sales, discount prices, or give additional discounts.
- For questions regarding sorting or pricing of clothing and/or general merchandise, please refer to that area’s training manual.

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Business Etiquette

- Be courteous of others' workspace: put things back where you find them, don't rearrange any workspace without asking, and don't invade others' workspace without asking your coworkers if it's ok.
- Keep conversations on appropriate topics. We all are to remember we are a faith-based organization and should act accordingly in word and deed.
- Negativity has no place in our agency. Venting or expressing one's frustration is permissible. However, please do so appropriately, such as one-on-one with a person or in private with your supervisor. Venting or expressing frustration publicly brings down the morale of all who hear it. This is unacceptable.
- Conversations or meetings held at Seton Center, are not to be shared outside of Seton Center. Doing so violates Seton Center's Confidentiality Policy, which could result in termination.

General Guidelines

- The donors and customers are to be treated with kindness and a smile, maintaining a positive attitude. Customer service is the priority.
- The overall safety of the Store must be maintained; see Safety guidelines.
- Employees and Volunteers are responsible for the overall cleanliness and arrangement of their assigned areas.
- Employees and Volunteers must always be conscious of the fact that this is a business relying on the support of donors and customers. Customer satisfaction is very important. Everyone is expected to conduct him/herself in a professional manner. If Employees or Volunteers have complaints or problems, they should be handled appropriately and not within hearing distance or in view of the customers/public.
- Casual talk and comradery are encouraged amongst Employees and Volunteers. However, work must continue at a normal pace to be productive for the Ministry in which we serve.
- Everyone needs to be aware that the sorting room is NOT soundproof and discussions taking place there are easily heard by those outside of the room. For this reason, the Sorting Room door MUST be closed during normal operating hours; exceptions are made when there are limited numbers of Employees or Volunteers.
- Breaks are to be taken in shifts. There must always be always at least 2 people in the store.
- Employees and Volunteers are required to have their manager's approval before bringing their children to Seton Center and sign a general liability release form for each child.
- All work assignments and daily tasks are assigned by the Family Store Manager or their designee
- All operational decisions are made by the management in consultation with store associates and are made by weighing the pros and cons of the decision, as well as cost and effect to the agency. No one other than the Management is to make operational decisions.
- All supplies and equipment are the sole property of DCM/Seton Center and may not be sold or released without the prior approval by Management.
- Employees and Volunteers are encouraged to share creative ideas to improve the Store. Employees and Volunteers are invited to present their suggestions and ideas in person or in writing to the Family Store Manager for review and discussion.

I have read, understand and will abide by the above Seton Family Store Standards and Policy.

Signature

Date

Manager

Date