



Volunteer Handbook

svdpindy.org

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Revised 1/25**



Welcome

Thank you for taking the time to learn more about the Society of St. Vincent de Paul. I look forward to your service to our mission of spiritual growth through service to those in need.

As a mission driven non-profit organization, we rely heavily on volunteers to assist us in implementing our programs and services. Your gift of time allows us to serve more people at the SVdP Distribution Center, choice-based food pantries, Love Your Neighbor Center, and generate more income at our Mission 27 Resale stores. Without you, and hundreds more like you, we would not be able to provide services to tens of thousands of people every year.

When you volunteer with St. Vincent de Paul, you become a part of a community that has been serving Central Indiana for more than 75 years. This long-standing tradition of service makes us one of the oldest organizations in our area. We are humbled by the support we receive and are grateful to everyone who supports our mission.

Again, thank you for participating in our mission and giving of yourself. If I can be of service to you, please do not hesitate to contact me at painslie@svdpindy.org. I would be happy to know about your volunteer experience with us and learn how we can better serve you and our community.

God bless you.

A handwritten signature in blue ink that reads 'Paul'.

Paul Ainslie
President, Indianapolis Archdiocesan Council

Mission & Values

Inspired by Gospel values, the Society of St. Vincent de Paul is an international organization of lay men and women joined together in their spiritual growth and through the offering of person-to-person service to those who are needy and suffering.

We endeavor to serve the poor cheerfully, listening to them well and helping them to feel and recover their own dignity. We seek to establish relationships based on empathy, trust, and friendship, while observing the utmost confidentiality.

Inherent in our work, we strive to promote self-sufficiency and provide hope. Our mission is to help our neighbors help themselves whenever possible, and to be aware that they can forge and change their own destinies and that of our local community. The Society is also concerned with identifying the unjust systemic reasons that cause poverty. We are committed to identifying the root causes of poverty and to work toward their elimination. In all of our charitable actions is the search for social justice for all.

What is a Vincentian? Vincentians strive to act in the image of Jesus, do God's will, and devote themselves to the service of the poor and suffering. Vincentians dedicate themselves to those in need, share in spirituality, promote a life of prayer and reflection, and work together to bring the most aid and comfort they can to their neighbors.

History

The Society of St. Vincent de Paul was founded in 1833 by Frederic Ozanam, a 20-year-old student of Sorbonne University in Paris, and other fellow students. Frederic and these fellow students began to seek out and visit the vulnerable of Paris in their homes – taking them food and clothing and offering their friendship and concern. This small group adopted, as their Patron, the great French priest St. Vincent de Paul, who alerted the world to social problems in the 17th century. Similar groups, called Conferences, grew in Paris, then to the rest of France, and eventually spread throughout the world with the purpose of visiting those in need as an extension of God's love. Currently the Society of SVdP has approximately 900,000 members in 152 different countries

The National Council of the United States, located in St. Louis, was established in 1845 to support local St. Vincent de Paul Conferences and Councils, and to represent them among the global Society's membership. Today, the National Council provides resources, training, and spiritual formation for nearly 90,000 Vincentians in 4,500 Conferences and Councils across the U.S.

The Society of St. Vincent de Paul-Indianapolis Archdiocesan Council, Inc. (SVdP Indy) started in the 1940s to provide services to individuals without regard to race, creed, color, gender, sexual orientation, criminal justice status, disability, marital status, veteran status, national origin, age or physical handicap. Since that time, our ministry has spread

throughout Central and Southern Indiana. Wherever we are, we strive to meet the immediate basic physical needs of the most vulnerable in our communities. We do that by providing food, clothing, transportation, shelter and, ultimately, sustainable paths out of poverty. SVdP Indy currently has 1,359 Vincentians and 58 Conferences in central and southern Indiana. As a 501(c)(3), we depend on the support of donors, businesses, and other community partners to continue our ministry.

Core Focus

The Society of St. Vincent de Paul directly serves the marginalized in central and southern Indiana by providing food, clothing, furniture, household goods, in some cases rent and utilities assistance. In addition to material needs, SVdP offers support through its self-help programs: Changing Lives Forever, Love Your Neighbor Center, and in cooperation with the Gennesaret Free Walk-in Clinic. The work of the Society is performed almost exclusively by our over 7,000 volunteers. Our volunteers strive to grow spiritually by offering person-to-person service to individuals in need.

SVdP performs its work in the community through direct access to our neighbors at our Choice-Based Food Pantry, Distribution Center, and Mission 27 Resale stores. The community at large is involved in our mission as well through their volunteerism, material donations and financial support and by their patronage of our resale stores. Donations to our Mission 27 Resale stores not only provide the goods needed for direct assistance to those in need, but also valuable merchandise for resale. The profits from our stores are used to fund our Changing Lives Forever Program and to supply healthier food to those we serve.

Section I - General Information

Contact Information

Prospective individual volunteers and groups wishing to volunteer should contact our Volunteer Director:

Heather Snyder
Director of Volunteer Services
hsnyder@svdpindy.org
317-924-5769 ext. 238

Volunteer Locations

Volunteer locations for St. Vincent de Paul are:

Love Your Neighbor Center
Administrative Offices
2500 Churchman Street
Indianapolis, IN 46203

Distribution Center
1201E. Maryland Street
Indianapolis, IN 46202

Food Pantry
3001 E. 30th Street
Indianapolis, In 46218

Mission 27 Resale Stores

132 Leota Street
Indianapolis, IN 46202

1618 Shelby Street
Indianapolis, IN 46203

Volunteer Assignments

There are many volunteer opportunities available within the Society for both individuals and groups. During your orientation, we will work with you to identify the best volunteer placement for you that caters to your skills and talents and our needs. Once you are assigned to a particular volunteer position, you are counted on to fulfill that responsibility. Our Volunteer Coordinator will check in with you from time to time to ensure your happiness as a volunteer. If at any time you are uncomfortable with or need to change your assignment, please contact the Volunteer Coordinator or Director at your volunteer site.

The following is a list of volunteer assignments available currently with St. Vincent de Paul:

Distribution Center

Monday-Saturday

- Truck Driver – driving locally
- Donation Receiver
- Donation Sorter: Clothing, Shoes, Linens, Housewares, Bric-a-brac
- Clothing Department Assistant
- Baler Operator
- Dock Workers
- Monday - Friday
 - Appliance Repair
 - Furniture Repair
- Monday - Saturday 10am-1pm & 1-4pm
 - Referral Desk
- Times vary depending upon need
 - Building Maintenance
 - Grounds Maintenance
 - Electrician
 - Carpenter

Food Pantry

- Janitorial, Facilities & Grounds
- Truck Driver
- Tuesdays, Thursdays, Fridays and Saturdays (shopping days)
 - Ticket Distributor
 - Shopping Cart Assignment
 - Frozen Foods
 - Produce
 - Dairy
 - Meat

- Bagger
 - Bread & Free Area
 - Load Groceries
 - Cart Return
- Mondays and Wednesdays (non-shopping days)
 - Pack bags for Home Delivery
 - Repackage Bulk Foods
 - Sort Donated Items
 - Stock Product Carts & Totes
 - Replenish Shopping Line

Mission 27 Resale Stores

- Assist customers
- Bag customer purchases
- Cashier
- Straighten/organize merchandise on sales floor
- Replenish merchandise on sales floor
- Pricing and marking merchandise
- Clean display shelves and merchandise
- Collect and organize donations received
- Sweep floor

Love Your Neighbor Center

Supportive Housing-Dorm Side – Desk Duty

- Monitor Operations
- Safety & Security
- Cameras
- Indoor & Outdoor
- Sign In-Sign Out Sheets
- Requests
- Bag Checks
- Chores
- Kitchen-Dining
- Dorm Rooms
- Programming Support – CLF

Pantry - Shopping Days

- Intake
- Shopping Carts
- Baggers
- Stations (frozen food, bread, dairy, meat, etc.)
- Cleaning

Pantry - Non-Shopping Days

- Stocking
- Carts
- Cleaning
- Food & Supply Inventory
- Food & Supply Order

Volunteer Enrollment

The following are the instructions for registering and enrolling in our Volunteer Management System. Please make certain you register and enroll to complete both phases of the process:

- 1. **REGISTERING** to create your account within the system, and
- 2. **ENROLLING** to provide your specific information including your contact info, emergency contact info, volunteer preferences, etc.
- You can enroll online on any computer with Internet access using this link: <https://portal.svdpindy.org/login/register>
- You can enroll by scanning the QR code with your smart phone:



- You will need to access your email account for security purposes to complete your enrollment.
(We recommend that you register and enroll on the same device where you access your email account. Please note that you will never need your password again. The password is necessary for this initial registration, however, in the future the system will recognize you by your email address.)
- Once you register and verify your email address, you will receive an email to sign in to the SVdP Volunteer Portal to complete your enrollment. It is important that you complete this second step.
- At the bottom of the Volunteer Portal screen is a green button labeled, **“Edit Contact Info”**.
- Click on that button which will take you to **SVdP Indy Volunteer Information**. This is the second step of the process where you can enter your home address, emergency contact info, volunteer preferences, etc.
 - If you are a recurring volunteer wanting to be scheduled for the same Volunteer Job and Shift, give us those details in the Notes section. Be sure to include specifics for example: Thursday AM Pantry Intake Clerk, DC Volunteer at Noon on Wednesday, Saturday Pantry Intake Clerk, Pantry Intake Clerk Sub, Home Delivery Driver for the St Monica 1 route, etc.

Volunteer Portal

The SVdP Volunteer Portal (portal.svdpindy.org) provides access to several volunteer services through the Volunteer Portal screen. Once registered and enrolled, you can perform several functions for yourself. These include:

- registering for individual shifts for volunteer jobs at our various facilities,
- canceling a scheduled shift should your plans change, and
- maintaining your personal information such as email and other contact information.

If you would like to volunteer for a shift on a regular repeating basis (such as once a week), please contact our Volunteer Services Team at volunteers@svdpindy.org.

If you have issues with the system, or see something that isn't clear or confusing, please let us know so we can address it. You can provide questions or comments to us by emailing volunteers@svdpindy.org.

Conference Participation

If you are interested in getting involved with your parish conference by conducting home visits to neighbors in need, please contact the President of the Conference at your parish. The list of Conferences can be found on our website:
<https://www.svdpindy.org/conference-news/>.

Volunteer Onboarding and Training

Individual volunteers will be required to review the Volunteer Handbook which includes the Liability Waiver, Media Release, Safeguarding Policy, Code of Conduct, and Harassment Policy (see Section III below).

For **group volunteers**, a designated group leader must review the Volunteer Handbook, which includes the Safeguarding Policy, Code of Conduct Media Release and Waiver. It is the responsibility of the group leader to brief his or her group on the topics covered in the Handbook.

Section II – Volunteer Guidelines and Responsibilities

Our intention at St. Vincent de Paul is to provide our volunteer friends with a place to share their talents, abilities, and life in service to others. Our policies are the foundation for a positive, life-enhancing volunteer experience.

Drug Free – Alcohol Free

St. Vincent de Paul is a drug-free and alcohol-free facility. The use of these items on premises is strictly forbidden. We reserve the right to request a volunteer or person served to leave the premises if either is detected upon their person.

Assignments and Hours

Volunteers are asked to commit to a minimum of two to three-hour shift when volunteering with St. Vincent de Paul. Volunteer shifts are available Monday – Saturday at the Food Pantry and Distribution Center and Monday-Sunday at our Mission 27 Resale store on Shelby Street. The Volunteer Coordinator will work with each volunteer to determine scheduling.

Communication

The St. Vincent de Paul Society uses many avenues to communicate with volunteers including phone, text, email, social media, and our website (www.svdpindy.org). Prospective and current volunteers are encouraged to visit the SVdP website periodically for news and information and sign up for our “Front Line” monthly newsletter.

Confidentiality

All volunteers at St. Vincent de Paul are required to keep confidential any and all neighbor information with which you may have access. All data, materials, knowledge, and information originating from, or having to do with St. Vincent de Paul and its staff and neighbors is to be considered privileged and confidential and not to be disclosed. If you would like to use your volunteer experience for a paper, article, or journal, you must change the names and identifying information of the neighbors in need and seek approval in writing from the Executive Director.

Dress Code/Name Badges

To be identified as a regular volunteer of St. Vincent de Paul whose role is to interface with neighbors in need, a volunteer lanyard and photo ID must be worn at all times while volunteering. Regular volunteers are those that commit to a specific day and time on a regular basis.

Volunteers should be casually attired when helping at Saint Vincent de Paul. We do request that clothing be appropriate, modest and without messages which might be considered offensive or demeaning. We ask that you dress appropriately for the type of service you are going to perform. Volunteers should wear comfortable clothes and appropriate shoes. Flip flops, Crocs, clog type shoes and open toed sandals are prohibited for safety reasons. During the winter months, layers are advised.

Driving

If you will be driving your own vehicle during your volunteer work with SVdP, your vehicle must be covered by insurance as required by state law. If you will be driving a SVdP vehicle while conducting your volunteer work, you must submit a copy of your valid Driver’s License and BMV record prior to performing this work. The use of mobile phones is not allowed while operating a vehicle for St. Vincent de Paul in accordance with state law. Vehicles with two seats must not be occupied by more than two people, and seat belts must be worn per state law.

Language

It is the goal of Saint Vincent de Paul to create an atmosphere that is attractive, pleasant, and enjoyable for neighbors, volunteers, and employees. We prohibit offensive language that degrades others or reinforces negative stereotypes. Verbal communication must be free of cursing, swearing or aggressive sarcasm. Direct or indirect disparaging and critical comments about other volunteers, staff, and/or neighbors in need are not acceptable.

Parking

Parking for volunteers is available at each of our locations. However, on Food Pantry shopping days, parking availability can be scarce. The volunteer coordinator or director at the pantry can advise of alternative parking.

Personal Belongings

All volunteers will be given a secure place to store their belongings while volunteering. Please leave your valuables at home or locked out of sight in your vehicle. SVdP cannot be held responsible for lost or stolen items.

Sign In/Sign Out

All volunteers are asked to sign in and out when volunteering at any SVdP facility. It is imperative that we know exactly who is in our buildings at all times in the event of an emergency. Everyone is required to either 1) put a check mark next to their name when they arrive and leave, or 2) if your name is not on the list, please enter your information accordingly.

Volunteer Requirements

Student Volunteers: Volunteers aged 12 and older are welcome at St. Vincent de Paul. Volunteers ages 12-14 (7th -8th grade) must be accompanied by a parent or other responsible adult while they are volunteering and must have received prior approval from the Volunteer Coordinator. Groups of student volunteers, under the age of 16, are required to have one adult volunteer/sponsor for every four students. Volunteers under the age of 12 may be used for special projects (mailing, etc.) depending upon need at the discretion of the Volunteer Coordinator and must be accompanied by an appropriate number of adults.

Section III – Volunteer Health and Safety

Sudden Illness

In the case of sudden illness, volunteers are asked to seek immediate assistance from any available staff/volunteer member. EAD devices and first aid kits are available at all our facilities.

Accidents/Injuries

If you are injured while volunteering, please report the injury to a person in charge immediately. Staff will provide first aid as appropriate and complete an incident form for insurance purposes and contact emergency services. Volunteers are reminded that SVdP Indy does not carry health insurance for volunteers, and worker compensation coverage is not available for volunteers.

Important Policies and Procedures

As a volunteer with SVdP Indy there are five policies that are important to understand and agree to. These are:

- 1) Liability waiver
- 2) Media release
- 3) Safeguarding policy
- 4) Code of Conduct
- 5) Harassment policy
- 6) Sex Offender Registry

1. **Liability Waiver** By acknowledging this Volunteer Handbook I hereby release St. Vincent de Paul, for whom I will be performing volunteer/community service work, and all persons and entities involved in planning, organizing and supervising service activities, from any and all liability for any and all loss or injury, personal or otherwise, that I may sustain as a result of my participation in volunteer/community service.
2. **Media Release** By acknowledging this Volunteer Handbook I hereby authorize and give full consent to the Society of St. Vincent de Paul to publish all photographs or videos taken by them in which I appear. I also give my consent for the Society of St. Vincent de Paul to publish any written testimonies, letter or prose that I may send or provide to the organization. The Society of St. Vincent de Paul may exercise this right in any way it sees fit for its publications, exhibitions, public displays and for any other purpose without limitation, reservation or fee. Reference to “Society of St. Vincent de Paul” is to the National Council of the United States Society of St. Vincent de Paul, Inc. and any Conference or Council affiliated with it.
3. **Safeguarding Policy** As a community of faith, we are committed to safeguarding those we serve. We have rules and regulations that reflect our commitment. All volunteers should be aware of these rules and regulations. For more information, please click here: <https://www.svdpindy.org/wp-content/uploads/2024/02/SVdP-Indianapolis-Safeguarding-Policy-4-11-2023.pdf>. As part of the Safeguarding Policy, all employees and certain volunteers will be required to undergo a background check as defined in the Safeguarding Policy. By acknowledging this Volunteer Handbook I agree that I am aware of this Safeguarding Policy.

4. **Code of Conduct** As part of the Safeguarding Policy, all employees and volunteers are required to agree to the Code of Conduct. This may be found in the Safeguarding Policy in Attachment A. By acknowledging this Volunteer Handbook I agree to this Code of Conduct.
5. **Harassment Policy** It is the goal of St. Vincent de Paul to provide you with a volunteer experience free from harassment. If you feel you have been the victim of harassment of any kind report it to the Volunteer Coordinator immediately. Any report received will be carefully reviewed and investigated. If it is determined that harassment has taken place, appropriate disciplinary measures will be taken. If a volunteer has been found to have committed an act of harassment, it could result in the loss of the privilege to volunteer for St. Vincent de Paul. Please see <https://www.svdpindy.org/about/#resources>. By acknowledging this Volunteer Handbook I agree that I am aware of this Harassment Policy.
6. **Sex Offender Registry** St. Vincent de Paul will conduct checks on all volunteers through the National Sex Offender Registry. By acknowledging this Volunteer Handbook I agree that I am aware of this policy

Additionally, St Vincent de Paul will contact volunteers as needed with information concerning volunteer activities through various communications methods including email, text, phone and mail, as needed. Volunteers provide permission to contact them by acknowledging this Volunteer Handbook.

Illness or Planned Absence

If you are a regular volunteer and are ill and cannot complete your recurring volunteer shift as scheduled, please alert the Volunteer Coordinator or Manager as soon as possible. If you have a planned absence (i.e. vacation, appointment, etc.) please notify the Volunteer Coordinator or Manager on duty at least 24 hours before your shift so a replacement can be scheduled. If you are a group leader and the group must cancel its shift, or will be experiencing a drastic reduction in volunteers, the Volunteer Director must be contacted no later than 3 days before your scheduled shift. If you are an occasional volunteer, please go to the volunteer portal to delete your shift.

No-Show Procedure

Please be respectful and honor your volunteer commitment. Our staff and neighbors count on your being here on your designated day and at the designated time. We understand that circumstances may arise and you may not be able to fulfill your volunteer commitment at the last minute. Please visit the volunteer portal and delete your signup or make every effort to contact the Volunteer Coordinator as soon as possible if this occurs, as we count on our volunteers to provide necessary services to our neighbors in need.

Thank you for taking the time to review the SVdP Volunteer Handbook and for volunteering with us. Volunteers are the heart of our work and we value each and every one. It would be impossible for St. Vincent de Paul to assist so many of our neighbors were it not for volunteer time, talent, and commitment which we treasure. We hope you will enjoy your volunteer experience as much as we enjoy having you with us.

Facilities

Phone: 317-924-5769

Love Your Neighbor Center (LYNC) Administrative Offices 2500 Churchman Street Indianapolis, IN 46203	Distribution Center (DC) 1201E. Maryland Street Indianapolis, IN 46202	Food Pantry (FP) 3001 E. 30 th Street Indianapolis, IN 46218
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Mission 27 Resale Stores (M27)

132 Leota Street Indianapolis, IN 46202	1618 Shelby Street Indianapolis, IN 46203
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Staff Directory

Phone: 317-924-5769

Name	Position	Facility	email	Ext.
Paul Ainslie	President	LYNC	painslie@svdpindy.org	203
Penny Decker	Volunteer Coordinator	FP	pdecker@svdpindy.org	*
Lisa Clark	Volunteer Coordinator	DC	lclark@svdpindy.org	**
Dee Dellacca	Director of Finance	LYNC	ddellacca@svdpindy.org	221
Evon Ducker	Retail Operations Manager	M27	educker@svdpindy.org	401
Wendy Harlow	Philanthropy Director	LYNC	weharlow@svdpindy.org	204
	Director, CLF	LYNC		219
Dominique McNeal	Operations Manager	FP	dmcneal@svdpindy.org	***
Bobbi Sisk	Operations Manager	DC	bsisk@svdpindy.org	320
Heather Snyder	Director of Volunteer Services	DC & FP	hsnyder@svdpindy.org	238
Chris Sutton	Director of Operations	DC & FP	csutton@svdpindy.org	205
Darlene Sweeney	Communications Coordinator	LYNC	dsweeney@svdpindy.org	260
Mark White	Director of Retail Operations	M27	mwhite@svdpindy.org	321
Crystal Wiley	Director, Love Your Neighbor Center	LYNC	cwiley@svdpindy.org	****
Peter Zubler	Executive Director	LYNC	pzubler@svdpindy.org	202

* 317-319-3272
 ** 463-206-4974
 *** 317-384-6424
 **** 317-771-0837

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