**House of Manna**

Volunteer Handbook

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Welcome New and Returning Volunteers!

On behalf of the House of Manna Board of Directors, we are elated that you have decided to join our organization. House of Manna’s past, present and future successes are due in large part to the skills, talents, passion, kindness, and dedication of its volunteers. We hope your volunteer experience provides an opportunity to connect with community members, assist others in need and see the positive support existing in our community. We hope your time with HoM is a valuable experience. Your role is important and provides the potential to be as significant as you choose to make it. We look forward to your time with us.

Faithfully,



Emily Gran, Board President

Mission Statement

House of Manna’s Mission is “sharing Christ’s love by providing items to those in need.”

*In as much as you have done it unto one of the least of these, my brothers, you have done it unto me. - Matthew 25:40*

Founded in 1989 by Jean Stull, House of Manna was started with a simple belief statement. It is a verse from the Bible and is the core of its existence: In as much as you have done it unto one of the least of these, my brothers, you have done it unto me. Matthew 25:40. The purpose of the House of Manna was, and is, to help people in emergency situations, such as fire, breakup of a home, loss of employment, and other situations. This organization has grown from one person’s response to a single need and has steadily increased. Jean’s perspective was, “We shouldn’t make judgments…if the President walked into House of Manna, I would help him the same as anyone else. It is not for us to judge.” Although Jean moved from Dickinson in 2002, her vision of helping others has continued, thanks to a group of dedicated volunteers.

*“We shouldn’t make judgments…if the President walked into House of Manna, I would help him the same as anyone else. It is not for us to judge.” - Jean Stull*

The House of Manna is operated by a staff of 20+ volunteers and a paid manager. The budget consists of funds received from United Way, private grants,  donations mailed from individuals and organizations, and donations received from two free will offering boxes in the facility.

## Policies & Procedures

## Record Management

The House of Manna Manager is to maintain records on each volunteer throughout the organization. Required records for each volunteer serving include application, reference checks, background screen, dates of service, volunteer duties, annual evaluation of volunteer performance, and training attended. Volunteer records, including application, reference checks and background checks, are confidential. Volunteers are responsible for submitting and updating information contained in their files to the House of Manna Manager.

**Training**

Volunteers receive training as part of their volunteer service with House of Manna. All volunteers must complete an orientation, and on-the-job or program training. Volunteer Orientation provides an overview of House of Manna, its mission, history and goals. Each volunteer will participate in a scheduled orientation within the first month of beginning their service. The orientation is designed to provide a framework for volunteering. Volunteer Assignment or Program Training is provided by the Manager or Senior Volunteer for a particular placement. The training details the skills and knowledge necessary to perform their volunteer assignment. Volunteers must attend an annual volunteer training retreat event.

**Smoking**

House of Manna intends to provide a safe and healthy environment. Smoking within 20 ft of an entrance is prohibited.

**Emergency Closings**

House of Manna strives to ensure the safety of all volunteers. In the event of inclement weather, volunteers will be responsible for contacting their volunteer site to inform the Manager that they will not be performing their scheduled service. If a House of Manna should close, the Manager will notify volunteers scheduled to perform service via phone of the closing.

**Conflict of Interest**

House of Manna is judged, in large part, by the individual and collective performance of its volunteers. House of Manna must recognize the importance of a volunteer’s duty to HoM, and to its members and supporters, to act in a manner that merits public trust and confidence. Each volunteer must act in all matters in a manner that will safeguard the reputation and integrity of HoM and will preserve and strengthen public confidence in HoM activities. Likewise, volunteers must refrain from engaging in any transaction in which personal interests conflict, potentially conflict or appear to conflict with those of HoM. An actual or potential conflict of interest occurs when a volunteer is in a position to influence a decision that may result in a personal gain for yourself or for a relative as a result of HoM’s business dealings. For the purposes of this policy, a relative is a person who is related by blood or marriage, or whose relationship with the volunteer is similar to that of persons who are related by blood or marriage. Participation in any activity prohibited by this Policy can result in the termination of volunteer service.  Some conflict of interest situations are easily identifiable, whereas others are more subtle.

**Some of the more common situations pertaining to volunteers rise to the potential conflicts set out below. This list is illustrative only and should not be regarded as all-inclusive:**

**Accepting Payment or Gifts**: No volunteer shall accept payment of any kind (including gifts, cash, discounts, concessions, services or other similar item or benefits) for services rendered as part of his or her volunteer service. This includes payment for speaking engagements or for participation in workshops or similar activities.

**Improper Influence**: Any volunteer, or close relative, should not, when acting on his or her own behalf or when acting on behalf of another person, business or organization, attempt to influence HoM’s position on any issue, matter or transaction nor participate in any discussions pertaining to a related organization.

 **Political Activities:** Volunteers are encouraged to take an active interest and to participate in the political and governmental process. However, except for registered lobbyists and others authorized to act on behalf of HoM, volunteers participating do so as individuals and not as representatives of HoM. To avoid any inference of support or sponsorship by HoM, a volunteer must never represent that his or her political donation, endorsement or other political activity was made or engaged in with the approval, or on behalf, of HoM. Likewise, volunteers must not engage in political activities during their volunteer service on behalf of HoM.   
  
**The Making of Statements**: No volunteer shall use HoM letterhead, email signature or any title of HoM or refer to HoM or misidentify him or herself as an employee thereof in connection with any matter as to which he or she is not authorized as a representative of HoM and to express an opinion on its behalf.  
  
**Safety and Liability**

House of Manna recognized that our volunteers drive the organization. As our most critical resource, volunteers will be safeguarded through training and provision of appropriate surroundings and procedures that foster protection of health and safety. **No duty, no matter its result, will be deemed more important than volunteer health and safety.** House of Manna values volunteers not only as volunteers but also as human beings, critical to the success of their family, their local community, and more.

**General Safety Rules**

1. All volunteers must receive safety orientation when they join the organization and at least once annually that covers hazards associated with the tasks they may perform, emergency procedures, and accident reporting.
2. No volunteer should ever perform work that he or she believes is unsafe or that he or she thinks is likely to cause injury or a health risk to themselves or others.
3. Use and/or possession of illegal drugs or alcohol while volunteering or on volunteer time are forbidden. Reporting for volunteer duty while under the influence of illegal drugs or alcohol is forbidden.
4. All volunteer injuries must be reported to the manager immediately. In the absence of the manager, a Board member should be notified.

Volunteers who are unable to comply with general safety rules may be dismissed to prevent injury to themselves or others.

**Match work with ability and skill:**Volunteers are often eager to help out any way they can. Although enthusiasm is always appreciated, volunteer organizers should encourage volunteers to work within their means.

**Ability:**Volunteers who overextend themselves are more susceptible to injury. Consider attributes (such as physical ability), which may be necessary to complete a task, and delegate work accordingly.

**Skill:**When assigning tasks, ensure volunteers are equipped with the proper skills and training needed to complete their jobs. This may include providing instructions for using power tools and guidance on what to do if there is an accident. If a task requires specialized skills, hire a professional if needed.

**Ensure equipment is up for the job:**Volunteers will consider the equipment needed to complete a task efficiently and safely.

**Equipment:**Equipment will be in good repair.  Safety guards will be in place, ladders inspected and any potential safety risks will be eliminated in a timely manner.

**Personal Protective Equipment:**Personal protective equipment and first aid supplies should be made available as needed. A well-stocked first aid kit should be provided to quickly treat injuries.

**Weather risks:** Inclement weather can increase the risks associated with volunteer work. Postpone outdoor work if threatening weather is predicted, and be mindful of sunburn and heat-related illness during hot summer days.

**Lifting:** All volunteers will review the following information during orientation.

Size up the load. Make sure the load is stable, balanced and light enough for you to safely lift. ...

Plan the job. Find a route that is free of slip and trip hazards. ...

Establish a base of support. ...

Bend at your knees. ...

Get a grip. ...

Lift with your legs, not your back. ...

Keep the load close. ...

Pivot; don't twist.

Watch this Youtube video if you have questions on safe lifting practices

<https://www.youtube.com/watch?v=0T_WzQG_WuU>

**Situational awareness:**

Report all suspicious activity on the premises to local law

enforcement.  Please notify management if the police were called so that any safety risks are addressed for future volunteers.

* Be aware of unlocked doors when coming to the facility alone and call dispatch if the doors have been left unlocked to have the building checked. 701-456-7759 for non-emergencies or 911 if it is an emergency.
* Maintain locked doors if alone in the building.
* Volunteers can have a phone with them at all times in case of an emergency.

**Volunteer Time and Attendance**

House of Manna’s clients depend on the predictable attendance of our volunteers in order to access the items they need during our regular business hours. These guidelines have been established to ensure the best possible service to our community:

1. We understand that volunteers may be unable to report for duty at times due to illness, emergency, or other conflicts. Volunteers should notify the House of Manna Manager as soon as they know they are unable to report for a scheduled volunteer opportunity.
2. For the safety of our staff, volunteers, and clients, volunteers should not report for their scheduled volunteer opportunity when they are ill. Please stay home if you have a fever, vomiting, diarrhea, or have been advised from your provider to stay home for a specified period of time to prevent the spread of infection.
3. All volunteers should track their volunteer hours using the designated tracking system.

**Volunteer Code of Conduct**

Volunteers are representatives of House of Manna and must abide by and conform to these professional standards. Volunteers must:

### **Act honestly and ethically while in the performance of their volunteer duties.**

* Volunteers must deter wrongdoing and ensure accountability among those they serve with for adherence to the Code of the Conduct.
* Volunteers must never take items donated to House of Manna without making an in-kind donation and obtaining a receipt from the Manager. Volunteers who are in need must follow normal procedures to obtain the items they need during regular business hours to maintain community trust and organizational integrity.
* Theft, fraud, or other unethical conduct may be fully prosecuted of the law.
* Always preserve the privacy of all House of Manna clients.
* Volunteers should never photograph clients or client information without express, written permission from the client.
* Volunteers should never share information about clients or confidential information about House of Manna outside of House of Manna.
* Treat all House of Manna employees, volunteers, and clients with respect, courtesy, and dignity.
* Volunteers must refrain from discrimination and must be respectful of ethnic, national, and cultural differences. They should never harass, bully, or mistreat employees, clients, or other volunteers.
* Volunteers must never take photos of clients or client information without express, written permission and should keep House of Manna and client information confidential, sharing only as needed to carry out their volunteer duties.

### **Obey all applicable local, state, and federal laws, while acting on behalf of House of Manna.**

* Volunteers must never report for duty under the influence of drugs or alcohol or bring drugs or alcohol onto the premises, which includes the parking lot.
* Volunteers must report violations or suspected violations and assist and cooperate with all investigations related to violations of the Code of Conduct or local, state, or federal law.

**Dress Code**

Volunteers are expected to project a professional image that sets positive dress and grooming examples for the community and shall adhere to standards of dress and appearance that are compatible with a professional place of business.  Presenting a bodily appearance or wearing clothing which is disruptive, provocative, revealing, profane, vulgar, offensive, obscene, or which endangers the health or safety of others is prohibited. A volunteer’s dress may not be unusual, inappropriate, or lacking in cleanliness.

Examples of attire considered inappropriate for House of Manna volunteers include but are not limited to:

* Clothing or lack of clothing that is disruptive, provocative, revealing, indecent, vulgar, or obscene.
* Revealing necklines, bare midriffs, and excessively tight clothing.
* Clothing which promotes alcoholic beverages, tobacco, or the use of controlled substances by words or symbols.
* Clothing which contains profanity, nudity, depicts violence, or is sexual in nature by words or symbols.

If volunteers are found to have inappropriate clothing, they may be asked to leave the premises and return with appropriate attire.

**Youth Volunteers**

GOAL: To safely involve community youth volunteers in the House of Manna program.

Youth (ages 8-17) who wish to volunteer at the House of Manna are required to have written parental permission.

* The House of Manna Manager must also pre-approve all youth volunteers and their duties.
* Parental or Manager supervision must occur at all times on House of Manna property.
* Chaperones/supervisors are responsible for keeping youth volunteers on task and for helping to maintain appropriate behavior.
* Orientation and training will be provided for all youth volunteers. A general orientation to House of Manna training specific to your position will be provided by the supervisor of the volunteer position.
* If an accident does occur, report ALL the INFORMATION to your supervisor IMMEDIATELY!

Volunteer Expectations

House of Manna depends on volunteers in order to carry out its mission; in fact, the organization is run by a single employee and dozens of volunteers who are passionate about the work we do in our community.

Because volunteers are the face of our organization, they are held to a high standard. We expect our volunteers to:

* Be respectful
* Be a good representative of House of Manna and our message while volunteering
* Be friendly to all people: familiar faces, newcomers, and fellow volunteers
* Act in accordance with our mission
* Educate yourself about the issues we’re working on and participate in required training
* Work with us to find volunteer opportunities that fit your interests and skills
* Let us know in advance if you can’t show up for a volunteer opportunity that you committed to
* Speak up when you need help
* Follow through on your assigned responsibilities as outlined in your volunteer position description
* Offer ideas and support as needed

In return, you can expect us to:

* Treat you with respect
* Maintain a safe environment in which to serve
* Provide clear direction for assigned volunteer roles
* Offer opportunities for you to use your skills within our organization
* Listen to your needs
* Seek advice and support from you as needed
* Provide the tools and resources you need
* Express gratitude for your service and ensure you feel like an integral part of our organization
* Respect your time and other obligations

Tracking Volunteer Hours

All volunteers are asked to track their volunteer hours so 1) we can better understand the effort required in order to fulfill our mission, 2) we can use this information to illustrate impact and raise funds, and 3) we can recognize and reward you for your selfless service!

To track your volunteer hours, locate the ‘Volunteer Time Sheets’ binder at House of Manna. Each time you arrive for a volunteer opportunity or leave for the day, simply find your timesheet, and make an entry.

Example timesheet:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Volunteer Name** | | John Williams | | | |
| **Month** | | July | | **Year** | 2022 |
|  | | | | | |
| **Date** | **In** | **Out** | **In** | **Out** | **Total** |
| 7/1/22 | 8am | 11am | 1pm | 4pm | 6 |
| 7/2/22 |  |  |  |  |  |
| 7/3/22 | 8am | 11:15am |  |  | 3.25 |
| 7/4/22 |  |  |  |  |  |
| 7/5/22 | 9am | 12pm |  |  | 3 |
| 7/6/22 |  |  |  |  |  |
| 7/7/22 |  |  |  |  |  |
| 7/8/22 |  |  |  |  |  |
| 7/9/22 | 1pm | 4pm |  |  | 3 |
| 7/10/22 |  |  |  |  |  |
| 7/11/22 | 8am | 11am |  |  | 3 |
| 7/12/22 |  |  |  |  |  |
| 7/13/22 | 830am | 11am |  |  | 2.5 |
| 7/14/22 |  |  |  |  |  |
| 7/15/22 |  |  |  |  |  |
| 7/16/22 | 8am | 11am | 1pm | 4pm | 6 |
| 7/17/22 |  |  |  |  |  |
| 7/18/22 | 8am | 11:15am |  |  | 3.25 |
| 7/19/22 |  |  |  |  |  |
| 7/20/22 | 9am | 12pm |  |  | 3 |
| 7/21/22 |  |  |  |  |  |
| 7/22/22 |  |  |  |  |  |
| 7/23/22 |  |  |  |  |  |
| 7/24/22 | 1pm | 4pm |  |  | 3 |
| 7/25/22 |  |  |  |  |  |
| 7/26/22 | 8am | 11am |  |  | 3 |
| 7/27/22 |  |  |  |  |  |
| 7/28/22 | 830am | 11am |  |  | 2.5 |
| 7/29/22 |  |  |  |  |  |
| 7/30/22 |  |  |  |  |  |
| 7/31/22 |  |  |  |  |  |
| **Monthly Total** | | | | | 41 |

Contact Information:

Manager: Nan Rapp- 701-260-9437

Board President: Emily Gran- 605-641-7249

House of Manna Physical Address: 1100 E. Villard St, Dickinson

House of Manna Phone Number: 701-483-5733

Non-Emergency Number: 701-456-7759

Emergency Number: 911