

**Creating
Opportunities**

Volunteer Handbook

**Helping you...Help
others**



Volunteer Handbook



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Values and Philosophy

Introduction and Welcome

We at RBC want to welcome you to our Service Partners Program. We want to let you know where we stand regarding our beliefs and guiding principles and invite you to join with us. We also want to give you our thoughts on serving with integrity in the RBC environment and inform you of some on-site logistics.

Throughout RBC's 65-year life, we've been teaching the Word of God so as to lead people of all nations to personal faith and maturity in Christ. We try to achieve our goal through every method and medium available. Our audiences are as diverse as our methods. They include pastors, counselors, lay persons, TV and radio stations, prisons, schools, businesses -- any organization with resources that can touch families, friends, churches, and client networks.

Thanks so much for your interest in RBC Ministries. In welcoming you, I also urge you to communicate with us. Inquire about our resources, ask questions, offer comments, whatever you desire. We want to continue building a lasting relationship with our service partners.

- **Topic: Statement of Faith**

- One God in three persons—Father, Son, and Holy Spirit.
- The verbal inspiration of the whole Bible as God's infallible revelation to man.
- Jesus Christ's deity, virgin birth, sinless humanity, substitutionary death, atoning blood, bodily resurrection, and ascension to heaven.
- Salvation by faith in Christ alone, without works, and solely by grace.
- The need of works to express gratitude and give a living demonstration of God's transforming power.
- The resurrection of the body: eternal glory for believers in heaven, and everlasting punishment for unbelievers in hell.
- The one true church, the body of Christ, consisting of all believers, regardless of race or social standing.
- The need for spiritual growth through Bible study, prayer, witnessing, and involvement in a Bible-believing church.
- Obedience to our Lord's command to lead people of all nations to faith and maturity in Christ.
- The imminent rapture of the church, and Christ's personal return to establish His kingdom on the earth.

- **Topic: Purpose Statement**

The Mission of RBC Ministries is to make the life changing wisdom of the Bible understandable and accessible to all. It's vision is to see people of all nations experiencing a personal relationship with Christ, growing to be more like Him, and serving in a local body of His family.

- **Topic: Guiding Principles**

- Biblical Foundation
 - Honor the Bible as the standard by which we must evaluate all belief, instruction, policy, and practice (2 Timothy 3:16).
 - Remain true to our statement of faith (2 Timothy 1:13).

- Reflect a well-rounded approach to doctrinal emphasis (Acts 20:27).
 - Qualifications for Leadership
 - Select servant leaders of evident ability and character (1 Timothy 3:1-13; Exodus 18:21).
 - Spiritual Resources and Commitment
 - Stay in close fellowship with the Lord Jesus Christ. Don't give Him reason to say, "I have this against you, that you have left your first love" (Revelation 2:4).
 - Do the work of RBC Ministries in the Lord's wisdom and strength rather than trying to do it in our own (Galatians 2:20; 3:3).
 - Show a consistent pattern of behavior that distinguishes us as the Lord's people, whether on or off the job (1 Peter 1:14-15).
 - Always trust in God and do what is right (1 Peter 3:16).
 - Concern for Those We Serve
 - Provide the kind of personal, prompt, and practical attention that we would want for ourselves (2 Corinthians 4:5,15).
 - Speak the truth in love. Avoid being unnecessarily offensive (2 Timothy 2:24).
 - Cultivate an open and honest relationship with those who respond to our efforts (2 Corinthians 4:2).
 - Be sensitive to all other relationships and spheres of influence, including but not limited to vendors, visitors, neighbors, community, and government (Romans 13:7-8).
 - Concern for Those With Whom We Work
 - Recognize the individual worth and the personal interests and needs of those with whom we work (1 John 4:7).
 - Quality of Service
 - Strive for a quality of workmanship and presentation that will dignify, strengthen, and enhance our message (1 Corinthians 10:31).
 - Be faithful stewards of every resource entrusted to us (1 Corinthians 4:2).
 - Character of Service
 - Increase or decrease outreach as funds are available, without resorting to direct financial appeals. Avoid indebtedness (Romans 13:8).
 - Never make our organizational survival the dominant motive for our decisions (Philippians 1:19-26).
 - Avoid organizational self-congratulations (Proverbs 27:2).
 - Relationship to Other Ministries
 - Recognize and respect what the Lord is doing through other individuals and organizations (1 Corinthians 1:10-13).
 - Avoid any affiliation that would compromise our purpose or weaken our effectiveness (2 Corinthians 6:14)
 - Conduct our ministries in a way that will assist and encourage the local church (Ephesians 4:1-7).
- **Topic: Quality Service Credo**
- Through God's strength we pledge to honor Christ and His Word faithfully as the standard for everything we say, everything we do, and everything we are, recognizing that our work counts for eternity.
 - We pledge to serve each other selflessly, treating each other with care and respect,

visibly demonstrating to each other what we extend to our public.

- We pledge to engage our total being in reaching the world for Christ by creatively providing exceptional resources and service in a warm, friendly, and efficient way.

- **Topic: Quality Service Standards**

- We will know, agree to, affirm, and implement our Guiding Principles and our Quality Service Motto, Credo, and Standards.
- We will be ambassadors of RBC inside and outside the workplace, recognizing that both individually and collectively we represent the integrity and credibility of RBC Ministries and its products.
- We will strive to create a positive work environment that honors God, encourages good internal customer service, and enhances the way we treat those we serve externally, by:
 - Maintaining a clean, safe, professional, and attractive work site.
 - Meeting regularly for times of spiritual encouragement (devotions, prayer, Bible study).
 - Looking for opportunities to use RBC and DHP resources in our own personal ministries.
 - Proactively seeking to resolve conflicts with co-workers.
 - Choosing caring, competent, and enthusiastic teammates.
 - Taking the initiative to invest in our own professional and personal development and to participate in opportunities provided by RBC Ministries.
 - Recognizing and rewarding each other when we uphold our service standards of excellence.
 - Treating our co-workers, guests, vendors, and everyone we serve with courtesy, respect, and warmth.
- We will ensure a clear explanation of how to achieve the quality service standards on our teams.
- We will know the expectations of our internal customers so that products, resources, and services will be delivered as desired.
- We will provide trustworthy, attractive, and relevant resources that are designed to meet the needs and expectations of the people we serve.
- We will provide convenient access to our resources.
- We will actively seek ways to exceed the expectations of those we serve, and build deeply felt loyalties by extending unusual care and resourcefulness.
- We will take whatever time is needed to ensure that the people we serve are cared for.
- We will be flexible when a request doesn't fit our criteria, adapting to meet the needs of those we serve by responding uniquely, personally, and creatively to the full spectrum of needs and expectations.
- We will know the service expectations of our public and distribute that information throughout the organization so that we can adjust our work plans to meet the needs of our customers.
- We will see that every quality service problem is resolved. Whoever receives a service complaint takes it as his or her responsibility and is empowered to prevent a repeat occurrence by:

- Seeing that the problem is solved as a first priority.
 - Doing everything possible to avoid losing someone we serve, acting decisively and competently to restore that person's confidence in us.
 - Offering a sincere apology and a resolution that turns out better for the person with the quality service concern.
 - Showing those we serve that we care about them and are willing to make every attempt to resolve their service problems.
 - Following up on the service problem to ensure that the complaint has been resolved.
 - Remembering that any attempt at service recovery is better than no attempt.
- We will turn service errors into opportunities to improve our potential to reach more people.
 - We will embrace technology as a means to support and improve the service we provide.
 - We will measure, evaluate, and change processes to achieve "best practice" standards in providing ministry products and services.

- **Topic: Devotions and Chapel**

To encourage one another spiritually and to support our commitment to Christ in the workplace, RBC provides time for group and team devotions, and a ministry-wide chapel period each week. Chapel is at 11:15 a.m. on Wednesdays.

These opportunities are intended to strengthen the work environment by creating a spiritual bond among employees and volunteers, so participation is very important to the efficiency and health of RBC Ministries.

Volunteer Expectations

- **Topic: Use of Volunteers**

RBC Ministries desires to use the services of volunteers to enhance its ministry outreach. It is important that the integrity and reputation of the ministry also be enhanced through these services. The purpose of this policy statement is to clearly define what constitutes a volunteer, to remove any ambiguity about the terms of volunteering and to distinguish volunteers from paid staff. The RBC policy will carefully conform to the intent of the Fair Labor Standards Act regarding volunteers.

A volunteer is an individual who performs service for RBC Ministries without promise, expectation or receipt of compensation for services rendered. These services are offered freely and without pressure or coercion. Each volunteer is required to sign a volunteer agreement which specifies their volunteer position, dates of service and includes the statement, "I acknowledge that my volunteer services are offered freely and that I will not receive any compensation while serving in this capacity."

A volunteer is not considered an employee for any purpose (refer to FLSA, Section 3e) and not covered under the Fair Labor Standards Act or entitled to any RBC benefits including Worker's Compensation. Further, a volunteer has no expectation or offer of employment associated with volunteering.

It is the practice of RBC Ministries to keep paid employment separate from volunteer services. The volunteer program will not cause any loss of employment among RBC employees. An employee of RBC may volunteer personal time if the volunteering assignment is essentially different from that for which they are employed.

Volunteers will be selected in a process that is consistently administered. Appropriate background checks will be ordered and references carefully checked. Paid staff will be trained in working with volunteers to assure proper service environment, provide meaningful tasks and increase overall satisfaction with the volunteer program.

Volunteers are expected to provide services in accordance to the established RBC policies including culture, conduct, confidentiality and purpose including mission, values and guiding principles. Volunteers also agree to release and hold harmless RBC, its employees, agents, officers, and affiliated organizations against any and all claims which may arise as a result of volunteer activities, including any claims for injury to person or property.

- **Topic: Performance Expectations**

As a volunteer, you will be given a task description to outline what is generally and specifically expected of you in your assignment. Consideration is given for the preferences in your volunteer application. If you are not able to perform the task as required, your volunteer services may no longer be needed. However, if you are able to meet other task requirements, a new project may be assigned.

- **Topic: Volunteer Relationship**

As a volunteer, you will be assigned to serve with a paid staff member. This person will be considered your service coordinator and can provide you with clarification of what is expected in your assignment.

If you are having difficulty in your volunteer relationships, you are encouraged to talk to your service coordinator or the Volunteer Coordinator if necessary. If a problem exists between your expectations and assigned task, please discuss this with the Volunteer Coordinator as well. If there is a difficulty with regard to your performance, we will discuss it with you and make adjustments as necessary.

After each volunteer assignment, a short feedback form will be completed by the service coordinator in the requesting department.

- **Topic: Volunteer Protection Act of 1997**

The act defines a volunteer as “an individual performing services for a nonprofit [501(c) (3)] organization or a governmental entity who does not receive: (a) compensation (other than reasonable reimbursement or allowance for expenses actually incurred); or (b) any other thing of value in lieu of compensation, in excess of \$500 per year, and such term includes a volunteer serving as a director, officer, trustee, or direct service volunteer.” Furthermore, the individual must be officially recognized as an organization’s volunteer.

- **What is the extent of protection for a volunteer?**

Generally, a volunteer of a non-profit or governmental entity is granted immunity for harm caused by the volunteer on behalf of their service to an organization/entity if:

- The volunteer was acting within the scope of their volunteer responsibilities.

- The volunteer was properly licensed, certified, or authorized for the activity/responsibility (if necessary).
- The harm was not caused by willful or criminal misconduct, gross negligence, reckless misconduct, or conscious, flagrant indifference to the right or safety of the individual harmed by the volunteer.
- The harm was not caused by the volunteer operating a vehicle, vessel, or aircraft.
- **What are the exceptions of personal liability to a volunteer?**
 - Constitutes a crime of violence
 - Constitutes a hate crime
 - Involves a sexual offense
 - Charges involving a violation of federal or state civil rights laws
 - Involves the volunteer being under the influence of intoxicating alcohol or any drug while carrying out their responsibilities as a volunteer
- **Who determines if a volunteer has acted outside their scope of responsibilities?**

Generally, the courts will decide if a volunteer has acted outside the scope of their responsibilities.

- **Topic: Conduct of Service**

At RBC, we place a high value on personal relationships—people are more important than processes. We believe that we are dependent on one another to assure mutual well-being, to accomplish our tasks, and to fulfill our common goals and mission. We acknowledge the importance and the value of the contributions from each member of the team. Our volunteers will be valued similarly, and they should serve in a manner that complements this work environment.

- **Topic: Attendance**

Because each volunteer is an important part of RBC Ministries support, prompt and regular attendance is essential. Please contact the Volunteer Coordinator through the receptionist at 942-6770 if you are unable to report for your assignment or must miss part of your scheduled time.

- **Topic: Harassment**

It is the firm policy of RBC Ministries to provide a non-discriminatory work environment free of intimidation and harassment. All employees and volunteers are expected to cooperate in maintaining this environment. Any form of harassment, whether verbal or physical, will not be tolerated at any level.

- **Topic: Serious Illnesses and Communicable Diseases**

RBC will handle situations of serious illness with compassion and sensitivity. RBC also has an obligation to provide a safe environment for all employees, visitors, vendors and volunteers. A Service Partner diagnosed with a serious illness or communicable disease is requested to disclose the condition if it has the potential to create a threat to the health or safety of others in the workplace or may affect the ability of a fellow Service Partner or an RBC employee to perform his or her job. This information should be reported to the Service Partners Program Coordinator or to the Human Resources Director.

Service Partners with a serious illness or communicable disease will be allowed to serve as long as they are able to perform essential task functions without posing a danger to themselves or others.

RBC will use its best efforts to maintain the confidentiality of a volunteer's medical status. Information will be disclosed only on a need-to-know basis, and RBC will seek to have the individual's consent prior to disclosure. Any volunteer who is concerned about the possible contagious nature of a person's illness is encouraged to bring this concern to the attention of the Service Partners Program Coordinator or the Human Resources Director.

- **Topic: Volunteer File Records Procedures**

Accurate volunteer records are necessary to comply with government regulations. Please notify Human Resources if there are any of the following changes:

- Address or telephone number
- Legal name
- Emergency contacts

- **Topic: Dress Code**

RBC desires to maintain a comfortable and productive workplace. All employees and volunteers must maintain a neat and clean appearance, wearing clothing that is modest and moderately conservative, regardless of where they serve. We ask you to dress appropriately for service in Christian ministry and for your position or task in particular.

Operating Schedules

- **Topic: Hours of Operation**

RBC Ministries is open to the public each day, Monday through Friday, 7:30 a.m. to 5:00 p.m.

- **Topic: Operation Interruptions**

In the event of severe weather or a company emergency, information regarding the closing of RBC Ministries will be available by calling the Office Closing Information Line: 616-974-2227. The decision to close the office will be made by the Executive Office or the Human Resources Director by 5:00 a.m. Office closings are for volunteer and employee safety.

- **Topic: Timekeeping**

All volunteers will be asked to log service hours and regularly turn them in to their service coordinator for each project assigned.

Safety and Security

- **Topic: Medical Concerns or Emergencies**

- **Accidents or Injuries**

Volunteers who witness an accident or injury should immediately contact a Team Leader or the receptionist (dial 0). Give the person's name and the location of the accident so immediate care can be given. If the accident occurs after hours, call 911 immediately.

- **First Response Team**

The First Response Team is a volunteer group of certified employees who are certified in CPR, blood-borne pathogens, and medical first-aid. They will provide prompt and efficient first-aid in the event of an injury or illness. The First Response Team will assess the situation and make a recommendation for further treatment based on the nature of the emergency.

- **First-aid Cabinets**

First-aid cabinets are available to assist employees with emergency treatment. All volunteers are welcome to access first-aid cabinets when the need arises. They are located in the printing area, the mailing area, and by the Ministry Service Representatives area.

- **Emergency Contact Forms**

All volunteers will be asked to fill out an emergency contact form. Information about medical history and contact information will remain as confidential as possible. This information will be used only in case of a medical emergency.

- **Topic: Safety Programs**

- **Hazard Communication Program**

Hazard Communication is a standard to ensure that all volunteers receive information on chemicals used in our facility. It is the volunteer's responsibility to comply with all regulations and procedures concerning Material Safety Data Sheets (MSDS), container labeling, and proper use of personal protective equipment.

- **Energy Control Program**

The purpose of an Energy Control Program is to provide a safe working environment for individuals who are repairing or maintaining equipment. Lockout/tagout is used while working around a machine or system where unexpected startup of the machine could occur. Volunteers would need to be properly trained before being authorized to complete lockout/tagout and must follow all OSHA regulations related to the Lockout/Tagout Program. However, volunteers are not expected to be serving around machinery.

- **Exposure Control Program**

The purpose of exposure control is to eliminate or minimize occupational exposure to Hepatitis B, HIV, and other blood-borne pathogens. If any accident occurs involving bodily fluids, please contact the receptionist (dial 0) to page the appropriate person from Building & Grounds or the First Response Team.

- **Fire Evacuation and Tornado Safe Areas**

Since volunteer safety is so important to us, all volunteers need to assure themselves that they know the building egress plan in case of fire and the designated safe areas in case of tornado for their specific service location. Please contact your service coordinator or the volunteer coordinator to explain.

- **Topic: Building Access**

RBC maintains a building security system to provide safety and protection for staff and assets. Volunteers are able to access the building between 7:30 a.m.-5 p.m. via the front entrance. Volunteers are to check in with the Receptionist at the front desk and wear a Volunteer badge at all times while inside the building.

- **Topic: General Security Expectations**

For the safety of RBC Ministries and personnel, all volunteers are required to report to Human Resources any individuals or situations that may be a security concern. If a serious security situation occurs, call 911 immediately. Volunteers are also asked to report any family or personal situation that may be a potential threat to themselves or any other member of the RBC staff. All information will be held as confidential as possible.

Weapons of any type are strictly prohibited from the building and may not be carried on the premises. This includes knives, handguns, rifles, shotguns, and bows and arrows. RBC also reserves the right to search lockers, purses, or other personal belongings for reasonable cause.

General

- **Topic: Visitors to RBC**

Visitors and vendors to RBC are to use the main entrance and check in with the receptionist, who will then call or notify the appropriate person so he or she can greet them in the lobby.

Guests must be accompanied at all times by an **employee**. Guests are not to be in production areas during scheduled work times unless they are on a guided tour.

Individuals and groups desiring a tour of the facility can register at the front desk, and the receptionist will call a tour guide.

- **Topic: Use of RBC Products**

Volunteers are encouraged to prayerfully use materials published by RBC Ministries, but no one may sell them. For inventory purposes, requests for any quantity of booklets over 200 must be approved by Mail Processing.

All products distributed by Discovery House Publishers and Discovery House Music may be purchased at a discounted price. Order forms are available at all information centers. Volunteers may not resell any of these products.

- **Topic: Exit Interview**

Two weeks before you plan to end your volunteer experience at RBC Ministries, we ask that you submit your intentions in writing to the Volunteer Coordinator. You may be asked to complete an exit interview. This allows you to communicate in writing your views on your experience with RBC Ministries.

Volunteer Acknowledgment

I acknowledge that I have received the RBC Ministries Volunteer Handbook. I understand that it is my responsibility to read the contents and discuss with the Volunteer Coordinator any questions I may have. I fully understand that any violation of the policies and procedures in the RBC Ministries Volunteer Handbook may end my assignment with the ministry. I understand that the statements of policy included in this handbook are guidelines only. They do not constitute a contract of employment, nor expressed or implied contractual rights. They are not intended to contradict the terms and conditions set forth in the volunteer applications.

These policy statements can be changed by management at any time with or without notice to the volunteers affected by such change.

Print Name

Signature

Date

Service Partners Program
February, 2004