



Volunteer Handbook

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SHIM Volunteer Handbook

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WELCOME TO SHIM

In Appreciation from our Executive Director

Dear Volunteer:

SHIM would not be the agency it is today without the dedication and commitment of each of you, our volunteers. The success of our work greatly depends on the hundreds of hours of uncompensated time, dedication, and hard work that our devoted volunteers bring to enliven our mission. It is through you that we can build a bridge between our community resources and those in need in our South Hills communities. Together, we are building a stronger community.

Thank you for being a great neighbor!


James Guffey
Executive Director



Thank you for sharing your talents with SHIM!

Welcome to SHIM

Thank you for joining our team of over 300 volunteers who are working together with SHIM staff to build a strong, vibrant South Hills community.

This handbook was prepared to give you guidance and important information to ensure a great volunteer experience with SHIM. The handbook is organized by topic to help you easily find information. You are also encouraged to talk with the Volunteer Engagement Coordinator if you have any questions.

As a volunteer, we extend to you many of the same rights as paid staff with regards to the work environment, necessary position training, supervision, evaluation, and recognition.

In return, we expect you to honor your commitments to SHIM, respect other staff members and volunteers, and perform your work to the best of your abilities. Remember, you are a crucial part of our team.

As our organization grows and changes, there will be a need to modify the policies, practices and other information described in this handbook. When such changes occur, you will be notified by an announcement of the update to the extent that it is possible.

SHIM reserves the right to modify the policies in this handbook without prior notice. The policies described in the handbook replace all prior policies, handbooks or policy guidance provided. Thank you for giving your time and talent to help others. We hope that you find volunteering with SHIM a positive and rewarding experience.

Welcome to our team!
SHIM staff

FOREWORD

ABOUT SHIM

South Hills Interfaith Movement (SHIM) provides food, clothing, financial aid, education, family support, and a host of other services to 8,000 people in need in Pittsburgh's southern suburban neighborhoods. In response to the unique challenges faced by the local refugee and immigrant population, SHIM has developed essential programs designed to support these children and families. As a comprehensive human services organization for more than fifty years, SHIM provides critical supportive services to families living in the South Hills community of Pittsburgh.

There are several things to keep in mind about this handbook. It contains only general information and guidelines. It is not intended to be comprehensive or to address all the possible applications of, or exceptions to, the general policies and procedures described.

The procedures, practices, policies and benefits described here may be modified or discontinued from time to time. We will try to inform you of any changes as they occur.

Our Mission

SHIM mobilizes community resources and implements sustainable programs that compassionately help our neighbors meet basic needs, achieve self-sufficiency, and build community.

Our Vision

An inclusive community where everyone has the opportunity to thrive.

Our Values

Equity and Inclusion

We believe that an individual's background, situation, and life circumstances contribute to a vibrant community. We believe that all our neighbors should be treated with dignity and respect.

A Hand Up, Not a Handout

We believe in addressing need holistically. We help people meet basic needs, and then leverage our comprehensive programs to help move people along their path to self-sufficiency.

Our People are Our Priority

We believe that our employees, volunteers, and donors are our greatest resource. We strive to ensure that our staff and volunteers feel respected, well-cared for, and have proper access to self-care resources.

Building Community

We believe that the community is stronger when it comes together. We take pride in facilitating connections between people who need help and those able to provide help, enriching the lives of all involved and cultivating a community of neighbors helping neighbors.

Partnering for Power

As the largest human services agency in the South Hills, our greatest strength is our ability to convene stakeholders, serve as an effective partner, identify needs, and coordinate resources to serve the community.

Thank YOU for Joining the Movement!

We encourage you to visit our website www.shimcares.org and our social media platforms: Facebook, Instagram, LinkedIn, Twitter and YouTube for all of the latest information and happenings!

SHIM's History

It all started with a priest, a rabbi, and a minister. The Rev. Dr. John H. Galbreath, then pastor of Westminster Presbyterian Church, explained it this way: “When the (South Hills Village) Mall was being built, we were aware that suddenly the corn fields were giving way to creating an “inner city” in our midst, the center of a large influx of people. And where there are people, there is human need. And where there is need, the religious community should be prepared to serve. Dr. Galbreath convened a meeting with Msgr. Rooney of St. Thomas More and Rabbi Sajowitz of Temple Emanuel of South Hills, and through their shared vision, SHIM began in 1968.”

SHIM started as an outreach program for youth who were congregating in South Hills Village Mall. In the 1970s, the loss of the steel industry created crisis-like situations. Many families were left without enough money to feed their families or to pay their bills. To address these needs, SHIM set up a food pantry to provide supplemental food and a clothing room where clothing and small household items were available at no charge.

The 1980s marked a time when SHIM began youth outreach activities such as a summer day camp, after school programs and early childhood development efforts. These programs remain a vital part of the work we do today. SHIM established a Family Center and expanded programming to address the needs of refugee and immigrant families in the early 2000s.

Neighbors Helping Neighbors

SHIM provides services to people in need in Pittsburgh’s southern suburban neighborhoods. Faced with unprecedented new levels of suburban poverty, SHIM is expanding its work to include more neighbors helping more neighbors in need. This is where you come in. Together, with teams of dedicated volunteers, donors and partners, we are working to reduce the devastating effects of suburban poverty among families in our service area.

SHIM programming operates at three sites in Bethel Park, Baldwin, and Whitehall Borough. While serving the greater Allegheny County region, SHIM’s programs primarily serve the communities of Baldwin-Whitehall, Bethel Park, Castle Shannon, Dormont, Greentree, Mt. Lebanon, South Park, and Upper St. Clair. SHIM focuses on meeting basic needs through three food pantries, a Clothing Closet, school supplies distributions, utility assistance, financial aid, transportation assistance, employment help and self-sufficiency guidance. To support kids from birth to graduation SHIM offers home visits, an Early Childhood Program, After School, Youth Mentoring, and Summer Camp. SHIM provides essential resources and workshops for families including Nurturing Parenting classes, group counseling, enriching family activities, and Immigrant Services and Connections (ISAC). Women gain additional support through the Smart Investments program and Women’s Groups. Men also participate in guided counseling groups through a Men’s and Dad’s Group. Additionally, bilingual staff provide walk-in support at SHIM’s Family Center. SHIM accomplishes the goal of building community by bringing together neighbors of all faiths and life experiences through interfaith programming, Community Gardens, CheckMates, and a very robust volunteer program. As an anchor nonprofit organization in the South Hills, SHIM continuously adapts and expands to provide crucial programs to neighbors in need.

Overview

Application and Screening Process

All potential candidates must complete the following before volunteering.

- Application
- Orientation
- Proof of Identification (State ID or license)
- Receipt of Pennsylvania Criminal Background Check and Federal Bureau of Investigation (FBI) Fingerprint Clearance/Waiver
 - Youth Volunteers must also complete Pennsylvania Child Abuse Check, NSOR Screening, and Mandated Reporter Training

Volunteer Requirements

- Be interested in volunteerism
- Be willing to adhere to all program policies and procedures
- Agree and adhere to the requirements of the volunteer opportunity description
- Be dependable and consistent with scheduled volunteer hours and duties
- Be willing to communicate regularly with program staff, other volunteers and clients

Commitment

- SHIM provides meaningful volunteer experiences with flexible scheduling.
- We rely on volunteers to be consistent and dedicated to their established schedule.

VOLUNTEER INVOLVEMENT

Commitment to Volunteers, Diversity and Involvement

To achieve our goals, SHIM requires the active participation of members of the community. SHIM accepts and encourages the involvement of volunteers at all levels of the organization and within all appropriate programs and activities.

Volunteers are indispensable and help SHIM accomplish its mission. Volunteers have the right to be given meaningful assignments, the right to be treated respectfully, the right to effective supervision, the right to full involvement and participation and the right to recognition for work done. In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the values, goals and procedures of the organization.

SHIM is committed to diversity and inclusiveness. Our employees, volunteers, financial contributors, clients, suppliers and vendors should be representative of the diversity of the people residing in each local community SHIM serves. We are committed to people diversity, program diversity and service diversity.

Youth, family and group volunteers are welcomed! However, any volunteers who have not reached age 18 must have the written consent of a parent or legal guardian prior to volunteering. SHIM is committed to developing youth involvement so that young people may better serve their community and become the leaders of tomorrow.

Definition of a SHIM Volunteer

A SHIM volunteer is an individual who freely assists SHIM in the accomplishment of its mission without expectation or receipt of compensation.

Volunteer Classification

Active Volunteers are individuals that have successfully completed an application, PA Criminal Background Check, and FBI clearances/waiver and orientation. Youth volunteers must also have completed PA Child Abuse Clearance, NSOR, and Mandated Reporter Training. All individuals will be assigned an opportunity with appropriate training. Active volunteers have demonstrated an ongoing commitment to SHIM.

Group Volunteers (including Family Volunteer Event attendees) are individuals who are included in an approved group activity by SHIM's Volunteer Engagement Coordinator. A leader must complete the group volunteer application to be approved, as well as be responsible for turning in individual release forms for each attendee in said group. Release forms are kept on file and updated each calendar year (January through December).

Volunteers aged 5 - 16 years of age must be accompanied by a legal guardian. Age requirements may be limited dependent upon volunteer opportunity. In all cases, adult supervision is required while volunteering for children under 16 years of age. All participants must comply with all policies governed in this handbook. Minor volunteers must have parental/legal guardian signatures of approval prior to any volunteer experience.

Episodic Volunteers are individuals who volunteer for a specific event or project or a one-time event. Types of episodic volunteers include an individual sponsoring a food drive or someone who supports that drive, and/or a one-time SHIM event like Back to School distributions.

Youth Program Volunteers- are grouped into three categories: Limited Contact, Substantial Contact, and Community Partner Organization. Please see the SHIM Youth Programs Volunteer Policy for more details.

Volunteer and Employee Roles and Relationships

SHIM is an organization governed, supported by and primarily staffed by volunteers. Employees are enablers of, and not substitutes for, volunteers. Volunteers serve in direct service, support service, fundraising, and advisory roles. Volunteers may be involved in all programs and activities of the organization. Volunteers and employees are integral in implementing the mission of SHIM.

What You Can Expect as a SHIM Volunteer

- An assignment as defined by SHIM's needs and based on your interests, skills and availability
- Orientation and training
- Opportunity to be a member of a dynamic and essential team
- Support needed to perform your volunteer assignment
- Opportunity to give feedback about your SHIM experience
- Recognition

Your Responsibilities as a SHIM Volunteer

- Be realistic and candid in accepting your assignment, understanding the needs of SHIM while taking into consideration your interests, skills and availability while working with others
- Learn your volunteer assignment as well as you can by completing all required training, asking questions, and staying in touch with the Volunteer Engagement Coordinator
- Follow all policies and guidelines of SHIM, observe confidentiality, and engage in appropriate public behavior at all times
- Participate in the feedback process by sharing how you feel about your volunteer experience and by giving constructive suggestions for improvement in any area
- Develop your skills as a volunteer by participating in training and development opportunities; learn as much as you can do to do the best job possible

Media Representation

The public relies on SHIM as a symbol of trust and as a powerful voice in the South Hills of Pittsburgh. SHIM will provide a response to media inquiries as soon as possible. The Executive Director, Director of Programs, and Director of Development and Communications are the only individuals authorized to speak on the organization's behalf to the media.

Volunteers are not authorized to act as a media representative of the organization. If in doubt, please consult with, and receive permission from the Volunteer Engagement Coordinator or Program Supervisor listed on the assignment description.

Prior to any action or statement, which might significantly affect or obligate SHIM, volunteers should seek prior consultation and approval from the management team. These actions may include but are not limited to, public statements to the press, collaboration, or joint initiatives.

DIVERSITY

Equal Employment Opportunity Statement

SHIM provides equal employment opportunities (EEO) to all employees, applicants for employment and volunteers without regard to race, color, religion, sex, national origin, age, disability, genetic information or status as a covered veteran in accordance with applicable federal, state and local laws. SHIM complies with applicable state and local laws governing nondiscrimination in employment in every location in which the organization has facilities. This policy applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

SHIM expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, sexual orientation, national origin, age, disability, or veteran status. Improper interference with the ability of SHIM employees to perform their expected job duties is not tolerated.

VOLUNTEER GUIDELINES

Scheduling

- Active volunteers will be assigned an assignment with a specific schedule.
- Once a schedule is set, it will be assumed the volunteer will adhere to the set schedule unless otherwise notified.
- **Any changes in schedules or to update availability should be directed to the Program Supervisor and Volunteer Engagement Coordinator accordingly.**
- Notify Volunteer Engagement Coordinator if interested in additional opportunities.

Assignment

SHIM offers numerous and diverse opportunities that complement each individual's interests and talents. However, it is not always obvious what adaptations, accommodations, or modifications would be beneficial for a volunteer.

- SHIM will provide a respectful service environment.
- Volunteer Opportunity Assignment Descriptions are available for all available assignments.
- Please make sure to understand the requirements, responsibilities, skillset, as well as availability when considering and/or accepting a volunteer assignment with SHIM.
- Listen and comply with instructions given by the Volunteer Engagement Coordinator and Program Supervisor listed on the assignment description.
- Be prepared and aware of your surroundings at all times.
- If you have any questions or need assistance, contact the Volunteer Engagement Coordinator or Program Supervisor listed on the position description.
- It is required that all volunteers be able to independently:
 - Make decisions, troubleshoot, and accomplish assigned volunteer opportunity tasks
 - If a volunteer cannot volunteer independently on any of the above requirements, special support is requested
 - The request must comply with SHIM's mission and capacity
 - If an aid is requested, it is the responsibility of the volunteer to coordinate the search, identify such aid, as well as incur any costs, if necessary
 - All aides must complete the same process and review these guidelines to become a volunteer prior to being a volunteer aide with SHIM
 - All special support requests are subject to approval and are not guaranteed

Additional Position Training

All volunteers will receive training for each position in which they are assigned. If for any reason additional training is needed to fulfill responsibilities, it is the responsibility of the volunteer to contact the Volunteer Engagement Coordinator or Program Supervisor listed on the assignment description.

Communication

SHIM's main form of communication is email. If you do not have an email address, please notify the Volunteer Engagement Coordinator for other arrangements.

Change/Add a Volunteer Placement

If seeking a change or addition of a volunteer position placement, please contact the Volunteer Engagement Coordinator to proceed. Additional training and or documentation may be required.

Parking

There is free parking at all of SHIM's facilities. Specific parking details will be discussed prior to volunteer opportunity placement with designated location.

Documenting Volunteer Hours

Upon arrival, sign the volunteer log form

- Print your name clearly
- Document your arrival time
- Document your volunteer duty (EX= pantry stocker, van driver, clothing room)

Upon leaving

- Document your ending time

Absenteeism

Volunteers are an integral part of our organization, and we count on you to be here. Volunteers should do their best to be on time for their scheduled volunteer opportunity.

- Planned time off – Please notify program supervisor 2 weeks in advance or ASAP so the assignment can be filled during your absence.
- Unplanned time off – Please notify **program supervisor** ASAP

Observed Holidays

SHIM recognizes ten holidays each year:

- New Year's Day
- Martin Luther King Jr. Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Eve Day
- Christmas Day

SHIM locations are closed on recognized holidays. Should a holiday fall on a weekend, the holiday will be observed on the workday closest to the holiday.

Photography

Photography and videography for personal use is not allowed during volunteer opportunities unless specific consent is obtained. Taking photographs of clients for any reason is strictly prohibited.

Personal Items

Volunteers are responsible for their private property (cell phone, purse, and other personal objects). Discretion is advised when storing such items during your scheduled time. SHIM suggests leaving your valued possessions in your locked vehicle.

Donations

Some volunteers may have direct contact with donors while volunteering.

- Please be polite and courteous. Refer donors to a staff member if you feel uncomfortable answering questions.
- We ask that volunteers do not distribute any goods such as food, clothing, item, etc. without prior authorization. Failure to comply can result in immediate dismissal.

Referrals

We appreciate your help recruiting possible volunteers. Please direct them to our website to see our opportunities. If they are interested, they can complete the inquiry form to start the process. All volunteers will need to complete an application, clearances and attend an orientation prior to any volunteer opportunity.

- We ask that you do not bring “guests” with you while volunteering.
- If you know someone who would like a tour of our facility, please contact the Volunteer Engagement Coordinator.
- If you know agencies that you feel would be a good community partner for collaboration, we ask that you speak with the Volunteer Engagement Coordinator to begin the process.

Discontinuation of Volunteer Service

As a volunteer, you have the right to terminate your volunteer service at any time for any reason. SHIM reserves the same right.

- If you wish to leave your volunteer service for any reason, please notify the Volunteer Engagement Coordinator, ideally two weeks prior to your departure.
- To improve our operations, we ask whomever decides to discontinue volunteer services to complete an exit survey. You may also request a letter of reference or referral at this time. The exit interview is your opportunity to communicate your views about the position, your department, management, the operations of the company, and any other relevant information you feel is important for us to know.

Disciplinary Practices

Guidelines are based on cumulative infractions, regardless of whether the infraction is of the same general nature as a previous warning. The use of these disciplinary practices in no way alters the fact that your volunteering at SHIM is “at will”.

Step 1: Oral warning with documentation in the individual’s volunteer file. Address the problem.

Step 2: Written warning to individual included in volunteer file. Continue problem solving.

Step 3: Written warning with suspension and file documentation. Continue with formal problem-solving plan.

Step 4: Termination/Dismissal

Problem Solving

When a group of people work and volunteer together, problems may arise. It is important to all of us that such problems are solved as quickly as possible. Occasionally, it may be necessary to investigate certain problems in greater detail. We welcome the opportunity to have a review of any problem, dispute, or misunderstanding that arises while volunteering.

Dismissal of a volunteer is a serious consideration. Before a volunteer is dismissed, management will make every attempt to reconcile the situation. This may include meeting with the staff member(s) and volunteer(s) involved, the Volunteer Engagement Coordinator, and HR Manager.

The separating volunteer must return all organization property at the time of separation, including, but not limited to; keys, PCs, etc.

VOLUNTEER SAFETY

General Safety Precautions

Although SHIM does its best to provide safe conditions for volunteers, we count on our volunteers to be the best protector of their own personal safety.

- Always be aware of your surroundings for your safety and the safety of others.
- Advise staff of any concerns or hazards that you may be aware of.
- Use proper safety equipment when necessary.
- Know your limitations. Take breaks when necessary.
- Report safety concerns immediately to the Volunteer Engagement Coordinator or Program Supervisor listed on the job description.

No Solitary Volunteering

- To ensure the safety and well-being of all volunteers, SHIM does not permit individuals to volunteer alone on-site. Whenever possible, volunteer shifts should take place during regular office hours when staff are present. At SHIM Center in Bethel Park, standard office hours are Monday through Friday, 8am-4pm.
- For any volunteer activities taking place outside of SHIM's regular business hours, volunteers must work in pairs or under the supervision of a SHIM staff member. In the event of an emergency, having another person present allows for immediate assistance and an appropriate response.

Emergency Assistance

- Contact Emergency Personnel - Call 911
- Remain calm – Stay until emergency personnel arrives.
- Alert SHIM Staff of situation immediately AFTER contacting emergency personnel.

Accident / Incident Reporting

An Accident/Incident report must be completed when a volunteer has been injured on any level, emergency personnel has been called to assist, or during an accident/incident that occurs on SHIM property including while operating SHIM's vehicles. Please notify the Volunteer Engagement Coordinator immediately to complete necessary paperwork.

First Aid Kits

First Aid kits are available and accessible at all of SHIM's facilities. Volunteers will be made aware of locations upon placement.

VOLUNTEER WORKPLACE EXPECTATIONS

Business Hours

Because of the nature of our organization, your work schedule may vary depending on your volunteer opportunity. Although many opportunities happen during our normal business hours, 8:30 am to 4:30pm, Monday through Friday, some pantry and child-based programming continues into the evening hours. The Volunteer Engagement Coordinator and supervisor will work with you to determine your assignment hours, which may vary depending on program needs.

Open Door

Volunteers should bring their questions, suggestions, and concerns to their supervisors. Supervisors will address the issue or will involve the Volunteer Engagement Coordinator to ensure the volunteer receives a response.

If a volunteer has a concern that involves his/her supervisor, the volunteer should schedule a meeting with the Volunteer Engagement Coordinator so the issue can be reviewed and investigated.

Volunteers' suggestions and comments on any subject are important, and volunteers are encouraged to discuss issues with their supervisor or Volunteer Engagement Coordinator. Volunteers' assignments will not be adversely affected in any way if they choose to use the Open Door process.

Confidentiality

Our clients and other parties with whom we do business entrust the organization with important information. It is our policy that all information considered confidential will not be disclosed to external parties or to volunteers without a "need to know." If a volunteer questions whether certain information is considered confidential, he/she should first check with his/her immediate supervisor or the Volunteer Engagement Coordinator.

This policy is intended to always alert volunteers to the need for discretion and is not intended to inhibit normal business communications.

All inquiries from the media must be referred to the Director of Development and Communications or the Executive Director. The development and communications department is responsible for news releases, public announcements, media coverage, advertisement, promotion, web content, social media and dissemination of information for all SHIM's services, programs and activities. The Executive Director is designated as the spokesperson for SHIM.

Whistleblower/Fraud

SHIM recognizes that the Sarbanes – Oxley Act of 2002 encourages all employers/organizations to establish a policy that provides for a confidential, anonymous mechanism for employees and volunteers to report inappropriate or suspect financial actions taken by individuals or management without fear of retaliation. Any SHIM employee or volunteer must be able to submit a good faith complaint regarding financial, accounting, internal controls, or audit matters (Accounting Complaints), without fear of dismissal or retaliation of any kind. An Accounting Complaint may be submitted to the Chair of the Board of Directors or the Chair of the Finance Committee of the Board of Directors by email, phone, or letter. Confidential, anonymous Accounting Complaints submitted to the Chair of the Board of Directors or the Chair of the Finance Committee of the Board of Directors should describe the matter at issue in as much detail as possible.

Board officers will review and evaluate each complaint and determine the extent to which it should be investigated further. They have the authority to direct special handling or investigation of any Accounting Complaint, including the retention of outside counsel or advice.

At a minimum on a quarterly basis, the Finance Committee will report to the Board of Directors the status of any unresolved Accounting Complaints.

The Finance Committee Chair, or appointed designee, will contact the person or persons initiating the complaint, as appropriate, to inform such persons as to the status of the investigation and what, if any, corrective action has been recommended and/or taken.

It shall be a violation of this Policy and grounds for disciplinary action for any SHIM employee or volunteer to discharge, demote, suspend, threaten, harass, or in any other manner retaliate against an

individual for reasons of his or her submittal in good faith of an Accounting Complaint. This Policy is not intended to, and does not create any rights, or any private right of action in any person.

Changes in Personal Data

It is the responsibility of each SHIM volunteer to notify SHIM promptly of any personal data changes. Name changes, personal mailing addresses, telephone numbers, individuals to be contacted in case of emergency, and other such data should be accurate and current at all times. If any of your personal data has changed, please notify the Volunteer Engagement Coordinator.

Attire and Grooming

It is important for all volunteers to project a professional image while at work by being appropriately attired. SHIM volunteers are expected to be neat, clean, and groomed while on the job. Clothing must be consistent with the standards for a business environment and must be appropriate to the type of work being performed.

All volunteers must be covered from shoulders to knees at all times (no see-through clothing is permitted at any time). Natural and artificial scents may become a distraction from a well-functioning workplace and are also subject to this policy.

SHIM is confident that volunteers will use their best judgment regarding attire and appearance. Management reserves the right to determine appropriateness. Any volunteer who is improperly dressed will be counseled or in severe cases may be sent home to change clothes. Continued disregard of this policy may be cause for disciplinary action, which may result in termination.

Property and Equipment

Volunteers are expected to demonstrate proper care when using the company's property and equipment. SHIM's equipment including but not limited to telephones, copiers, computers, vans, etc. are for company use only. No property or equipment may be removed from the premises without the proper authorization from the SHIM staff.

Volunteer Files

Volunteer files are maintained by the Volunteer Engagement Coordinator and are considered confidential. Managers and supervisors may only have access to volunteer file information on a need-to-know basis.

Representatives of government or law enforcement agencies, in the course of their duties, may be allowed access to file information.

SHIM Vehicles

Only authorized volunteers may use SHIM vehicles. Authorized volunteers are volunteers who have their current driver's license and pass a SHIM background screening. If a SHIM vehicle incurs any damage, the volunteer who is driving the vehicle is responsible for reporting the damage immediately to their supervisor, the Volunteer Engagement Coordinator, and Human Resources and for completing an accident form. If a volunteer receives a traffic offense, fines, violations, etc. while operating a SHIM vehicle, the volunteer will be responsible for paying any fine or penalty.

Use of Personal Vehicle for SHIM Business

SHIM may authorize drivers to use a personal vehicle for SHIM business. Volunteers must be prepared to provide proof of personal auto insurance and a current driver's license and motor vehicle record. Volunteers who drive their vehicles for SHIM business are personally responsible for all traffic offense fines, violations, accidents etc. incurred. SHIM does not reimburse mileage for use of personal vehicles.

Client Transport

Due to safety and liability issues, NO SHIM volunteers are authorized under any circumstances to utilize their personal vehicle to transport clients.

Inclement Weather

In the event of a severe weather warning, volunteers should call their supervisor to determine the operational status of SHIM. If the supervisor is not available, the volunteer may call the Volunteer Engagement Coordinator. If SHIM is open, volunteers should do what is safe for their situation. Volunteers must notify their supervisor and Volunteer Engagement Coordinator if they decide they are unable to volunteer.

THE FOLLOWING POLICIES AND PROCEDURES APPLY TO VOLUNTEERS AND WILL BE SHARED SEPARATELY. THEY CAN ALSO BE FOUND AT THE VOLUNTEER ENGAGEMENT COORDINATOR'S DESK.

Anti-Harassment and Complaint Procedure
Cell Phone Safety
Computer, Email, and Internet Usage
Confidentiality
Conflict of Interest
Drug-free Workplace
Equal Employment Opportunity
Ethics
Fraud, Waste, and Abuse (includes Mandated Reporting)
Grievance Procedures
Inclement Weather
Non-Solicitation
Privacy
Progressive Discipline
Safety
Smoke-free
Surveillance Cameras
Use of Agency Vehicles
Workplace Bullying
Workplace Violence Prevention

BENEFITS

Retired Senior Volunteer Program (RSVP) – OPTIONAL

RSVP, sponsored by Pittsburgh Cares, is a vibrant, vital, and exciting civic opportunity. Join nearly 500,000 volunteers across the country in America's largest volunteer network for individuals aged 55 and older. Benefits include the following:

- Participation in the nation's greatest network of senior volunteers
- Travel reimbursement
- Paid background checks, when necessary
- Supplemental insurance for any time you are out volunteering.
- Access to giveaways of free event tickets (Pirates, theater, etc.)
- Involvement in strong social network of like-minded peers
- Invitation to recognition events and general celebratory parties
- And, of course, the knowledge that you are making a difference in your community

Other Benefits

Every member of the SHIM volunteer team is valuable, and everyone's time, talents, and efforts are special gifts that are appreciated, respected, recognized, and never taken for granted.

When you share your time and talents you:

- Solve Problems
- Strengthen Communities
- Improve Lives
- Connect to Others
- Enhance Your Own Life by Sharing, Building Skills and Broadening your Experiences

Volunteers provide our organization with credibility, insight, perspective, diversity, and expertise that enlightens our operations, helps fulfill our mission, and engages the community in our activities.

Thank you!



VOLUNTEER ACCIDENT/INCIDENT REPORT

Date of incident: _____ Time: _____ AM/PM

Name of injured person: _____

Address: _____

Phone Number(s): _____

Date of birth: _____ Male _____ Female _____

Who was injured person? Self ☐ Self, including others ☐

List others involved: _____

Type of injury: _____

Details of incident: _____

Injury requires physician/hospital visit? Yes ☐ *No ☐

IF YES, please complete the following:

Name of physician/hospital: _____

Address: _____

Physician/hospital phone number: _____

Signature of injured party _____

Date

*No medical attention was desired and/or required.

Signature of injured party

Date

Return this form to Volunteer Engagement Coordinator within 24 hours of incident.

Volunteer Handbook Acknowledgment & Receipt

I have received my copy of the Volunteer Handbook.

The volunteer handbook describes important information about SHIM, and I understand that I should consult the Volunteer Engagement Coordinator or the HR Manager regarding any questions not answered in the handbook. I have entered into my volunteer relationship with SHIM voluntarily and acknowledge that there is no specified length of my opportunity. Accordingly, either SHIM or I can terminate the relationship at will, with or without cause, at any time, so long as there is not violation of applicable federal or state law.

This handbook and the policies and procedures contained and referenced herein supersede any and all prior practices, oral or written representations, or statements regarding the terms and conditions of my volunteerism with SHIM. By distributing this handbook, the organization expressly revokes any and all previous policies and procedures that are inconsistent with those contained and referenced herein.

I understand that any and all policies and practices may be changed at any time by SHIM. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies.

I understand and agree that my volunteer opportunity may be terminated with or without cause and with or without notice at any time by SHIM or myself.

I understand that performances of any position cannot begin until I have been officially accepted for a particular position and have completed all necessary screening and paperwork. At the time of final acceptance, I understand that I shall complete any additional documentation necessary to complete the volunteer process and I shall receive a copy of the volunteer position description and the agreement of service.

By signing, I agree that I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

Volunteer's Signature

Volunteer's Name (Print)

Date



South Hills Interfaith Movement
2601 South Park Rd
Bethel Park, PA 15102
412-854-9120

THIS PAGE IS TO BE PLACED IN VOLUNTEER'S PERSONNEL FILE
