



**The Salvation Army Northern Division  
Volunteer Policies & Procedures**

**CONTENTS**

**Section A: GENERAL POLICIES AND PROCEDURES**

**Section B: YOUTH VOLUNTEER POLICIES AND PROCEDURES**

**Section C: CONTACT INFORMATION**

**A. GENERAL POLICIES & PROCEDURES**

**NOTIFICATION OF ABSENCE:** Please contact us as soon as possible if you are not able to fulfill your volunteer service for any reason - illness, scheduling conflict, etc.

**VALUABLES:** Please try to avoid bringing valuables with you as The Salvation Army cannot be responsible for any damage or loss. If you need to bring a purse (etc.), discuss safe storage with your supervisor.

**VOLUNTEER HOURS:** When you arrive, check in with your supervisor so they know you have arrived. Document the time you arrived by signing-in and when you are done for the day sign-out so that we can keep track of your volunteer hours. Please ask your supervisor what procedure you are to use as it varies from program to program.

**ORIENTATION AND TRAINING** will be provided to all volunteers. A general orientation to The Salvation Army and training specific to the job they will be doing will be provided by the supervisor of the volunteer position.

**SAFE ENVIRONMENT FOR CHILDREN, YOUTH AND VULNERABLE ADULTS:** The Salvation Army takes the safety of children, youth and vulnerable adults very seriously and conducts background checks and a training program called Safe from Harm to insure their safety. Ongoing volunteers who will be working directly with children, youth or vulnerable adults will be required to have a criminal background check conducted and attend training regarding work with these special populations. Safe from Harm training can be done by attending a class or completing an online course.

**CHILD ABUSE, SEXUAL ABUSE, PHYSICAL, MENTAL, OR SEXUAL HARASSMENT:** Volunteers witnessing child abuse, sexual abuse, physical, mental or sexual harassment must report it immediately to their supervisor or other Salvation Army staff. The Salvation Army does not condone any such incidents. If you have questions regarding what constitutes abuse or harassment, please contact your supervisor.

**CONFIDENTIALITY** is a right guaranteed to our clients, donors and our volunteers. Clients' and donors' needs, concerns, personal problems and financial status are not to be discussed with anyone other than the appropriate staff member. A criminal background check is required for volunteers in positions dealing with sensitive information. Volunteer applications, evaluation and other volunteer information will also be kept completely confidential.

**NON-DISCRIMINATION POLICY:** It is Salvation Army policy that there will be no discrimination or harassment in its programs, activities or employment. Paid staff and volunteers need to treat people with dignity and respect.

**SALVATION ARMY REPRESENTATION:** All actions or statements that reflect on, cause obligation to, or affect financially The Salvation Army must have prior approval by agency staff. These may include, but are not limited to, lobby government or other organizations, statements to the press, the signing of contracts or assuming financial obligations. Volunteers taking on such responsibilities must have these duties clearly defined in their job descriptions.

**MONEY:** A Salvation Army volunteer, acting in an official capacity, shall not take any action that would result in the volunteer's financial benefit. They will not ask for or receive for themselves or for a member of their household, directly or indirectly, any moneys or gifts from clients. A Salvation Army volunteer cannot give any of his/her personal money to a client under any circumstance.

**ACCIDENTS AND INSURANCE COVERAGE:** You are important to us and we strive to keep all environments safe for everyone. However, if an accident occurs involving clients, staff or you in a volunteer capacity, report all the information to your supervisor immediately. Registered volunteers have an accident/medical policy for injuries due to an accident while performing volunteer duties. Regardless of fault, up to \$25,000 per occurrence is available for medical expenses including first aid, surgical, dental, hospital, prosthetic devices, ambulance, nursing and funeral charges.

**VEHICLE USE:** If your volunteer position requires the use of a Salvation Army vehicle, you will need to complete a motor vehicle report check, show proof of a valid driver's license, and you may need to complete a health exam for MN Department of Transportation purposes, depending on the vehicle used. If you are using your own vehicle for Salvation Army purposes, you will also need to show proof of insurance.

**DRUG AND ALCOHOL USE:** Volunteers are subject to immediate dismissal if they are under the influence of drugs or alcohol while performing their volunteer duties. Volunteers may not bring drugs or alcohol into a Salvation Army facility or program site under any circumstances. Volunteers are also not permitted to purchase alcohol, drugs or cigarettes for or from any of the clients.

**SMOKING** is not permitted in Salvation Army facilities. Please ask your supervisor if there is a designated smoking area.

**PROHIBITED WEAPONS:** Salvation Army policy prohibits all persons (including employees, volunteers, customers, invitees, guests or other visitors) from carrying a prohibited weapon of any kind onto Salvation Army property regardless whether the person is licensed to carry the weapon or not. Prohibited weapons include any form of firearm, explosive device, or other device that is generally considered to be a weapon.

**THEFT:** Theft or pilferage of cash or merchandise by a client, volunteer or paid staff member is a serious offense and should be reported to the supervisor. Losses of this type affect us. Theft negatively affects not only our ability to deliver services, but also the trust upon which our staff structure is based. Theft is cause for immediate dismissal.

**CHILDREN:** For some volunteer positions, such as bell ringing, children are welcome to volunteer with you. There are other volunteer positions where children are not allowed for safety reasons. Please check with your supervisor prior to volunteering about bringing children along with you. If you do have children with you, they must remain under your supervision. They must abide by the same standards that we have for volunteers.

**DRESS** according to what is appropriate and comfortable for your volunteer position. Since The Salvation Army is a Christian organization, we ask that volunteers be respectful in dress and do not wear attire that could be offensive or advertise products such as alcohol. Please ask your supervisor if you have any questions regarding what is appropriate dress.

**MEALS:** Check with your supervisor prior to volunteering if you need to know whether or not a meal will be provided.

**RECOGNITION** will be an ongoing process. As a volunteer, you have the right to be acknowledged and appreciated for your valuable contribution to The Salvation Army.

**REFERENCES** are always gladly provided for volunteers upon request. Position descriptions, sign-in sheets and time cards serve as tools for preparing references.

**SOCIAL SERVICE PARTICIPANTS AND VOLUNTEERING:** Participants in The Salvation Army's social service programs may not be used as volunteers in the unit/program department providing them direct service, either by their own free will or as a condition of receiving assistance or in exchange for assistance given. Current social service participants may volunteer in another unit/program department.

**VOLUNTEER PROFILE:** As a Salvation Army volunteer, we will record the contact information you provide and the hours you volunteer in our volunteer database. You may review this information by logging into [myvolunteerpage.com](http://myvolunteerpage.com). The Salvation Army recommends that you keep your contact information up to date in your volunteer profile.

**USE OF FACILITY:** Volunteers may have access to the facility and its equipment when staff is available to supervise. Usage of technological equipment, such as computers, Internet, fax machines, copy machines and printers is limited to those who are trained to use the equipment. The equipment should only be used to fulfill your volunteer duties and not for personal use, unless your supervisor gives you permission.

**RESIGNATION:** Volunteers are requested to notify their supervisor two weeks before leaving when at all possible. The staff appreciates your time, talents and interests, and knows that changes will occur.

**DISMISSAL** of a volunteer is a serious consideration. A meeting between staff, the volunteer and the Director of Volunteer Services (or a designated representative) will occur before dismissal, in an effort to reach a resolution. Dismissal of a volunteer may take place if a volunteer is unreliable, irresponsible, disruptive, demonstrating inappropriate behavior or failing to adhere to the policies and procedures of The Salvation Army and its programs.

**GRIEVANCE PROCEDURE:** Volunteers dismissed from their volunteer position may appeal the decision. Such appeal must be in writing to the Divisional Director of Volunteer Services and received within 10 working days of receiving notice of their dismissal. The written appeal is to outline why the volunteer feels he/she should not be dismissed and any other pertinent information that may prove helpful in reviewing the dismissal. The Divisional Director of Volunteer Services will determine steps necessary to review the decision to dismiss, and will determine if the decision to dismiss will stand or be overturned. Such decision will be reported to the volunteer.

**ADDITIONAL POLICIES AND PROCEDURES** may be in place for specific programs. Your supervisor will notify you of specific policies you need to be aware of for your volunteer opportunity.

## **B. YOUTH VOLUNTEER POLICIES AND PROCEDURES**

**PARENT/GUARDIAN APPROVAL:** Youth under the age of 18 must have written permission to volunteer. We will send you a consent form after identifying an appropriate volunteer opportunity.

**SUPERVISION REQUIREMENTS:** Adults are needed to monitor behavior and keep young volunteers on task. We ask that you use following kids to adult ratios for providing chaperones and supervisors for your young volunteers:

- 3:1 elementary students
- 5:1 junior high students
- 10:1 high school students

**NOTIFICATION OF ABSENCE:** Please contact us as soon as possible if you are not able to fulfill your volunteer service for any reason.

**ARRIVAL:** Please let your supervisor know you have arrived and that you are ready to start.

**ORIENTATION** will be provided to all volunteers. A general orientation to The Salvation Army and the site in which you are volunteering will be provided by the supervisor of the volunteer position.

**TRAINING** will be provided by staff for all volunteers. Each volunteer will be assigned a supervisor and will receive specific training to the volunteer position.

**DRESS:** Kid volunteers must be dressed appropriately to participate in Salvation Army activities. Offensive t-shirts, hats and other clothing items are strictly prohibited. Close-toes shoes are required when working with food.

**MEALS:** Please contact the supervisor to see if a meal will be provided or if your group should bring their own.

**ACCIDENTS:** You are important to us and we strive to keep all environments safe for everyone. However, if an accident occurs, *report all the information to your supervisor immediately.*

**PROHIBITED WEAPONS:** Salvation Army policy prohibits all persons (including employees, volunteers, customers, invitees, guests or other visitors) from carrying a prohibited weapon of any kind onto Salvation Army property regardless whether the person is licensed to carry the weapon or not. Prohibited weapons include any form of firearm, explosive device or other item that is generally considered to be a weapon.

**VALUABLES:** Please try to avoid bringing valuables with you as The Salvation Army is not responsible for any damage or loss of the items. If you need to bring a purse or some other valuable item, discuss safe storage with your supervisor prior to volunteering.

**CONFIDENTIALITY** is a right guaranteed to our clients and our volunteers. Clients' needs, concerns and personal problems are not to be discussed with anyone other than the appropriate staff member. Volunteer applications, evaluations and other information will also be kept completely confidential.

## **C. CONTACT INFORMATION**

**Volunteer Services Department**  
**2445 Prior Ave. N.**  
**Roseville, MN 55113**  
**651-746-3400**  
**SalvationArmyNorth.org**