



Volunteer Handbook

2011-12



Free the Mind Grow the Soul Change the World

Vision Statement:

We strive to be a vibrant church community that challenges individuals to craft their own spiritual journeys and to engage in creative and responsible action in the world.

Mission Statement:

Ours is a loving, supportive, prophetic, and joyful community. We welcome people of all ages, races, backgrounds, lifestyles, and viewpoints.

We build on the wisdom of tradition, but are never satisfied that any practice, belief, or institution is set for all time. We challenge every individual and our larger community to cultural, intellectual and spiritual growth, honoring the creative tension between tradition and change, intellect and spirit, individual and community, science and faith, as the crucible for testing and refining beliefs.

Acting on these ideals, we:

- Worship, learn, lead, and play
- Maintain FSC as a beacon for liberal religion and a haven for discussion and action regardless of controversy;
- Build on our tradition of nurture and appreciation for the artistic, cultural and intellectual fruits of the human mind and hand;
- Serve and enhance the church community by financial support and sharing our talents in an open and democratic structure; and
- Bring social justice and compassionate support to the larger community and the world.

Volunteer Services Team Purpose:

To assist, advise, and support the Beyond Sunday Shared Ministry program and serve as a liaison to active volunteers in Ministry through Fountain Street Church.

Volunteer Services Team Members:

Team members represent knowledge of various areas of ministry opportunity, and operate with intention to provide rewarding connections between passion, personal growth, and service needs.

Individuals serving on this team have demonstrated a desire to be more actively involved in the development of ability of the Beyond Sunday program to serve its congregants in freeing the mind, growing the soul, and changing the world. They are willing to commit time and energy needed for this purpose.

Projects of the Volunteer Team:

- Host two volunteer appreciation events each year
- Assist in special projects for the Beyond Sunday Shared Ministry program
- Assist with matching and orientation of new volunteers in ministry
- Assist with any other requested duties deemed necessary.

Current Volunteer Services Team Members: volunteer@fountainstreet.org

| | | | |
|----------------|-----------|--|----------------------|
| Lisa Raniga | Volunteer | | |
| Shawna Bennett | Volunteer | | |
| Paula Roelands | Staff | proelands@fountainstreet.org | 616-459-8386 ext 225 |

Ministry Areas

Serve in the church, out in the community, or from your home.

Building/Office:

Help with the nuts and bolts needs of the church in history, arts and community, health services, communications and marketing, leadership, building support operations, and office work.

Care Ministry:

Be part of providing individual social and spiritual, and resource support through active listening, personal support and communication, care coordination or outreach (meals, cards, home/nursing home visits, knitting shawls, etc.).

Education:

Develop educational programs and offerings to support spiritual growth and personal development. Work on a team development group in any of these areas of interest: children, pre-teen, youth, or adult.

Culinary and Special Events:

The many special events, memorials, and soup lunches require a wide variety of planning, set-up, food prep, and clean-up. Some of these are short notice, some planned for months. We welcome your participation in and around the kitchen and stage.

Music:

For those who wish to exercise gifts in vocal or instrumental music, help support the logistical needs of our musical community, or assist with planning and marketing our musical offerings.

Social Justice and Community:

Involvement in social services support to congregants and community through providing resources to walk-in and appointment support, as well as local outreach activity (God's Kitchen, Family Promise, Dwelling Place, and other social action events) and programming through our Social Action Committee.

FSC Community:

The family component of the church is our "Beyond Sunday Ministry" through district leadership or support, welcoming, and membership activities, and program development. A wide variety of opportunities are available Sunday mornings, as well as 'beyond'.

Interest Groups:

Something for everybody! From Men's groups (Founding Fathers or Poker) and Women's groups (book group, chorus, Women's Association), or both (Parent Circle, Singles, Gardening, Poetry, Meditation) and for the sports minded (Softball, Golf, Kayak). New groups are always forming to help everyone find a space.

Miscellaneous:

Do you have a skill or interest you would like to offer? What gifts would you like to offer that we have not yet discovered? Please let us know.

Volunteering in Ministry

What, Where, and How

- **Orientations and Workshops**

The Beyond Sunday Shared Ministry program offers several ways to step into involvement in Service Ministry. Along with informal application, scheduled event opportunities include:

- **Discover and Grow Your Passions Workshop** provides a personalized format of guidance in a group workshop setting for those who wish to identify and marry their talents, gifts, and time with well rounded, meaningful, and energizing involvement.
- **Volunteer Orientations** provide an overview of FSC Volunteer Ministry and the Volunteer Handbook, as well as a volunteer building tour. Time is available during our orientations for your questions, exploration of various areas of ministry service, and completing your volunteer application.

Please check at the Volunteer Station, information table, or with the Beyond Sunday office for the next scheduled volunteer training and equipping events.

- **Volunteer Application Form**

Whether serving inside or outside the church walls, we ask all ministry volunteers to complete a Volunteer Application form, available from and returned to the Beyond Sunday department. This application provides our Volunteer Ministry service involvement and activity levels, and allows us to support the energy and efforts of our active volunteers.

- **Volunteer Badge**

Photo ID Volunteer Badges are issued to all volunteers after the volunteer application is processed and a background check is cleared. We ask volunteers to store their badges at the church Volunteer Station, to be picked up and dropped off when signing in and out for volunteer service in the building. Lanyards are also available at the Volunteer Station for use with Volunteer badges.

- **Volunteer Station; Check-in and Check-out**

FSC needs to know about the amount of time you serve!

In The Building: The Volunteer Station is located by the main floor stairwell near the church office and Keeler Lounge north entry. We ask all volunteers to stop at the Volunteer Station to sign in and sign out when serving at the church. This not only allows us to locate people in case of emergency, but provides better ways of identifying the important role our volunteer involvement in ministry is to the function of Fountain Street Church, including support needs of programs, volunteers in service, recognition, and even financial leverage in potential grant funding. Upon completion of 50 and 100 service hours, volunteers receive special recognition gifts.

Outside and in the Community: Those serving outside the church building or at times the building is closed are requested to report their service time at the Volunteer Station at their convenience when in the church building, or to contact the Beyond Sunday office via e-mail or phone to log their valuable service time (volunteer@fountainstreet.org or 459-8386 ext 225). If you forget to check in or log your time, we very much appreciate your logging it late – it's better than not at all. Thank you!

Volunteer Policies and Guidelines

Fountain Street Church maintains many critical operations which are carried out by volunteers. The Church depends on effective participation by its members on as wide a scale as possible. The church asks that volunteers respect the professional image consistent with the mission and vision of its membership. Use of the FSC logo, name, or any other type of communication may be used for volunteer purposes upon prior approval of a Fountain Street church staff member.

When a volunteer agrees to serve, it is the responsibility of the Executive Team to define the specific nature of the task. When appropriate, the task description should be summarized in writing to avoid confusion, overlap, or conflict with and among volunteers. Conversely, the volunteer should be encouraged to consult with the appropriate staff supervisor if direction is not forthcoming.

Volunteers may propose specific tasks or projects, but they should not be undertaken without explicit agreement and approval of the Executive Team or the supervising staff person.

Volunteers serve at the pleasure and discretion of the Executive Team.

- **Americans With Disabilities Act**

Fountain Street Church will provide reasonable accommodation to qualified volunteers who have disabilities that are related to their ability to perform their volunteer duties. Such reasonable accommodation will be afforded a volunteer requesting it, provide it can be done without undue hardship or direct threat to the safety and health of others, and to the extent that Fountain Street Church has received a timely request of the need for accommodation. Please see the Beyond Sunday Coordinator if you would like to make a request for such accommodation.

- **Background Checks**

Background checks will be done on all adult volunteers at FSC. Volunteers will be asked to complete information on the Volunteer Application form which includes signed consent, to be turned into the Beyond Sunday office. This confidential personal information will be submitted to the Michigan State Police. If a concern is reported, the information will be submitted to the Human Resources Manager for a more detailed background search. FSC reserves the right to deny a volunteer based on the results of a background search. All related documents are stored in a locked and secured area.

- **Benefits to the Volunteer**

Primary benefits include:

- Learn and grow as an individual
- Receive practical hands-on experience
- Meet new people
- Make new friends
- Share common interests, hobbies, and passions
- Work in a unique historic urban environment
- Contribute and fulfill a sense of purpose
- Help Fountain Street Church fulfill its mission to change free the mind, grow the soul, and change the world

In addition, regular volunteers receive invitations to the Volunteer Recognition Event and a Summer Picnic. After completing the first milestones of service hours (50 and 100 hours), volunteers will be provided with tokens of appreciation (which may vary from year to year).

- **Comments/Suggestions**

Comments and suggestions are welcome. Please discuss them with your group leader or staff advisor. Feel free to ask about your volunteer role. Volunteers with personal concerns regarding their involvement at FSC should share them with the Beyond Sunday Coordinator.

- **Commitment**

It is recommended that volunteers make a one year commitment to Fountain Street Church in volunteer support, and serve an equivalent of 2 or more hours per month, depending on requirement of the volunteer role.

- **Conduct**

As a volunteer, you represent Fountain Street Church to our visitors and fellow congregants. They will expect you to be somewhat knowledgeable about FSC and be able to help them. Your most important role is as a goodwill ambassador for FSC. It requires you to be courteous and helpful to all our visitors and guests, other congregants, and staff at all times. Negativism is discouraged, and you are encouraged and expected to direct problems and issues to a staff member to diffuse and resolve rather than attempt to handle yourself.

- **Confidentiality**

FSC records, files, personal information and conversations are confidential. Information concerning past and present volunteers, congregants, employees, and other individuals may be released only upon proper authorization.

- **Conflicts, Absences, Extended Leave Of Absence**

Volunteers are expected to be there at the time for which they signed up. *Volunteers who are unable to fulfill their shift obligation **MUST** inform their group leader or staff advisor. Telephone numbers are provided on the 'cheat sheet'.*

- **Dress Code**

Volunteers are expected to use good judgment and taste in matters of personal grooming and dress. Jeans are acceptable except for formal occasions such as memorials or special events.

- **Food and Drink**

Volunteers are encouraged to use the Volunteer Workroom or the church kitchen to store personal food and drink. Food and drinks are prohibited in the Chapel and Sanctuary. No alcoholic beverages may be served or sold on church property (includes BYO), unless specifically approved in advance by the Executive Team.

- **Harassment**

The Church is committed to maintaining an environment free of unlawful harassment. Any volunteer violating this policy will be subject to disciplinary action up to and including discharge.

Harassment of any person, including volunteers, visitors, congregants, staff, or members of the public, based on any personal characteristic covered by applicable civil rights laws is strictly prohibited. (ie: racial slurs, "jokes", or other conduct or statements that demean a person or create a hostile environment based on such characteristics).

Sexual harassment is also strictly prohibited, including unwelcome sexual advances, requests for sexual favors and other verbal, visual, or physical conduct of a sexual nature that is unwelcome, intimidating, perceived as a condition of continued volunteer service or creates a hostile working environment. Examples of harassment may include explicit sexual propositions, sexual innuendo, sexually suggestive comments, sexually-oriented kidding, or teasing, or practical jokes, or jokes about gender-specific traits, foul or obscene language or gestures, displays of foul or obscene printed or visual material, and physical contact, such as patting, pinching, or brushing against another's body; or reading or otherwise publicizing in the work environment materials that are sexually suggestive or revealing.

Volunteers who believe they are being harassed should immediately make their concerns known to the Beyond Sunday Coordinator.

- **Group Guidelines: Lay Leadership Guidebook**

Groups and volunteers are encouraged to refer to the FSC Lay Leadership Guidebook for specifics on group functions, including promoting group events and activities, building use, fundraising, table and signage use, and staff support. A copy may be obtained from your group leader, staff advisor, or the Beyond Sunday office.

- **Liability**

While volunteering for Fountain Street Church you are insured on the Commercial Liability Insurance Policy.

- **Media Contact**

Volunteers shall not act as a spokesperson for Fountain Street Church on matters of policy, management, or operations. Any such inquiries to a volunteer by visitors or media should be referred to the Executive Minister for appropriate response.

- **Money Handling Procedures**

Volunteers in positions handling money normally need to plan ahead and communicate with the staff Accounting Manager regarding appropriate money boxes, forms, and deposits. All incoming monies should be deposited in the church safe, located in the church hall closet by the offices, upon completion of an event. Envelopes and accounting sheets are available on top of the safe, and should be used and completed with each deposit. Further questions regarding money handling can be addressed with the staff Accounting Manager.

- **Nametags-Volunteer Badges**

In addition to the regular congregant nametags, volunteers will be issued a photo Volunteer Badge upon completion of an application and subsequent background check. See "Volunteer Badges" for specific details on use.

- **Parking**

Volunteers are encouraged to utilize the West side of the Fountain Street parking lot directly across from the Church doors at 24 Fountain on weekdays and Saturdays when spaces are available. The East side of the parking lot is reserved for staff. Sundays this lot is reserved for non-able bodied congregants. Thus, all able bodied persons are requested to use street parking or the GRCC parking ramp, which the church leases for Sunday use. The parking code for the lot is available from your group leader, staff advisor, or the church office. This lot is not available for non-church use. And we request you do not share the code for non-church purposes. Automobiles parked in the lot for non-church related activity are at risk of being towed at the owner's expense.

- **Pay for Volunteer Services**

No volunteer will receive wages, tips, or other compensation for their services. If money is offered, please deposit it with a note in the safe or with the Accounting Manager.

- **Personal Property**

Fountain Street Church is not responsible for equipment, coats, or other personal belongings left unattended. It is recommended that purses and valuables be locked in your car or placed in a locker in the Volunteer workroom (room 102). A combination lock is available to be signed out with the Beyond Sunday coordinator upon request.

- **Professionalism and Training**

Volunteers should attend all training sessions, complete required readings, and continually learn. Volunteers should stay abreast of the program updates, schedule and event information, and changes at Fountain Street Church so they may provide accurate information to visitors and congregants.

- **Recording Hours**

Volunteers are responsible for recording hours worked at FSC or off-site for FSC. There are several ways to report hours. Check with your group leader of the Beyond Sunday office to determine which works best in your volunteer situation. These include:

- "Beyond Sunday" Volunteer check-in sheets are located at the Volunteer Station (at the main floor west stairwell outside the Keeler Lounge).
- Group reporting by your group leader
- E-mail communication with the Beyond Sunday office on an established frequency.
- Beyond Sunday Logbooks are available for monthly or annual use.

- **Reimbursement of expenses**

Volunteers may be reimbursed for expenses as *pre-arranged with and requested by* the staff advisor for their volunteer involvement. Reimbursement forms are available through the staff advisor.

- **Safety**

Safety is a primary concern at Fountain Street Church. All volunteers shall act in a safe and responsible manner not only for personal safety but also to protect others. Report potential unsafe conditions to your group leader or the Beyond Sunday coordinator to avoid accidents or injury.

- **Substance Testing**

A volunteer may be requested to submit to a test for alcohol and/or drugs if there is a reasonable cause.

- **Tax Deductions**

An income tax deduction may be available for volunteers. Check with a tax advisor, the IRS, or an accountant for specific information on what deductions may be available.

- **Termination/Resignation**

Volunteers are encouraged to engage in service that is appropriate to their abilities, interest, and availability. In the event an unsuitable match is evident to the volunteer, the Beyond Sunday coordinator, group leader, or staff advisor, volunteer service may be re-evaluated, with the goal of alternative suitable service arranged.

If a volunteer's performance fails to meet acceptable standards. Fountain Street Church reserves the right to end a volunteer's association if no alternative suitable service is available and/or if it is in the best interest of FSC to do so. Likewise, a volunteer has that right. Volunteers should notify the Beyond Sunday office if they are no longer interested in volunteering at Fountain Street Church.

- **Tobacco Free**

The Fountain Street Church campus is a smoke-free environment. Individuals who smoke are expected to do so outside and away from entry doors.

- **Training Opportunities**

Training for volunteers in regular committed roles is provided by their group leader or staff advisor. Breadth, depth, and recurrent training provisions or expectations will vary greatly according to volunteer roles. Itinerant volunteer opportunities such as all church work days, soup lunch assistance, and similar step-in roles will provide direct guidance by group leaders at the start of the volunteer service engagement. Volunteers are encouraged to suggest and help create training and learning opportunities that improve the volunteer service experience and a positive outcome of that service. Suggestions and offers of assistance may be directed to the Beyond Sunday coordinator.

- **Use of Property**

Volunteers are welcome to use their personal tools and supplies for their volunteer work. Within reason and budget, Fountain Street Church will make every effort to provide the volunteer with the essential tools, supplies, and materials needed to perform the duties of specific tasks in the volunteer role. It is the policy of the church that all equipment owned by the church is reserved for church use only. A member of the Executive Team must approve any exceptions to this policy, in advance.

- **Volunteer Badges**

In addition to the regular congregant nametags, volunteers will be issued a photo Volunteer Badge upon completion of an application and subsequent background check. Volunteers are encouraged to wear their Volunteer Badges when serving in a volunteer capacity at or for FSC. Volunteer Badges will be *required* to be worn by all adults in primary child areas of the building (generally the 2nd, 3rd, and 4th floors) during children's programming hours, as well as when involved with FSC related activities working specifically with children.

- **Weekends/Holiday/Volunteer Building Hours**

Fountain Street Church is open weekdays and Sundays except for the following holidays:

- New Years Day
- First Monday in January (staff in-service)
- Easter Monday
- Memorial Day
- July 4th
- Labor Day
- Thanksgiving (Thursday and Friday)
- Christmas Day

Volunteers are needed and encouraged to work on weekdays, holidays, and Sundays when the church building is open.

It is the policy of the church that no volunteer shall work **alone** in our building between the hours of 10PM and 6AM, on any day of the week, without prior approval from the Executive Team.

General Information

Coat Rooms

The main coat room is located in the church house near the 24 Fountain entry. Coat racks are also available in the basement of the Narthex, the church house basement by the meeting rooms, and the 2nd floor near the Choir Room and in the Resource Room.

Pets

Pets are permitted for occasional visits within reason, and of course are invited to join us in worship on Reverence For Life Sunday, usually in April.

Photography

Amateur photographers may shoot at a time arranged with the FSC Events Coordinator, according to when space is available, not in use and the building is open. Photography of children is allowed only with parent permission, and with no identifiable nametags in photos. Call **459-8386 ext 227**.

Programs/Study Tours

Many groups and college classes utilize our building for events and art or architecture study. FSC Tour Guides are also available. Those interested should contact our FSC Events Coordinator.

Rental of Building or Rooms

FSC groups may use meeting rooms free of charge. Many areas of the church are available for private rental by contacting our FSC Events Coordinator at **459-8386 ext 227**.

Tours

The Fountain Street Tour Guides offer a variety of tours of our building, and custom tours may be requested based on interest. To schedule a tour contact the church office at **459-8386**.

Wheelchairs and Handicap access

Fountain Street Church has a wheelchair available in the main coatroom for use on a first come first served basis. Wheelchair accommodation is available in the Sanctuary seating blocks, and access is available from the Library street outside doors and through the Social Hall inside hallways. Access to the church house/social hall is available from the 24 Fountain entry.

Emergencies

First Aid/Accidents

In the event that any person suffers an accident or takes ill while they are at the church, it is the policy of the church that an incident report be completed by a staff member in attendance.

If the person is conscious, and it is determined that 911 should be notified, contact a staff member on site to make arrangements for the necessary procedures. Generally, a staff person on site is in charge and volunteers may be asked to assist as directed.

Defibrillators with step by step instructions are available in the church building and are encouraged to be used by someone who is CPR/defibrillator trained.

The three defibrillators can be found as follows:

- Narthex at the top of the West stairwell to the men's bathroom.
- Wall outside the First floor church office near the stairwell.
- Second floor, next to room 206

Dispensing Medications

No medications may be dispensed by volunteers. Should visitors or congregants require medication while they are at the church, and are unable to assist themselves, a staff member can be requested to seek the assistance of a relative or close personal friend of the congregant to dispense medications. In the case of a minor only the parent or legal guardian of the minor may dispense medications on church property.

Fire

If you hear a fire alarm, begin evacuation. Staff will determine the cause of the alarm, and if false, notify the visitors and congregants in attendance. Treat all alarms as the real thing. If a fire is observed, activate the fire alarms at any of the pull stations, which are located at each exit door and in the front area near the restrooms and begin leading visitors outside away from the building. Use the nearest exit. Re-enter when notified all is clear.

Storm/Tornado Warning

Severe weather advisories and known reported weather threats will be relayed to volunteers, congregants, and visitors known to be in the building, with an appropriate course of action requested. Volunteers will assist as directed by staff.

Weather or Emergency Conditions

It is the policy of the church that we will **consider** closing the church for the day if Grand Rapids Public Schools closes due to inclement weather conditions and we **will** close if Grand Rapids Community College is closed.

Staff members will contact lead volunteers scheduled for that time period. **If volunteers do not receive a phone call they should assume that the church is open and report as scheduled, or contact their group leader or staff advisor for clarity.**

Sunday Worship will not be cancelled unless the police department has declared a state of emergency.

If a volunteer cannot report to their volunteer commitment due to weather conditions, they are requested to communicate that to their group leader or staff advisor.

Cancellation decisions are made by the Executive Minister in consultation with the Senior Minister. All cancellations will be posted on Channel 8 and Channel 13, and will be indicated on the church voice mail system.

All cancellation decisions are made with safety in mind.