



## VOLUNTEER HANDBOOK

## Welcome

Thank you for your interest in volunteering and welcome to Main Street Community Center! We have been serving the Edwardsville community since 1974. Volunteers play a vital role in helping us fulfill our mission. Main Street Community Center (MSCC) could not offer the wide variety of programs we currently provide without dedicated community volunteers.

This handbook will help you have the best possible experience as a volunteer. It provides an overview of the policies and procedures that govern the Center as well as information on the roles and responsibilities of our volunteers.

If you have any questions or need clarification on the information contained in the handbook, please contact [info@mainstcc.org](mailto:info@mainstcc.org) or 618-656-0300.

Thank you for serving our community. We are sure you will find your work here to be rewarding and fulfilling. We are glad you have chosen to be a part of our volunteer community at Main Street Community Center!

## About Main Street Community Center

***Our mission is to provide a broad range of activities and services that focus on the needs and interests of our community, specializing in programs for people over 50.***

Established in 1974, MSCC is a private, non-sectarian, non-profit agency. However, the Center offers many programs suitable for intergenerational groups and hence is open to all members of the community.

Located in downtown Edwardsville, the Center provides a warm, pleasing environment in which to socialize, exercise, learn, play games, enjoy meals, and access transportation.

Main Street Community Center  
1003 North Main Street  
Edwardsville, IL 62025

Phone: (618) 656-0300

Fax: (618) 656-0135

Email: [info@mainstcc.org](mailto:info@mainstcc.org)

Website: [www.mainst.cc.org](http://www.mainst.cc.org)

## Volunteer Overview

MSCC provides many services to the community, including transportation, home-delivered meals, education, and health screenings, as well as recreation and socialization opportunities. MSCC relies on volunteers to help carry out a wide range of programs. Most volunteer work at MSCC falls into the following categories:

- Reception and office work
- Home-delivered meal delivery
- Assistance with conducting Center programs and events
- Kitchen tasks
- Maintenance tasks
- Main Street Boutique assistance

MSCC maintains schedules for tasks which are performed on a regular basis; for example, meal delivery and reception work. Many of our volunteers have regular, established shifts and others prefer to help out on an as-needed basis by serving as substitutes for scheduled volunteers or by working on events or programs that occur less frequently. These options provide flexibility for our volunteers' differing interests and availability.

The first step to beginning your volunteer experience with MSCC is to complete a Volunteer Application form (Appendix A). Applicants will have a brief interview to assess interests, abilities, and availability. Volunteers are required to undergo a criminal background check prior to being scheduled. To do this, the volunteer applicant must complete an Authority to Release Information form (Appendix B). Volunteers for our Home Delivered Meal Program must have a valid driver's license and proof of car insurance.

## Volunteer Coordination Process

Volunteers are critical to our mission, and we depend on them for their punctual and regular attendance for their scheduled shifts. Of course, situations arise that may prevent a volunteer from being available. Please alert the Center by phone or email (618-656-0300 or [info@mainstcc.org](mailto:info@mainstcc.org)) as far in advance as possible so that a substitute may be scheduled.

## Volunteer Training

To ensure that volunteers understand MSCC policies and the tasks they are asked to perform, MSCC has developed this handbook. Volunteers must read this handbook, complete a Participant/Volunteer Application Form. When they report for their first volunteer shift, MSCC staff, or another volunteer will review task procedures and complete the certification checklist when applicable.

## Data Collection and Volunteer Check-in

MSCC is a United Way agency that also receives governmental and private grants. MSCC collects demographic information and attendance data about clients and volunteers for grant reporting purposes. The information provided on volunteer applications and daily attendance logs is critical to determining the needs and successes of our programs. We also use this information to provide documentation of service hours to volunteers who require it. Volunteer sign-in is done through the kiosk at the back of the Gathering Room.

## Hours of Operation, Closures, and Inclement Weather

Main Street Community Center is open Monday through Friday from 9am until 3pm. MSCC is closed for all Federal holidays, Good Friday, the day after Thanksgiving, and the week between Christmas and New Year's Day.

Main Street Community Center will be closed for inclement weather when Edwardsville District 7 schools are cancelled. Please tune in to FOX2, KMOV, or KSDK for closing information. All programs, including home-delivered meals, will be cancelled on days MSCC is closed for inclement weather.

## Emergency Procedures

In the event of a tornado warning, take shelter immediately in an inner, windowless room. Do not exit the room until you are certain that the storm has passed. If you are delivering meals, do not begin your route if a storm is imminent. If a tornado warning is issued while you are on your route, take shelter immediately in a nearby building.

In case of a medical emergency, dial 9-1-1 then notify MSCC staff.

## Code of Conduct

General Rules:

- No solicitations of private sales may take place on MSCC property. Program providers may present information about services but cannot solicit business.
- Furthermore, no outside organization can solicit contributions, accept donations, sell items, or conduct fundraising within the building unless approved by the Executive Director.
- Smoking is not allowed in any part of the building or within 15 feet of all external doors.
- Alcohol is not permitted on the MSCC property.
- The use of open flames is not permitted inside MSCC.
- Decorations must be approved by MSCC staff and may not be taped or pinned to any painted surface.
- Abusive language and disruptive behavior affecting patrons or staff of the Center shall be reason to exclude an individual or group from the building following appropriate and specific warnings.
- If any patron or volunteer has a problem with facility operations, programming, or with any other person, they shall address this issue with the Executive Director of the Center.
- All users of MSCC shall be expected to share in the responsibility for its proper use, cleanliness, and care.
- MSCC is committed to providing an environment free from sexual harassment. (See Appendix A)
- Should any person fall, become unconscious, or become seriously ill, do not move the individual. Call 9-1-1 immediately, then contact MSCC staff.
- Volunteers suffering with a contagious condition must contact the Volunteer Coordinator to cancel their shift.
- Volunteers are expected to present themselves in a professional manner regarding attire, personal hygiene and appearance.
- Volunteers may not disclose information about MSCC, its members, or donors that is not otherwise publicly available to anyone who is not employed by MSCC.

## List of Appendixes

- A. Non-Discrimination Policy
- B. Center Volunteer - Authority to Release Information Form

Take this form to:

Edwardsville Public Safety Building

333 S. Main Street

Edwardsville, IL 62025

## Check List for Volunteers

- Completed Participant/Volunteer Application that includes Acknowledgement of Receipt of Volunteer Handbook and Waiver and Release of Liability
- Background Check from City of Edwardsville
  - (\$10 – bring receipt and paperwork for reimbursement)
- Copy of current valid Driver's License
- Copy of current Automobile Insurance Card (if delivering meals)

## APPENDIX A



### **Main Street Community Center, Inc. Non-Discrimination Policy**

Approved by Board of Directors - July 28, 2016

Main Street Community Center, Inc. (hereinafter at times referred to as the “Center”) is committed to a work environment in which all individuals are treated with respect and dignity. Everyone has the right to work, volunteer and have access to services in a professional atmosphere (free of bias, prejudice and harassment) that promotes equal employment opportunities and prohibits unlawful discriminatory practices.

Therefore, the Center has developed this policy to ensure that all its employees and volunteers can work (and clients can access services) in an environment free from unlawful harassment, discrimination and retaliation. The Center will make every reasonable effort to ensure that all concerned are familiar with these policies and are aware that any complaint in violation of such policies will be investigated and resolved appropriately.

Any employee, volunteer or client who has questions or concerns about these policies should talk with the onsite staff management, the Governance committee or Executive committee.

These policies should not, and may not, be used as a basis for excluding or separating individuals of a particular gender, or any other protected characteristic, from participating in agency operations or programs or work-related social activities or discussions. In other words, no one should make the mistake of engaging in discrimination or exclusion to avoid allegations of harassment. The Law and the policies of the Center prohibit disparate treatment on the basis of race, color, religion, sex, ancestry, age, national origin, order of protection status, marital status, physical or mental disability, military status, veteran status, gender identity, gender expression, sexual orientation (real or perceived), pregnancy, unfavorable discharge from military service, or any other characteristic protected by applicable United States federal or state law, with regard to terms, conditions, privileges and perquisites of employment. The prohibitions against harassment, discrimination and retaliation are intended to complement and further those policies, not to form the basis of an exception to them.

#### **Equal Employment Opportunity**

It is the policy of the Center to ensure equal employment opportunity without discrimination or harassment on the basis of race, color, religion, sex, age, national origin, disability, veteran status, gender identity, gender expression, sexual orientation (real or perceived), or any other characteristic protected by law. The Center prohibits any such discrimination or harassment.

## **Retaliation**

The Center encourages reporting of all perceived incidents of discrimination or harassment. It is the policy of the Center to promptly and thoroughly investigate such reports. The Center prohibits retaliation against any individual who reports discrimination or harassment or participates in an investigation of such reports.

## **Sexual Harassment**

Sexual harassment constitutes discrimination and is illegal under federal, state and local laws. For the purposes of this policy, "sexual harassment" is defined, as in the Equal Employment Opportunity Commission Guidelines, as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when, for example: a) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, b) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or c) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Title VII of the Civil Rights Act of 1964 recognizes two types of sexual harassment: a) quid pro quo and b) hostile work environment. Sexual harassment may include a range of subtle and not-so-subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess or sexual deficiencies; leering, whistling or touching; insulting or obscene comments or gestures; display in the workplace of sexually suggestive objects or pictures; and other physical, verbal or visual conduct of a sexual nature.

## **Harassment**

Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal, written or physical conduct that denigrates or shows hostility or aversion toward an individual because of race, color, religion, sex, age, national origin, disability, veteran status, gender identity, gender expression, sexual orientation (real or perceived), or any other characteristic protected by law, or that of the individual's relatives, friends or associates, and that: a) has the purpose or effect of creating an intimidating, hostile or offensive work environment, b) has the purpose or effect of unreasonably interfering with an individual's work performance, or c) otherwise adversely affects an individual's employment opportunities.

Harassing conduct includes epithets, slurs or negative stereotyping, threatening, intimidating or hostile acts; denigrating jokes; and written or graphic material that denigrates or shows hostility or aversion toward an individual or group that is placed on walls or elsewhere on the employer's premises or circulated in the workplace, on company time or using company equipment by e-mail, phone (including voice messages), text messages, social networking sites or other means.

## **Individuals and Conduct Covered**

These policies apply to all applicants and employees, interns and volunteers, individuals who access services, vendors or other business entity with whom the Center contracts for services, whether related to conduct engaged in by fellow employees or by someone not directly connected to the Center (e.g., an outside vendor, consultant, client, resident, participant, or constituent.)

Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings and business-related social events.

### **Reporting an Incident of Harassment, Discrimination or Retaliation**

The Center encourages reporting of all perceived incidents of discrimination, harassment or retaliation, regardless of the offender's identity or position. Individuals who believe that they have been the victim of such conduct should discuss their concerns with the onsite staff management, the Governance Committee or the Executive Committee. See the complaint procedure described below.

In addition, the Center encourages individuals who believe they are being subjected to such conduct to promptly advise the offender that his or her behavior is unwelcome and to request that it be discontinued. Often this action alone will resolve the problem. The Center recognizes, however, that an individual may prefer to pursue the matter through complaint procedures.

### **Complaint Procedure**

Individuals who believe they have been the victims of conduct prohibited by this policy or believe they have witnessed such conduct should discuss their concerns with their immediate onsite staff management, the Governance Committee or the Executive Committee.

Any reported allegations of harassment, discrimination or retaliation will be investigated promptly. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge. Confidentiality will be maintained throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.

Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action. Acts of retaliation should be reported immediately and will be promptly investigated and addressed.

Misconduct constituting harassment, discrimination or retaliation will be dealt with appropriately. Responsive action may include, for example, training, referral to counseling or disciplinary action such as a warning, reprimand, withholding of a promotion or pay increase, reassignment, temporary suspension without pay, or termination, as the Center believes appropriate under the circumstances.

False and malicious complaints of harassment, discrimination or retaliation (as opposed to complaints that, even if erroneous, are made in good faith) may be the subject of appropriate disciplinary action.





**Authority to Release Information – Center Volunteers**

*To obtain background check: Go to Edwardsville Public Safety Building (front entrance by flag)  
Ask for Police Department (Records)  
333 S. Main Street  
Edwardsville, IL 62025*

In connection with my volunteer service at the Center, I hereby authorize any authorized representative of Main Street Community Center, bearing this Release or copy thereof, within one year of its date, to obtain any information in your files pertaining to all police departments and/or sheriff's departments, juvenile courts, and clerks of courts to furnish the bearer with information, reprints, photographs and any other record containing information relating to criminal history or activity.

I hereby direct you to release such information upon request of bearer. I hereby release you, as the custodian of such records and consumer reporting agency, including its officers, employees or related personnel (both individually and collectively) from any and all liability for damages of whatever kind, which may at any time result to me, my heirs, family or associates, because of compliance with this authorization and request to release information or any attempt to comply with it.

I further authorize the acceptance of a copy of this original to be used as an authorization to release any and all information in lieu of the original, which remains on file with the investigative agency.

Printed Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Address: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Social Security Number: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Witness: \_\_\_\_\_ Date: \_\_\_\_\_