

WAIVER OF LIABILITY

The undersigned Volunteer* has agreed to work as a volunteer for PRISM (People Responding in Social Ministry).

As a Volunteer I understand that some of the activities performed by volunteers of PRISM involve a risk of injury.

As a Volunteer I hereby expressly release, relinquish, and forever discharge PRISM and their respective successors and representatives (collectively, the "Released Parties"), of and from any and all claims, which I, the undersigned may have against the Released Parties arising out of volunteer service for PRISM and any and all related activities.

PRINT Name and Address of Volunteer:

Name

Address

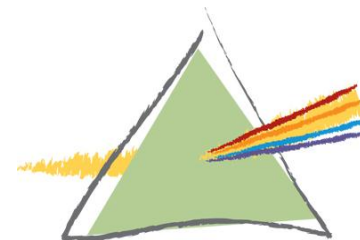
Signature of Volunteer*:

Sample Only—official form on file

Signature of Parent/Guardian

**If volunteer is under 18 years of age or considered a vulnerable adult, – Parent/Guardian signature is required*

NOTE: You must have a signed waiver of liability on file in order to be allowed to volunteer at PRISM.



PRISM

A Handbook for Volunteers 2013-2014

PRISM

730 Florida Avenue South
Golden Valley MN, 55426
(763) 529-1350

Mission Statement

To walk alongside families providing support-based programs that encourage self-sufficiency.

Welcome to PRISM!

We hope this will be a meaningful and rewarding experience for you. Your willingness to share your time and involve yourself voluntarily to help individuals or families in need is greatly appreciated by our community. This handbook was designed to provide background information about PRISM and to serve as a reference for questions and procedures as you begin your volunteer assignment.

Why Volunteer?

PRISM relies on our volunteers to provide skills and services that would be otherwise difficult to afford. The 34,000 hours plus our volunteers give each year allow us to run numerous support programs for families with a very small staff. Thanks to your work and commitment, \$.95 of every dollar we receive goes directly into programs for families. Volunteers make it happen!

Confidentiality Agreement

Background Statement

The relationship between a client and a PRISM volunteer results in an exchange of personal information. The basis of an effective relationship is the trust the client develops in the PRISM volunteer. Often, the nature of the relationship includes private facts the client would not provide in most ordinary situations.

Policy

ALL INFORMATION GATHERED CONCERNING A CLIENT IS CONFIDENTIAL AND SHALL NOT BE SHARED OR RELEASED TO ANYONE OTHER THAN ADMINISTRATIVE OR PROGRAM STAFF OF PRISM.

Confidentiality must be maintained at all times, and sharing observations while working or outside the work environment is inappropriate. If you have questions or concerns regarding a client or operating procedures at PRISM, please contact a staff member.

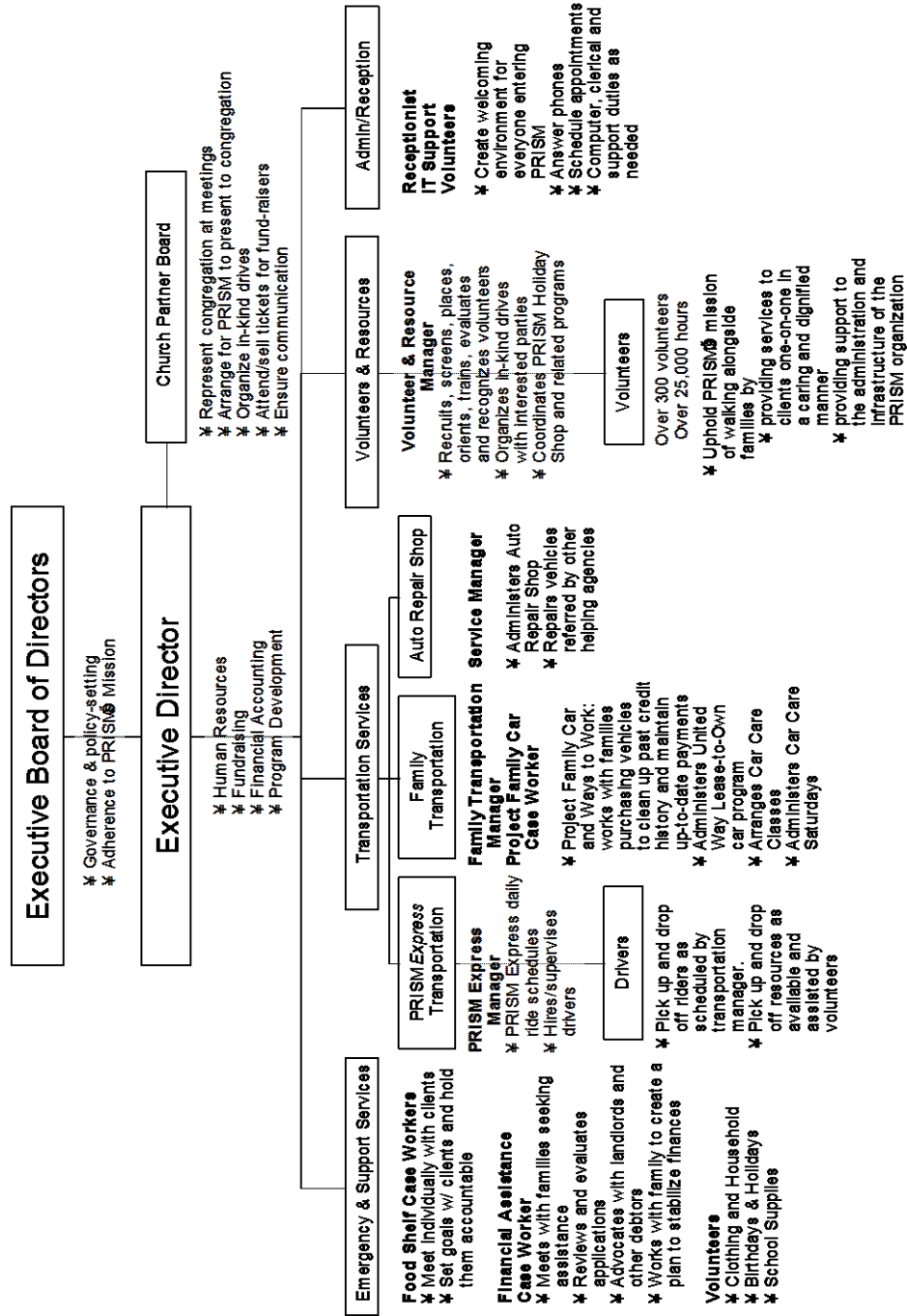
Agreement

I have read and understand this policy and agree to adhere to this policy as a condition of my volunteer work at PRISM.

Sample Only—official form on file

NOTE: *You must have a signed confidentiality agreement on file in order to be allowed to volunteer at PRISM.*

PRISM's Organization



History

PRISM began in 1970 as an emergency food shelf at St. Joseph's Parish Community in New Hope. It quickly became apparent that the needs of the community were greater than a single congregation could meet. St. Joseph's welcomed the participation of other area churches and religious organizations. In 1983, People Responding in Social Ministry, or PRISM, was incorporated as its own non-profit corporation with 10 member churches providing leadership to the organization.

In 2005, PRISM re-located to its current home at 730 Florida Avenue South in Golden Valley. The reason for the move, in part, was to open an auto repair shop to help keep low-income working families working by keeping their cars running. This program, over three years in the planning, addresses a critical need in Hennepin County.

Today, PRISM serves thousands of families living in Crystal, Golden Valley, New Hope, Plymouth, Robbinsdale, Brooklyn Center (PRISM Express) and beyond. Our food shelf, financial assistance, and transportation programs help families stabilize their crises and our ongoing casework and support helps families set goals to transform their lives and achieve self-sufficiency.

We are governed by an executive board of private citizens, church members and business people and, additionally, are given leadership and support by a church partner board of eighteen member churches. Our staff takes donations of funds, food and clothing and, with the help of volunteers who give over 34,000 hours of their time each year, we transform those donations into help and hope for real families in need.

“Dignity with Accountability” PRISM’s Core Values

PRISM believes in every individual’s ability to be an active participant in his/her own solutions. PRISM families are treated with dignity and accountability in their interactions with PRISM.

According to Webster’s, **Dignity** is “The state of being worthy or honorable; having intrinsic worth”. **Accountability** is “The state of being liable to be asked for an explanation of one’s actions; taking responsibility”

Dignity

PRISM believes firmly that anyone seeking our assistance is to be treated with the utmost respect. PRISM families are no better or worse than any other human being.

- By and large, no one *wants* to have to come to a food shelf to meet their own basic needs. Many families come here feeling ashamed and discouraged. *They should not leave feeling that way.*
- Every Food Shelf/Financial Assistance client sits down with a case worker for one-on-one counseling in a caring, dignified manner.

PRISM volunteers are held to the same standards of treating clients with dignity as paid staff. Each person coming to PRISM for assistance must be treated with kindness and respect.

- Keep a warm, welcoming demeanor at all times. Remember that, ultimately, we are here because we WANT to serve families.
- This isn’t always easy. Families come to us in a whole range of emotional states. Sometimes, you may be left wondering why a particular family is even at PRISM—nice clothes, nice car, or some other thing that just doesn’t seem “right” to you. Remember this: The case worker has sat down with this person face to face and concluded that PRISM’s services are necessary for this client. Due to confidentiality, volunteers and even other staff DO NOT KNOW THE WHOLE STORY. Please treat all clients as you would like to be treated in the same situation.

PRISM Member Churches

Membership in PRISM is open to interested congregations in PRISM’s Service area. Member congregations provide leadership, volunteers, and financial support.

Beautiful Savior Lutheran
Brunswick United Methodist
Calvary Lutheran
Church of Good Shepherd
Cornerstone Church
Golden Valley Lutheran
Holy Nativity Lutheran.
House of Hope Lutheran
Mount Olivet Lutheran of Plym.
Olivet United Methodist

Pilgrim United Methodist
Robbinsdale UCC
Spirit of Hope UMC
St. Joseph’s Parish Comm.
St. Margaret Mary Catholic
St. Mary of the Lake Catholic
Unity Christ Church
Valley Community Presb.
Valley of Peace Lutheran

Additionally, there are a number of congregations, businesses and organizations who provide volunteers, in-kind donations and financial support to PRISM.

Ascension Lutheran
Benilde St. Margaret
Bryn Mawr Presbyterian
Christ English Lutheran
Christ Memorial Lutheran
Church of Latter Day Saints
Church of the Open Door
Cross of Glory
Cross of Hope
Elim Lutheran
EMST Congregation
Evergreen Church
Holy Name

Holy Trinity Lutheran
Hope Alliance Chapel
Hope of Lamb's Chapel
Hopkins United Methodist
King of Grace Lutheran
Living Word Christian Center
Oak Grove Church
Our Savior's Lutheran
Plymouth Creek Christian
Plymouth Presbyterian
Redeemer Evangelical Luth.
Sacred Heart

Vision of Glory Lutheran
Westwood Church

PRISM General Information

Location:	730 Florida Avenue South Golden Valley MN, 55426
Parking:	Parking lot on south side of building. Street parking is permitted. Please park as far from the building as possible to leave spaces closer up for our client families.
Phone:	(763) 529-1350 (main) (763) 432-4207 (direct)
Contact Person:	Volunteer & Resource Director Please call the Volunteer & Resource Director if you are unable to volunteer because of illness, vacation, or any other reason. The staff and the families we serve will be expecting you and depending on you the day you are scheduled to volunteer.
PRISM Hours:	Mon 8:30 a.m. – 8:00 p.m. Tues, Wed & Thursday 8:30 a.m. – 5:00 p.m.

Accountability

PRISM believes firmly that families needing assistance must take active steps to resolve the individual circumstances that caused them to need help. PRISM families should understand that they, themselves, are ultimately responsible for making positive changes in their lives.

- Case workers assist families in setting specific personal and family goals and following through on them.
- Families who cannot demonstrate a justifiable need for PRISM services over time and who refuse to work on their goals may be denied future service until they are willing to bring information or progress on goals into their work with PRISM.

PRISM families, while treated in a caring manner, are also treated in an honest manner. In fact, failing to apply principals of accountability to our client families would actually go against our commitment to their dignity. The two are inextricably connected.

- There are policies and procedures set in place at PRISM—with good reason—that must be adhered to by client families we serve in any area. Volunteers at PRISM are expected to have working knowledge of policies and are empowered to—respectfully—enforce those policies.
- Families shopping in the food shelf, for example, may need to be reminded—respectfully—that we serve 75 families every week and the amounts and types of food we can give them must remain consistent so that there is enough for everyone.

Service & Product Policy For Prism Volunteers

FOOD SHELF

- No food is to be removed from PRISM for personal use unless processed through an appointment with a caseworker.
- **Exception:** Food may be removed for personal use if it is POSTED that there is an EXCESS of perishable food and it is made available to ALL volunteers and client families.

BIRTHDAY CLUB, SCHOOL SUPPLIES, HOLIDAY TOY SHOP, ETC.

- These items are not to be removed from PRISM for personal use unless processed through an appointment with a caseworker.

CLOTHES CLOSET

- Staff and volunteers must purchase Clothes Closet items at the current price from another staff person or volunteer.
- Volunteers may not shop during their shift.
- Free clothing is available to volunteers and shoppers ONLY AFTER a caseworker has assessed the extent of their financial hardship and provided a \$5 voucher.

PRISM EXPRESS

- PRISM Express transportation service is available to volunteers who qualify for the service and who request the service in advance of needed ride. The further ahead you request the service the more likely your request will fit into the bus' schedule.
- The cost to ride is based on a sliding scale fee based on your stated monthly income. Please speak with a PRISM Express office staff person for additional information.
- This same fare would be expected of any volunteer receiving transportation assistance.

Safety Information

- **Lifting** – make sure you are lifting properly with your legs. If possible do the team lift – 2 people – one at each end. If no one is available to help you then do not put yourself at risk. Find someone to help you or open the container and move items one or two at a time.
- **Fire Alarm** – when the fire alarm goes off please make sure everyone in your area leaves the building by the closest exit. Go out to the far end of parking lot so that everyone can be accounted for. If anyone is left in the building PRISM will be fined \$500 per person by the Fire Marshal.
- **Severe Weather** – in the event of severe weather, please inform everyone in your area and proceed to the Severe Weather Shelter, which is the restroom across from the Community Room.
- **First Aid** – in the event of a minor injury, first aid kits can be found in the custodial closet across from the front desk, the Severe Weather Shelter (unisex bathroom across from the Community Room) and the Community Room.
- **Injury Reports** – in the event you are hurt while volunteering at PRISM please complete an accident report form and report it to the volunteer manager as soon as possible. These forms are available from either the front desk staff or the Volunteer & Resource Director.
- **Unhappy Clients** – in the event a client is unhappy please ask the client to wait a moment and find the caseworker or Volunteer & Resource Manager. The staff person will invite the client into an office to discuss the situation. The Volunteer & Resource Director and the volunteer will also discuss what happened.

Volunteer Daily Procedures

- **Sign in and out** at Volunteer Central each time you work. It is important for PRISM to have accurate records of volunteer hours, because many funding sources request this information.
- **Wear a nametag.** Please wear this for the duration of your time at PRISM so you can be easily identified as a volunteer by staff and the families we serve.
- **Ask for help** if you are unsure of what to do or don't have an answer to a question please. A staff person or the Volunteer & Resource Director will be happy to assist you.
- **Notify the Volunteer & Resource Director** if you expect to be unable to work an upcoming shift or if you will be unavailable for an extended period of time. Also report any changes in address or telephone numbers.
- **Concerns.** Volunteers who have problems or concerns related to their assignments should not hesitate to discuss them with the Volunteer & Resource Director.

Service and Product Policy continued

FINANCIAL ASSISTANCE

- PRISM's financial assistance is provided through 0% interest loans, which are processed through an application and an appointment with intake staff. The process takes at least five days and the decision is based on the circumstances of the individual case. A budget class is required to access this service.
- Volunteers are eligible to apply for these funds if they meet the requirements and follow the application process. Your position at PRISM will have no bearing on the decision.

CAR OWNERSHIP

- Donated cars are provided to families through 0% to 8% loans. Volunteers desiring to access PFC vehicles and financial management are required to follow the application process and meet the qualifications of the program.

AUTO REPAIR

Vehicle repairs cannot be provided to PRISM volunteers unless they have a referral based on their financial need to access the program. Volunteers must schedule their appointment in the same process with no preferential treatment. Volunteers do not have special access to the technicians in regard to their personal vehicle repair. The cost of repairs for volunteers is consistent with the costs for other referred customers.

SOCIAL MEDIA

- Social media (e.g., Facebook) is a powerful communications tool.
- PRISM volunteers must communicate on social media sites professionally and respectfully, just as PRISM would expect them to communicate were they present in person.
- PRISM volunteers must keep separate any social media communications that implicate PRISM from their own personal communications. Clients/customers should never be cited or obviously referenced. If you spot negative comments about PRISM in social media, please notify PRISM staff immediately and we will address it.

All services PRISM provides to the community are available to volunteers. The volunteer must meet the requirements outlined for each department and must make the appropriate arrangements with the departmental staff to utilize the services.

The same confidentiality that is provided to the client accessing PRISM services would be provided to the PRISM staff or volunteer seeking services.

PRISM feels strongly that these policies will display the highest respect and dignity for staff, volunteers, and the families we serve. It is because of this belief that refusal to adhere to these policies and procedures could result in dismissal from your volunteer position.

NOTE: Each volunteer must have a signed copy of this Service & Product Policy in his or her file.

Roles & Expectations of Volunteers

Volunteers play an essential role in the effective delivery of services at PRISM. They assist the professional staff in all programs and add an extra dimension of care and concern that benefits everyone.

As a volunteer, ***you are part of the team*** and your unique abilities blend with those of others to become a vital force to address unmet basic needs. As such, your commitment is critical to the success of PRISM's programs.

Support of PRISM's Mission and Core Values

PRISM exists to serve families in need. As unpaid members of PRISM's staff, PRISM Volunteers are required to uphold our mission and philosophy and act accordingly in all interactions with clients, donors, staff and other volunteers.

Attendance and Training Expectations

As a PRISM volunteer, it is expected that you will:

- be present at your scheduled time
- commit to training in your particular area
- communicate any absence, foreseen or unforeseen, to the Volunteer & Resource Director

Dress Code

In the Food Shelf, no open toed shoes are allowed. This is a health and safety regulation.

Casual, appropriate clothing that is respectful of others is expected. A good guideline to follow is your local school's dress code. Wear clothing that you are comfortable working in, and can handle some wear and tear, especially in the food shelf area.