



Volunteer Handbook



Sisters of Providence
OF SAINT MARY-OF-THE-WOODS
Breaking boundaries, creating hope.®

Volunteer Services Effective Date
09/01/2024



The Sisters of Providence are a community of Catholic women religious who collaborate with others to create a more just and hope-filled world through prayer, education, service and advocacy.

There are different kinds of spiritual gifts but the same Spirit; there are different forms of service but the same [God]; there are different workings but the same God who produces all of them in everyone. To each individual the manifestation of the Spirit is given for some benefit. To one is given through the Spirit the expression of wisdom; to another the expression of knowledge according to the same Spirit; to another faith by the same Spirit; to another gifts of healing by the one Spirit; to another mighty deeds; to another prophecy; to another discernment of spirits; to another varieties of tongues; to another interpretation of tongues. But one and the same Spirit produces all of these, distributing them individually to each person as [the Spirit] wishes.

12 Corinthians: 4-11

TABLE OF CONTENTS

Together in Mission	4
History and Mission.....	4
Department of Volunteer Services Mission Statement.....	4
Introduction to Handbook.....	5
Saint Mary-of-the-Woods.....	5
Ministries of the Sisters of Providence.....	5-6
Equal and Equitable Opportunities	7
Applications and Eligibility	7-8
Background Check Policy.....	8-9
Confidentiality	9
Reporting Hours.....	9
Orientation & Training.....	9
Contagious Illness Policy	10
Absences.....	10
Holidays & Benefits	10-11
Conclusion of Volunteer Work.....	12
Standards of Conduct.....	12
Providence Community Property	13
Open-Door Policy.....	13

Complaint Policy.....	13-14
Safety Policy.....	14
Dress Code.....	14-15
Nursing Mothers.....	15
Volunteer Feedback.....	16
Computer Usage Policy.....	16-18
Online Social Networking Policy	18-19
Driver and Vehicle Policy	19-20
Severe Weather Policy	20-21
Tobacco-free & Vapor-Free Environment	21
Acknowledgement of the Volunteer Handbook.....	22
Topic Directory Sorted Alphabetically... ..	23

Together in Mission

The Sisters of Providence welcome you to Saint Mary-of-the-Woods. We are delighted to have you with us and are grateful for your desire to serve. The Woods is a sacred place for all who visit and minister here. Whatever your specific form of service, we look forward to collaborating with you to honor God through works of love, mercy and justice. Together, we can make the world a better place.

History and Mission

The Congregation of the Sisters of Providence of Saint Mary-of-the-Woods was founded by Saint Mother Theodore Guerin in 1840. Traveling from her congregation in France, Mother Theodore arrived, along with five other sisters, Srs. St. Vincent Ferrer Gage, Basilide Senechal, Olympiade Boyer, Mary Xavier Leree, and Mary Liguori Tiercin, in the Indiana wilderness. Their mission was to establish a motherhouse and novitiate, teach children of the territory and minister to the sick and poor. At the time of Mother Theodore's death, May 14, 1856, the Sisters of Providence had already established several schools and orphanages in Indiana and Illinois, including the foundation of an academy which later became Saint Mary-of-the-Woods College. Mother Theodore was given the title "Saint" by Pope Benedict XVI on October 15, 2006. Saint Mother Theodore Guerin is recognized internationally for her virtuous life and work.

Saint Mary-of-the-Woods, IN is the motherhouse of the Sisters of Providence, the site of the congregation's central administrative offices and home to many members of the congregation. The Sisters minister across the United States, Taiwan, and Mainland China. The purpose of the Congregation is "to honor Divine Providence through works of love, mercy and justice." The mission of the Sisters of Providence is to collaborate with others, to create a more just and hope-filled world through prayer, education, service and advocacy.

In addition, the Sisters of Providence and Providence Associates often collaborate on such works. Providence Associates are women and men of diverse faith traditions who seek a formal relationship with the Sisters of Providence. Associates establish such a relationship as a way of deepening their spiritual life and responding to the Providence vision through their own particular way of life. The term, *Providence Community*, includes the relationship of Sisters of Providence, Providence Associates, co-workers and other parites.

Department of Volunteer Services Mission Statement

Volunteers strive to grow in their understanding and practice of love, mercy and justice by assisting the Providence Community in their life and ministries at Saint Mary-of-the-Woods, IN and beyond.

Introduction to Handbook

The volunteer handbook is intended to promote the Providence Community's mission and goals and to provide general information about volunteer conditions, benefits, current policies, procedures and expectations. All long-term volunteers, three months or longer, are asked to read and confirm that they understand the handbook, which provides basic information concerning the organization and volunteer responsibilities.

The information in this handbook is intended for instructional purposes and is meant only to serve as a guide. Questions concerning any policy or procedure may be directed to the Volunteer Services Department.

The handbook will be reviewed periodically and changing conditions may necessitate a revision of certain provisions of this handbook. As changes occur, volunteers will be informed through established procedures such as bulletin board notices, meetings, memorandums, newsletters and other official publications. The policies, programs and benefits described herein are subject to change without notice at the discretion of the Sisters of Providence.

Saint Mary-of-the-Woods

Four different entities share the grounds at Saint Mary-of-the-Woods:

- The Sisters of Providence;
 - Providence Spirituality & Conference Center
 - White Violet Center for Eco-Justice
 - Motherhouse Operations of the Sisters of Providence;
- Saint Mary-of-the-Woods College;
- Providence Health Care, Inc. (PHC) and
- Saint Mary's Senior Living.

Sponsored Ministries of the Sisters of Providence, Saint Mary-of-the-Woods, Indiana

- **Providence Spirituality & Conference Center** provides people of all faith traditions, diverse cultures and ages the invitation to gather, learn, meet and share in a spirit of hope and healing. Visitors to Saint Mary-of-the-Woods have the opportunity to journey with Saint Mother Theodore Guerin and to pray at her shrine. Providence Spirituality and Conference Center houses the Shrine of Saint Mother Theodore Guerin, the Lobby and O'Shaughnessy Dining Room, Linden Leaf gift shop, a Conference Room, the Dioramas and a timeline of the history of the Providence Community. The Providence Sprituality and Conference Center host retreats, seasonal gatherings and other events throughout the year.
- **Providence Food Pantry**, 707 National Ave, West Terre Haute, provides food supplies for low- income families in Vigo County. The Mobile Providence Food Pantry serves residents of Providence Housing Corps and provides food for drop-off sites at Saint Mary-of-the-Woods

College. The ministry is an ecumenical volunteer effort. The Providence Community and many West Terre Haute churches provide some financial support and food is received from Helping Hands, Catholic Charities, USDA, Feeding America, as well as Federal Emergency Management Agency (FEMA) and federal commodities. However, the majority of financial support comes from private and other church donations.

- **The Connecting Link**, 830 West National Avenue, West Terre Haute, provides information, referrals and advocacy to area residents who need social services and health care.
- **Volunteer Services** provides opportunities for people of all ages, abilities and walks of life to participate in the life and mission of the Providence Community.
- **White Violet Center (WVC) for Eco-Justice** offers leadership, education and programs to advocate for the preservation, restoration and reverent use of natural resources. The ministry of White Violet Center includes a herd of alpacas, chickens, organic farmland and gardens, bees, reflection garden, classified forest and a Farm Store. The WVC collaborates with local businesses and nonprofits.
- **Miracle Home**, Taiwan serves individuals of Wugu and Taishan townships who are low-income, elderly and/or have disabilities in a day-care setting. Trained personnel caregivers work on-site or in individual homes. Services include but are not limited to mental and physical exercise, cooked meals, spiritual activities, gardening therapy, personal hygiene, house cleaning, advocacy and other programs geared at social interaction. The services also include a Meals on Motorcycles program that delivers meals to the homebound.
- **Additionally, the Sisters of Providence** work as teachers, administrators and volunteers in elementary, secondary schools, and a university; as directors and teachers of religious education; coordinators of liturgy, parish life coordinators, pastoral associates, chaplains, healthcare professionals, administrative assistants; social workers; social justice work and members of diocesan offices.

Sponsored Institutions of the Sisters of Providence, beyond Saint Mary-of-the-Woods Campus

- **Saint Mary-of-the-Woods College** is a separately incorporated liberal arts college. This sponsored institution of the Providence Community grants Associate and Bachelor degrees through its two- or four-year residential program and through an external format known as Woods Online. Master's degrees in Art Therapy, Music Therapy and Leadership Development are also available in the external degree format. The most recent academic offering is a PhD program in Global Leadership.
- **Providence Health Care, Inc.**, is a separately incorporated healthcare facility offering skilled nursing and assisted living services. This sponsored institution of the Providence Community is a licensed, Medicaid- and Medicare-certified facility that provides comprehensive health services to the Providence Community and to neighbors and friends in the Wabash Valley. Providence Health Care purchases certain services from the Providence Community and leases Lourdes Hall and Mother Theodore Hall from the Congregation.
- **Providence Cristo Rey High School** is a Catholic, coeducational, college and career preparatory high school serving Indianapolis. Providence Cristo Rey High School offers a transformational educational experience to students with economic need with a unique system which enables them to gain work experience one day each week. Additionally, dual

credit classes allow them to earn college credit.

Equal & Equitable Opportunities

It is the policy of the Sisters of Providence to provide equal & equitable opportunities to all individuals. The Providence Community is strongly committed to a diverse community; values all volunteers' talents; supports an environment that is inclusive and respectful; and believes in the concept and spirit of the law.

Volunteer Applications and Eligibility

All applications can be obtained from Volunteer Services.

A) Volunteer Age Policy

Minimum Age - The minimum age requirement for a volunteer with the Providence Community is 18 years old. There are exceptions to the rule, but specific directives must be followed for a person who is under 18 years old.

Exceptions - 16 to 17 years - The prospective volunteer is required to have the written consent of a parent or legal guardian. In addition, it must be understood by both the prospective volunteer and the parent or legal guardian that the first three volunteer times are probationary.

12 to 15 years - Outside of the Teen Ministry Program, a parent or legal guardian must accompany and be with their 12 to 15 year-old teen who is volunteering. Groups in this age range who desire to volunteer must have one adult volunteer chaperone for every five 12 - 16 year-old volunteers.

B) Waivers and Application Types

One-time waivers - People who help for a one-time event i.e. Earth Day, Fall Farm Days, Book Sales and Christmas Fun are required to sign a liability waiver form acknowledging the inherent risks one takes when volunteering and hold-harmless agreement.

Waivers Students - People under the age of 18 need a parent/guardian signed waiver in order to volunteer for a one-time event or ongoing opportunity.

Teen Ministry Program - People 12-18 years old, interested in volunteering can apply through our website: <https://spsmw.org/get-involved/volunteer/teen-volunteer-ministry/>. Teen volunteers visit and work on crafts or other projects with sisters and residents in Providence Healthcare, Lourdes and Providence Hall.

Providence Associates (PA) - PAs interested in volunteering have a slightly shorter application no matter if they intend to help on a short- or long-term basis. PAs helping at a one-time event can fill out the one- time waiver.

Short-Term - People who want to volunteer for less than three months need to complete a short-term application.

University Student Volunteers - Students who are enrolled in college/university classes have a specialized application.

Long Term - People who want to volunteer for three months or more have a specific application that requires two references.

C) Volunteers who want to help at Providence Healthcare or any setting with senior citizens, children, and/or people with health conditions or impairments are required to complete the Safe Parish program through the Archdiocese of Indianapolis. Safe Parish is an online course which trains individuals working with vulnerable populations to recognize the signs of possible emotional, physical or sexual abuse and how to report such abuse. Quarterly background checks are automatically run for all Safe Parish participants.

D) Sisters of Providence (SP) Employee Volunteer Program - *For SP employees only.* As a SP employee, you may be eligible to volunteer in a different SP department for up to 12 hours per fiscal year and get paid your normal rate.

Eligibility:

- open to all benefit eligible employees;
- eligible employees may volunteer up to 12 hours per fiscal year;
- volunteer hours are during normal work hours; and
- normal work activities must be kept up to date.

How to Get Started:

- Step 1. Get written approval (like an email) from your supervisor.
- Step 2. Confirm good standing with Human Resources.
- Step 3. Human Resources will contact Volunteer Services.
- Step 4. Volunteer Services will contact the employee and set up the volunteer opportunities.

Background Check Policy

Background checks are completed as a means of promoting a safe environment for current and future volunteers. Background checks help the Sisters obtain additional applicant related information that ensures the protection of the current volunteer, property and information of the organization.

A third-party administrator may be used to conduct the background checks and all background checks will be compliant with applicable laws, such as the Fair Credit Reporting Act.

The information that may be collected includes, but is not limited to:

- education as required by job description;
- criminal background;
- employment history;
- professional and personal references; and
- Motor Vehicle Record (MVR) as required by volunteer description.

Criminal background checks may not be used as the sole reason for denying volunteer work, unless the criminal activity is specifically job-related (e.g. driving offenses and jobs that involve driving or the use of company-owned vehicles). Regardless, the Sisters have the right to make the final decision about approving a volunteer after the background check is complete.

Checking professional and personal references is an important part of the background check process. This provides the Sisters with information on the potential volunteer's work ethic, skills and performance.

Information obtained from the background check process, including information from professional and personal references, will be used by the Sisters only as part of the volunteer application process and will be kept confidential by the Volunteer Services Department.

Confidentiality

All information obtained in the volunteer application will be treated as confidential information, maintained in separate files and disclosed only as permitted by law.

Reporting Hours

All volunteers are required to sign-in when they volunteer. There will be a sign-in sheet at their designated volunteer location. The Volunteer Coordinator (VC) and designated supervisor will ensure sign-in sheets are available. Volunteer hours are used for the Sister of Providence annual report and other reports.

Orientation & Training

All volunteers will undergo training and orientation as directed by the volunteer's supervisor/director. The volunteer is encouraged and expected to ask questions concerning their responsibilities and to determine if they are satisfied with the position.

Once the volunteer and supervisor have completed training, the volunteer's contact for absences, scheduling, etc. will be their supervisor not the Volunteer Coordinator.

Contagious Illness Policy

The Providence Community seeks to maintain a healthy environment for volunteers, sisters, staff and guests. If a volunteer has a contagious illness, it is best for the volunteer to stay at home, as to not present risk to the health of others. Once the volunteer is healthy and with no fever for 24 hours, they are welcome to volunteer again.

Absences

Volunteers who need to cancel a shift for any reason are asked to contact the Coordinator of Volunteer Services (VC) and their relative Department Supervisor as soon as possible.

Holiday Schedule & Benefits

A. All offices are closed on the below dates.

- New Year's Day
- Martin Luther King Jr. Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day and the day after Thanksgiving
- Christmas Eve and Christmas Day (sub days vary year to year)

B. Benefits:

- I. The VC is able to write verification and/or reference letters for any volunteer in good standing. Good standing refers to not having any disciplinary action taken against a volunteer six months from the date of requested verification or reference letter.
- II. Volunteers are regularly recognized and shown appreciation through various events and gifts.
- III. Meal & Housing Policy:

Meals: Volunteers who work at least five hours in one calendar day are eligible for one Providence Hall meal ticket. Providence Hall serves morning, noon and evening meals on varying days. Contact the VC for an updated dining schedule and to arrange getting your tickets.

Housing: For certain high-need or one-time projects, housing may be available at reduced price or at no cost to volunteer. Housing will be dependent on room availability, length of stay, current budgets, gender (some nuns/sisters prefer female guests) and need of service. For updated housing costs and housing availability, contact the VC.

When housing is available at no cost to the volunteer, monetary contributions are optional, but are accepted. Contributions towards housing are not considered a donation because a service is being provided. If housing reservations need to be canceled, let the VC know as

soon as possible.

To be considered for volunteer housing, send this information to the VC:

- desired dates of volunteering;
- volunteer activity ideas, if any;
- desired lodging location, if unaware of housing options VC will provide a guide;
- number of volunteers; and
- *housing budget, if any.*

If housing reservations need to be canceled, let the VC know as soon as possible.

IV. Volunteer Discounts: The Sisters of Providence offer eligible short-term and long-term volunteers discounts at the White Violet Farm Store and Linden Leaf Gifts.

Short-term volunteers (volunteering once or for a limited number of hours over the course of three months) will be emailed a one-time 10% off coupon code for Linden Leaf Gifts (LLG) and the White Violet Farm Store (WVFS) that expires after one month. The code can be used once at both stores.

Current or new volunteers who help for at least four months in a row can get a reusable discount card that can be used multiple times, with an expiration date that lasts until the end of the calendar year. The discount card is renewable if the volunteer is still helping regularly at the beginning of the New Year.

The Discounts are as follows:

10% off at the White Violet Farm Store. *Exclusions: Discount cannot be used on meat, cheese or gift cards.*

10% off at Linden Leaf Gifts. *Exclusions: Discount cannot be used on gift cards.*

Holiday Special: in December all eligible volunteers (whether short-term or long-term) will receive a one-time 15% off coupon to be used at both the WVFS and LLG. *Exclusions: Discount cannot be used on meat, cheese or gift cards.*

The discount card is digital and will be emailed to eligible volunteers. A paper coupon will be given to volunteers only at the request of the volunteer.

Conclusion of Volunteer Work

Volunteers who wish to resign are asked to notify their supervisor/director and Coordinator of Volunteer Services of the anticipated departure date as soon as they can.

Standards of Conduct

The rules and standards of conduct for the volunteers of the Sisters of Providence are important. All volunteers are urged to become familiar with these rules and standards. In addition, volunteers are expected to follow the rules and standards faithfully in doing their volunteer work and conducting business on behalf of the Sisters. Any volunteer who deviates from these rules and standards will be subject to disciplinary action, up to and including separation of volunteer work.

While not intended to list all the forms of behavior that are considered unacceptable, the following are examples of rule infractions or misconduct that may result in disciplinary action:

- theft or inappropriate removal or possession of property;
- working under the influence of alcohol or illegal drugs;
- possession, manufacture, distribution, sale, transfer, dispensation or use of alcohol or illegal drugs;
- fighting or threatening violence in the workplace;
- immoral actions or intimidating others;
- boisterous or disruptive activity in the workplace;
- negligence or improper conduct leading to damage of the Sisters' property;
- insubordination or other disrespectful conduct;
- violation of safety or health rules;
- use of tobacco or e-cigarettes in the workplace or anywhere on the Sisters' premises;
- sexual or other unlawful or unwelcome harassment or touching;
- excessive absenteeism or absences without notice;
- unauthorized use of telephones or other equipment;
- use of the Sisters' equipment for purposes other than business (e.g., playing games on computers or personal internet usage);
- unauthorized disclosure of confidential information;
- violation of personnel policies; and
- unsatisfactory performance or conduct.

These rules apply to any and all interactions with coworkers or anyone else associated with the Providence Community.

Property of the Sisters of Providence

During volunteer work with the Sisters of Providence, some volunteers will have access to confidential information. Volunteers must (a) not use any such confidential information for personal benefit or for the benefit of any person or entity other than the Sisters and (b) make every effort to limit access to such confidential information to those who have a need to know it for the business purposes of the Sisters. In addition, all volunteers should minimize those occasions on which documents, computer disks, laptop or other electronic media containing such confidential information are taken outside the office. On those occasions where it is necessary, consistent with the best interests of the Sisters and doing one's job effectively, to take documents, computer disk or a laptop containing confidential information outside the office, all appropriate precautionary and security measures should be taken to protect the confidentiality of the information.

Open-Door Policy

To foster an environment where volunteers and management feel comfortable communicating with and voicing concerns to one another, the Sisters of Providence uses an Open-Door Policy. The policy means that all of the managers' doors are open to all volunteers and volunteers are free to talk with management at any time. Please consider the following in regard to this policy:

Volunteers are responsible for addressing concerns with a supervisor/director, from complaints to suggestions and observations. Addressing these concerns allows the Sisters to improve and explain practices, processes and decisions.

Concerns should first be discussed with one's immediate supervisor/director, but the Open-Door Policy also gives volunteers the option of discussing them with higher management and/or Volunteer Services. All of these parties will be willing to listen to the issue and assist in a resolution.

Complaint Policy

It is the policy of the Sisters to prohibit any harassment or discriminatory treatment of volunteers for any reason whatsoever, including on the basis of a disability or because a volunteer has requested a reasonable accommodation. If a volunteer feels they have been subject to such treatment or has witnessed such treatment, the situation should be reported using the harassment complaint procedure.

Open communication with all volunteers is a priority for the Providence Community. Whenever possible, volunteers should seek to resolve issues with staff or other volunteers directly. If a resolution is not possible, concerns should be promptly addressed with a supervisor/director so that a solution may be devised. Every attempt should be made to resolve the complaint through the proper channel of authority.

Examples of some complaints a volunteer may have:

- concerns about working conditions;
- issues with coworkers; and/or
- concerns about treatment at work.

When a complaint is voiced, every effort will be made to remedy the situation. While every volunteer may not be satisfied with every solution, the input that volunteers provide is valued and it is a priority of the Sisters to foster an environment where all volunteers feel comfortable reporting their concerns.

Safety Policy

The Sisters of Providence want to ensure that all volunteers remain safe and injury-free at all times. The Sisters intend to comply with all applicable safety laws. In order to guarantee that accidents are avoided whenever possible, it is expected that volunteers will refrain from horseplay, careless behavior and negligent actions. It is the policy of the Sisters to maintain a safe and secure working environment for all volunteers and clients.

While working, volunteers must observe safety precautions for their safety and for the safety of others. All work areas must be kept clean and free of clutter and debris. Any hazards or potentially dangerous conditions must be corrected immediately or reported to a supervisor/director.

In the event of an accident, the following actions must be taken:

- obtain the necessary medical treatment from a designated treatment facility;
- report the accident to the supervisor/director and to the Volunteer Coordinator within 48 hours;
- a First Report of Injury form can be obtained from supervisors or the VC and should be completed by the injured volunteer or a medical representative within 48 hours of the incident, regardless of the severity of the injury;
- the supervisor/director should complete a "Supervisor Incident Investigation Report," regardless of the severity of the injury.

If necessary and once the volunteer is medically approved to return to volunteer work, the VC will evaluate the situation to ensure the volunteer is ready to return to service

Dress Code

The Sisters of Providence believe that pride in both oneself and the Sisters is reflected in one's appearance and in the image created. Because the image of the Sisters is important, volunteers are expected to maintain standards of dress and appearance appropriate both to the organization as a whole and to individual position responsibilities. Dress, grooming, personal cleanliness and professional behavior standards contribute to the professional image presented to visitors.

Therefore, while performing duties for the Sisters, volunteers are expected to dress in attire appropriate to the business environment and to behave in a professional manner at all times to best represent the Sisters.

Volunteers working in the White Violet Center, Facilities department or other outdoor projects are advised to wear clothes and shoes that can get dirty.

Volunteers working with the alpacas, chickens or in the gardens need to wear shoes or boots that have not been around other livestock or in other farmland as this could cross-contaminate the fields. When volunteers move from the gardens to animal chores or vice versa, different shoes must be worn. A variety of boots are available for volunteers to wear while they are volunteering.

Inappropriate Attire and Appearance Guidelines:

- blue jeans (unless appropriate for position), casual shorts, jogging suits or sweat suits;
- tank tops or oversized shirts, crop tops;
- short dresses or skirts (less than 2 inches below the fingertips when arms hang at the sides);
- any clothing item displaying an offensive comment or graphic illustration;
- jewelry (or other objects of personal expression) that represents an unprofessional image as determined by the Sisters;
- dirty, ragged, ungroomed, sexually provocative, revealing or see-through clothing; and
- any other attire or appearance the Sisters deem to be inappropriate.

If a volunteer is unclear about dress and appearance guidelines, they are encouraged to consult with Volunteer Services. If a volunteer reports to work in questionable attire or appearance, a notification and discussion will occur with the supervisor/director and volunteer to advise and coach them regarding the inappropriateness of the attire.

The Sisters recognize that the requirements for attire are widely varied between and within departments and ask that good common sense prevail in all areas.

Nursing Mothers

To ease the transition of mothers returning to volunteer work following the birth of a child, lactation accommodation will be provided for nursing mothers.

The Sisters of Providence will provide a private area for volunteers to nurse or express breast milk. Volunteers must bring their own cooler or storage container.

Volunteer Feedback

Annually the VC will electronically send a volunteer satisfaction survey to evaluate the needs, happiness, support and contributions of the volunteers. Feedback will be used to improve the Volunteer Services program. Feedback is always welcome year-round.

Computer Usage Policy Purpose

The Sisters of Providence own and operate a variety of computing systems provided for the use of Providence Community volunteers in support of programs of this organization. All volunteers are responsible for seeing that these computing facilities are used in an effective, efficient, ethical and lawful manner. This document establishes rules and prohibitions that define acceptable use of these systems.

The purpose of this policy is to provide and support computing and network resources to aid in meeting goals for institutional programs and purposes, within the constraints of budget and time.

Scope

This policy applies to all volunteers of the Sisters who use the organization's computing and network resources. It is recognized that sisters who are also volunteers may utilize computing systems for personal use. During this personal use, the sisters must follow the securities and internet usage policy to protect the Sisters of Providence network.

Policy

All communication and information transmitted by, received from or stored in these systems are the property of the Sisters and, as such, are intended to be used for job-related purposes only.

The Information Technology (IT) department maintains the Computer and Technology Resource Usage Policy on behalf of the Sisters. However, other departments may develop supplemental policies and controls to accommodate specific requirements as long as these policies do not compromise corporate policies and controls.

Monitoring: The Sisters provide the network, personal computers, electronic mail and other communication devices for the use of Providence Community business. The Sisters may access and disclose all data or messages stored or sent over electronic mail. The Sisters reserve the right to monitor communication and data at any time, with or without notice, to ensure that the Sisters' property is being used only for business purposes. The Sisters also reserve the right to disclose the contents of messages for any purpose at their sole discretion. No monitoring or disclosure will occur without the direction of either the Director of Human Resources or a General Officer, unless otherwise noted.

Retrieval: Notwithstanding the right of the Sisters to retrieve and read any email messages, such messages should be treated as confidential by other volunteers and accessed only by the intended recipient. Volunteers are not authorized to retrieve or read any email messages that are not sent to them and cannot use a password, access a file or retrieve any stored information unless authorized to do so.

Message Content: The email system is not to be used to solicit or proselytize for commercial ventures, religious or political causes, outside organizations or other non-job-related solicitations. The system is not to be used to create any offensive or disruptive messages. Among those which are considered offensive are messages which contain sexual implications, racial slurs, gender-specific comments or any other comment that offensively addresses someone's age, sexual orientation, religious or political beliefs, national origin or disability. The organization's volunteer handbook shall be considered the prevailing authority in the event of possible misconduct.

Volunteers should note that any data and information on the system will not be deemed personal or private. In addition, the email system may not be used to send (upload) or receive (download) copyrighted materials, trade secrets, proprietary financial information or similar materials without prior authorization.

Physical Security: Access to computers will be limited to volunteers who require access for the normal performance of their jobs. Computers with sensitive information installed on the local disk drive should be secured in a locked room or office during non-business hours. Equipment which is to be removed from the Sisters property must be approved in advance with the IT Department. If a volunteer leaves the organization, they must return the equipment to the Sisters prior to the last day of their volunteer work.

Personal Computer Security: Only legally licensed software will be installed on the Sisters' computers. Users are expected to read, understand and conform to the license requirements of any software product(s) they use. Software cannot be copied or installed without the permission or involvement of the IT department. The IT department will configure all workstations with virus protection software, which should not be removed or disabled. Each volunteer is responsible for protecting their computer against a virus attack by following IT guidelines for scanning all incoming communications and media and by not disabling the anti-virus application installed on the workstation. All data disks and files entering or leaving the Sisters should be scanned for viruses. All volunteers will log out of the network and turn off the computer before leaving the office at the end of their shift. Volunteers should log off of the network when they will be away from their desk for an extended period.

Internet Use: The Internet is to be used for business purposes only. Volunteers with internet access are expressly prohibited from accessing, viewing, downloading or printing pornographic or other sexually explicit materials. In addition, volunteers should be mindful that there is no assurance that email texts and attachments sent within the Sisters system and on the internet will not be seen, accessed or intercepted by unauthorized parties.

Software Usage: Volunteers are expected to use the standard software provided by the IT department or identify applications they need in the course of their work. Volunteers are not permitted to download applications, demos or upgrades without the involvement of the IT department. Volunteers will use the standard email system provided by the Sisters for official email communications and should not install their own email systems. Additionally, use of instant messaging programs, Microsoft Messenger, etc., is prohibited unless otherwise approved by management or the IT department.

Enforcement

Failure to comply with all components of the Computer Usage Policy may result in disciplinary action up to and including termination of volunteer work. A volunteer who does not understand any part of the policy is responsible for obtaining clarification from their supervisor/director or the IT department.

Online Social Networking Policy

The Sisters of Providence are committed to maintaining a good relationship with volunteers and with the community. While the Sisters do not wish to control volunteers' actions outside of work, it is important that volunteers practice caution and use discretion when posting content that could affect the safety and privacy of the Providence Community on the Internet and especially on social networking sites.

The purpose of the policy is to:

- guarantee that Sisters living in Providence Healthcare and Lourdes Hall have privacy and are protected from any harm;
- reduce the possibility of risk to the reputation of the Providence Community; and
- ensure that volunteers are aware of their actions while engaging in social networking, and of the number of individuals who can access information presented on social networking sites.

Having a social networking account and using it on one's own time is certainly permissible, however, some actions on a personal site are visible for the entire social networking community and are no longer private matters.

All volunteers should follow these guidelines:

- Sisters of Providence individual names, address, pictures, and/or other information should not be shared in a volunteer's profile. This is for the safety of the Sisters and everyone else with the Providence Community and the protection of the Providence Community name.
- Pictures or comments involving the Providence Community and/or volunteers that could be construed as inappropriate should never be posted.
- Inappropriate or sensitive information regarding the Providence Community should not be allowed anywhere on one's personal profile, even if it is generated by a different user.

Driving and Vehicle Policy

The Sisters of Providence have some volunteer positions that require volunteers to drive their own car to offer a ride to a Sister or Providence Associate. The Sisters retain the right to amend or terminate this policy at any time.

- Before being approved to become a volunteer driver, the volunteer's driving records will be reviewed, with consent of the volunteer, using a Motor Vehicle Record form.
- A volunteer vehicle safety form must be completed and the existence of a valid driver's license will be verified.
- Volunteers approved to drive on Sisters' business are required to inform the Sisters of any changes that may affect their legal or physical ability to drive or their continued insurability.
- The Sisters are not responsible for any moving traffic violations, parking tickets or violations of any other city ordinances or state or federal laws regarding driving habits and operation and care of a personal motor vehicle.
- Any tickets issued are the individual's responsibility, even if the ticket is issued while conducting business for the Sisters.
- Cellular phone use while driving is a common, often harmful, distraction. The use of cell phones while driving is strongly discouraged. Do not accept or place calls unless it is an emergency and a hands free phone is being used.

Volunteers are not permitted, under any circumstances, to operate a personal vehicle for the Sisters' business when any physical or mental impairment causes the volunteer to be unable to drive safely. These prohibitions include circumstances in which the volunteer is temporarily unable to operate a vehicle safely or legally because of impairment, illness, medication or intoxication.

Other Safe Driving Precautions:

- use good judgment when road conditions are poor. Limit or avoid driving when rain or snow poses a threat to safety;
- avoid distractions such as Zoom calls, eating and applying makeup, paying attention to the radio, CD player, texts, hand-held cell phone, and anything else that could avoid keeping you from driving safely;
- do not drive if the ability to drive safely is impaired by the influence of medications;
- laptop computers or any other technological devices should never be used while driving;
- be sure to properly adjust the mirrors and to become familiar with the vehicle's controls before operating; and
- in the event of an accident, post-accident drug and breath alcohol content screenings may be required.

Severe Weather Policy

It is the policy of the Sisters of Providence to remain open during most periods of inclement weather, however, where extraordinary circumstances warrant, the organization reserves the right to close the facility.

Procedures

The Sisters of Providence will decide by 6:00 am whether the facilities will be open or closed during periods of inclement weather. Information will be communicated to volunteers via email from Volunteer Services. Volunteers can also call the SP Weather Hotline, 812-535-2500. The pre-recorded message will state that the Sisters of Providence facilities are either open or closed for the day. If the call volume is high, it may continuously ring, so please hang up and dial the number again.

Regardless of whether the facility is open, it is each volunteer's decision as to whether it is safe to report during such weather. Volunteers are asked to inform their supervisor as soon as possible if they are unable to volunteer due to inclement weather.

Facility Closed

County Travel Warning: This is the highest level of local travel advisory, meaning that travel may be restricted to emergency management workers only. During a warning travel advisory, individuals are directed to:

- refrain from all travel;
- comply with necessary emergency measures;
- cooperate with public officials and disaster services forces in executing emergency operations plans; and
- obey and comply with the lawful directions of properly identified officers.

Facility Open

County Travel Watch: A watch means that conditions are threatening to the safety of the public. During a watch travel advisory, only essential travel, such as to and from work or in emergency situations, is recommended and emergency action plans should be implemented by businesses.

County Travel Advisory: A travel advisory is the lowest level, which means that routine travel or activities may be restricted in areas because of a hazardous situation and individuals should use caution or avoid those areas.

Tobacco-free and Vapor-Free Environment

Saint Mary-of-the-Woods campus is a tobacco- and vapor-free environment. Use of tobacco in any form, including e-cigarettes, is not permitted at any time in the Sisters' work areas or vehicles or anywhere on the premises.

Acknowledgement of the Volunteer Handbook

The Volunteer Handbook is a compilation of personnel policies, practices and procedures currently in effect with the Providence Community, an equal opportunity organization. The handbook and the information within it are confidential.

The handbook is designed to introduce volunteers to the organization; familiarize them with the Sisters' policies as they pertain to the individual; provide general guidelines on rules; disciplinary procedures and other issues related to volunteering; and help answer many of the questions that may arise in connection with volunteering.

The handbook and any other provisions contained herein do not constitute a guarantee of volunteer work or a contract, express or implied. Each volunteer must understand that their volunteer work is "at- will" and may be terminated for any reason, with or without cause and with or without notice. The handbook is intended solely to describe the present policies and working conditions of the Sisters of Providence Volunteer Services Department. The handbook does not purport to include every conceivable situation; it is merely meant as a guideline and, unless laws prescribe otherwise, common sense shall prevail. Federal, state and local laws will take precedence over the Sisters' policies, when applicable.

Personnel policies are applied at the discretion of the Sisters. The Sisters reserve the right to change, withdraw, apply or amend any policies or benefits, including those covered in this handbook, at any time. The Sisters may notify volunteers of such changes via email, posting on the Sisters intranet, portal or website or via a printed memo, notice, amendment to or reprinting of this handbook, but may, in its discretion, make such changes at any time, with or without notice and without a written revision of this handbook.

By signing below, you acknowledge that you have received a copy of the Sisters of Providence Volunteer Handbook and understand that it is your responsibility to read and comply with the policies contained within it and any revisions made to it. Furthermore, you acknowledge that you are volunteering "at- will" and that this handbook is neither a contract nor a legal document.

Signature

Date

Printed Name

Please sign and date this notice and return it to Volunteer Services. Retain a copy for your reference.

Topic Directory Sorted Alphabetically

A

Absences, 10

Acknowledgement of the Volunteer Handbook, 22

Application & Eligibility, 7-8

B

Background Check Policy, 8-9

C

Complaint Policy, 13-14

Computer Usage Policy, 16-18

Conclusion of Volunteer Work, 12

Confidentiality, 9

Contagious Illness Policy, 10

D

Dress Code, 14-15

Driver & Vehicle Policy, 19-20

E

Equal & Equitable Opportunities, 7

H

History and Mission, 4 Holidays & Benefits, 10-11

I

Introduction to Handbook, 5

M

Ministries, 5-6

Mission Statement, 4

N

Nursing Mothers, 15

O

Online Social Networking Policy, 18-19

Open-Door Policy, 13

Orientation & Training, 9

P

Providence Community Property, 13

R

Reporting Hours, 9

S

Safety Policy, 14

Saint Mary-Of-The-Woods, 5

Severe Weather Policy, 20-21

Standards of Conduct, 12

T

Tobacco-free & Vapor-Free Environment, 21

Together in Mission, 4

V

Volunteer Feedback, 16

Volunteer Services



volunteer@spsmw.org | 812-535-2878

You will be happy yourself in making others happy.

-Saint Mother Theodore Guerin



Sisters of Providence
OF SAINT MARY-OF-THE-WOODS
Breaking boundaries, creating hope.®

SistersofProvidence.org