

# Volunteer Handbook

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**Community Christian Concern of Slidell**

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## Welcome Letter

Dear Volunteer,

Welcome to Community Christian Concern of Slidell (CCC)! We are so thankful for your interest in serving alongside us. Your time, skills, and compassion are what make our mission possible. As a Christian-based organization, we are committed to showing Christ's love through service, advocacy, and community support.

This handbook is designed to provide you with the information you need to be successful in your volunteer role. Whether you're stocking shelves in the food pantry, assisting in the thrift store, working in the garden, or helping our neighbors one-on-one, your work is vital. We hope this guide helps you feel confident and connected in your service.

Thank you for being a part of our ministry.

In His Service,  
The CCC Team

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## Mission, Vision & Core Values

### Mission:

To touch one life at a time by providing compassion, guidance, and basic necessities to those in crisis.

### Vision:

To meet needs, inspire self-sufficiency, and build a stronger community.

### Core Values:

- **Compassion:** We build a bridge of hope by walking alongside each individual.
  - **Dignity:** We recognize that each person has a sacred value and worth
  - **Stewardship:** We commit to using all that is entrusted to us wisely and with accountability
  - **Community:** We believe that we are more effective by partnering with other community organizations and sharing ideas, strategies, and resources.
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## Programs & Initiatives

- **Food Pantry:** Provides nutritious groceries to individuals and families in need.
  - **Thrift Store:** Provides clothing and basic household necessities to our neighbors in need. We also sell donated items to fund programs and provide affordable goods.
  - **Men's Transitional Housing:** Supports men recovering from homelessness or crisis.
  - **Community Garden:** Grows fresh produce for the pantry and promotes community engagement.
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## Volunteer Roles & Responsibilities

- **Food Pantry Worker:** Sort, stock, and distribute food; assist clients respectfully.
  - **Thrift Store Worker:** Organize, price, and display merchandise; assist customers.
  - **Warehouse Worker:** Load/unload donations; maintain inventory; sort items.
  - **Community Gardener:** Plant, water, weed, and harvest; maintain garden areas.
  - **Reception/Clerical Worker:** Greet clients; answer phones; assist with data entry.
  - **Truck Drive:** Drive for pickups/deliveries; support various departments as needed.
  - **Janitorial:** Maintain cleanliness in shared spaces and facilities.
  - **Floater:** Assist in various departments as needed.
  - **Neighbor Advocacy:** Work with our neighbors (clients) to assess needs and connect them with resources.
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## Daily Volunteer Operations

### Scheduling:

Volunteers are asked to commit to a regular schedule when possible. Schedules will be negotiated between the volunteer and the Department Coordinator.

### Documentation of Hours:

Log hours daily using the [Point App](#). This app can be downloaded to your phone and allows for easy documentation of service hours.

### Attendance & Punctuality:

Please arrive on time. Notify your supervisor 24 hours in advance if you are unable to attend your shift.

### Communication:

Check in with staff for updates. Open communication is key to successful service. We are always happy to answer your questions. The Volunteer Coordinator and Department Coordinators will communicate important updates via phone, text and /or email.

### Expense Policy:

Volunteers are not reimbursed for expenses unless pre-approved in writing.

## **Codes of Conduct**

### **Dress Code:**

Modest, neat clothing suitable for your role. Clothing with provocative images or wording is prohibited. Closed-toe shoes required in food and warehouse areas.

### **Anti-Harassment Policy:**

CCC is committed to a safe environment free of harassment or abuse. All incidents must be documented in writing and reported immediately to your Department Coordinator, the Volunteer Coordinator or the Executive Director.

### **Equal Opportunity and Non-Discrimination:**

We serve and welcome all individuals regardless of race, color, religion, gender, national origin, age, disability, or other status.

### **Audio & Video Monitoring:**

Some areas are monitored for safety. Volunteers should be aware and conduct themselves appropriately.

### **Confidentiality Policy:**

We respect the privacy of our neighbors (clients). Do not share personal information outside CCC. Respecting the privacy of our neighbors (clients), donors, members, staff, and volunteers of Community Christian Concern of Slidell is a basic value of Community Christian Concern of Slidell. Personal and financial information is confidential and should not be disclosed or discussed with anyone without permission or authorization from the Program Director or Executive Director. Care shall also be taken to ensure that unauthorized individuals do not overhear any discussion of confidential information, and that documents containing confidential information are not left in the open or inadvertently shared.

Employees, volunteers and board members of Community Christian Concern of Slidell may be exposed to information which is confidential and/or privileged and proprietary in nature. It is the policy of Community Christian Concern of Slidell that such information must be kept confidential both during and after employment or volunteer service. Staff and volunteers, including board members, are expected to return materials containing privileged or confidential information at the time of separation from employment or expiration of service.

Unauthorized disclosure of confidential or privileged information is a serious violation of this policy and will subject the person(s) who made the unauthorized disclosure to appropriate discipline, including removal/dismissal.

### **Conflict Resolution & Grievance Procedure:**

Conflicts should be addressed respectfully with your supervisor. Unresolved concerns should be brought to the Volunteer Coordinator. If the issue is not resolved, it will be escalated to the Executive Director.

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## Use of Media Policy

In order to keep the community informed, and to recognize Community Christian Concern of Slidell's programs and services and effectiveness, we may include photographs, video images and or audio recordings of our employees, volunteers and neighbors in our promotional media and other publicity information distributed to the public.

Images, photographs, video recordings or audio recordings, or likeness of our employees and volunteers may appear on the internet, the organization's website, social media sites, newspaper advertisement, promotional media, newsletters, or other commercial purposes.

No compensation or reimbursement of any kind, related to the use of the above materials will be paid to anyone by Community Christian Concern of Slidell.

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## Health & Safety

### Driving Safety Policy:

All drivers must have a valid license, clean record, and a signed *Driving Safety Policy Agreement*. No texting or unsafe driving is permitted.

Volunteer(s) assigned to driving duties ("drivers") must meet the following criteria:

- must have a current, valid driver's license for the state of Louisiana
- must maintain a clean driving record, i.e., must remain insurable under Community Christian Concern's insurance policy.
- must operate the vehicle in a safe and professional manner at all times

Any volunteer driving a Community Christian Concern of Slidell (CCC) vehicle and/or on CCC business must observe all safety, traffic, and criminal laws of this state. No driver may consume alcohol or illegal drugs while driving a CCC vehicle, while on the agency's business, or prior to the volunteer's shift. In addition, no driver may consume or use any substance, regardless of legality or prescription status, if by so doing, the driver's ability to safely operate a motor vehicle and carry out other work-related duties would be impaired or diminished. No driver may pick up or transport other volunteers while in a CCC vehicle and on the agency's business, unless there is a work-related need to do so. Any illegal, dangerous, or other conduct while driving that could place the lives or property of others at risk is strictly prohibited and may result in a termination of a driver's assignment.

Anything a driver does in connection with the operation of a motor vehicle can affect that driver's fitness for duty or insurability as a driver. Regardless of fault, circumstance, on- or off-duty status, time, or place, any driver who receives a traffic citation from or is arrested by a law enforcement officer, or who is involved in any kind of accident while driving, must inform the Volunteer Coordinator or Executive Director about the incident immediately or as soon as

possible thereafter. Any penalty, fine, imprisonment, fee, or other adverse action imposed by a court in connection with such an incident must be reported immediately to the Volunteer Coordinator or Executive Director. Any volunteer who violates any part of this policy, or who becomes uninsurable as a driver, will be subject to reassignment.

**Emergency Procedures:**

Follow staff instructions. In case of fire or evacuation, proceed calmly to designated exits. Once safely outside the facility, report to your Department Coordinator so that we can account for all personnel.

**Lifting Safely:**

Use proper techniques and ask for assistance with heavy items.

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**Training & Orientation**

All volunteers must complete a basic orientation covering policies, safety, and mission. Role-specific training will be provided by department supervisors.

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**Termination & Dismissal**

Volunteers may be dismissed for misconduct, repeated policy violations, or unsafe behavior. We reserve the right to terminate volunteer involvement at any time.

**Contracts and Agreements**

Before beginning service, volunteers must sign and submit the following:

- **Handbook Acknowledgement**
  - **Confidentiality Agreement**
  - **Media release Agreement**
  - **Driving Safety Agreement**
  - **Hold Harmless Agreement**
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Thank you for joining us in this mission. Your heart for service makes a real difference!



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Participant's Printed Name

## **Consolidated Volunteer Agreement**

### **\_\_\_\_\_ Handbook Acknowledgement**

I acknowledge that I have reviewed Community Christian Concern of Slidell's *Volunteer Handbook* and agree to abide by the policies stated within.

### **\_\_\_\_\_ Confidentiality Agreement**

I have read Community Christian Concern of Slidell's *Confidentiality Policy* presented in the *Volunteer Handbook*. I agree to abide by the requirements of the policy and inform my supervisor immediately if I believe any violation (unintentional or otherwise) of the policy has occurred. I understand that violation of this policy will lead to disciplinary action, up to and including termination of my service with Community Christian Concern of Slidell.

### **\_\_\_\_\_ Media Release Agreement**

I have read, and agree to abide by the terms of the *Use of Media Policy* in the *Volunteer Handbook*. I agree that Community Christian Concern of Slidell may use any images, photographs, video recordings or audio recordings, or any likeness of me for the promotion of the agency's programs or services, and for any lawful purpose, including without limitation, publicity in any and all forms through the internet, organization's website, social media sites, newspaper advertisement, promotional media, newsletter, and other commercial purposes, and agree that I will receive no compensation for such.

### **\_\_\_\_\_ Driving Safety Policy Agreement**

I have read the *Driving Safety Policy* in the *Volunteer Handbook* and agree to abide by the terms of the driving safety policy.

### **\_\_\_\_\_ Hold Harmless Agreement**

I fully understand and agree to assume all risks involved in any and all duties that I perform in an employee or volunteer capacity on behalf of or in connection with Community Christian Concern of Slidell. I agree to hold harmless, and defend Community Christian Concern of Slidell, its board of directors, employees, volunteers and representatives for any injury(s), illness, loss or damage(s) which I sustain during the course of my duties. This waiver does include myself, all of my family members and descendants forever from seeking any legal action whatsoever against Community Christian Concern of Slidell or its successor organizations or any representatives thereof.

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Participant's Signature

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Date

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Parent / Guardian Signature

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Date