

Volunteer Handbook



Franciscan Renewal Center
Peace. Renewal. Good.

5802 East Lincoln Drive
Scottsdale, Arizona 85253

480.948.7460 phone
Social Media: theCasaFRC

thecasa.org
All are welcome.

Volunteer Handbook

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Franciscan Renewal Center

Peace. Renewal. Good.

Dear Casa Volunteer,

Thank you for choosing to volunteer with the Franciscan Renewal Center. We are pleased to welcome you to our large and passionate team of volunteers. We know that you, as a volunteer, are a vital part of achieving our Mission of **Renewing Lives** through spiritual growth, healing and transformation, and service to others.

We hope that you find your volunteer experience to be rewarding. One of the most important assets God has given us is you.

Welcome, and thank you,

Charles Brown
Executive Director
charlie@thecasa.org



Welcome to the Franciscan Renewal Center

"Let us begin, brothers, to serve the Lord God, for up until now we have done little or nothing." - St. Francis

The basis for the theology of Franciscan philanthropy is that when we share our time, talents, or treasure, we are participating with God in an act of love. In responding to the invitation to serve as a volunteer with the Franciscan Renewal Center, you are integral to our mission. We value volunteers and work to match your gifts and talents to opportunities that you will find exciting and rewarding.

This manual describes our values, explains Franciscan Renewal Center ministries, and outlines the roles and responsibilities of staff and volunteers in accomplishing our mission.

Our primary purpose for existing as an institution is to support the friars' ministry and mission, working side by side with the friars.

Born of the teachings of St. Francis, the Franciscan Renewal Center – also known as the "Casa de Paz y Bien" (House of Peace and all Good) or "the Casa" – has existed since 1951 in Scottsdale, Arizona. We are committed to our Mission and Values.

The Franciscan Renewal Center is a sacred space for the experience of spiritual growth, which heals, transforms, and moves all beyond themselves in the service of others.

As a Christ-centered community embracing the Catholic tradition in the spirit of St. Francis of Assisi, the FRC welcomes all to share in:

- Prayerful Celebration and Contemplation
- Learning
- Healing
- Social Action
- Hospitality



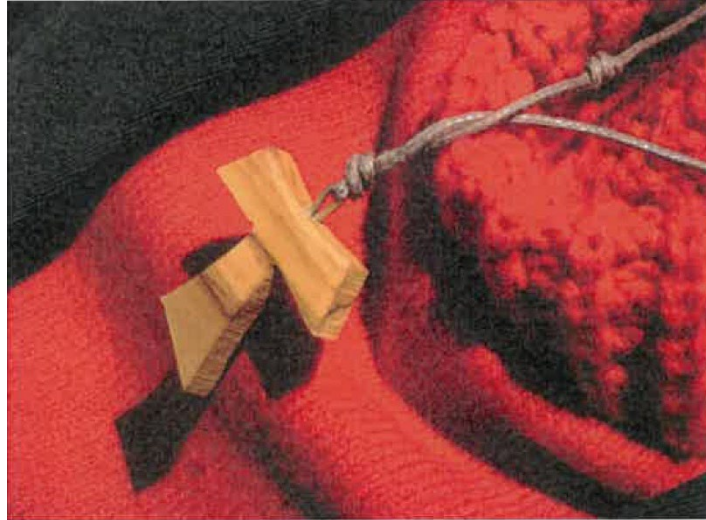
Franciscan Renewal Center Values

What does it mean to say one is Franciscan in their being and behavior? There are core values that guide our words and actions.

- Values relationships and efficiency
- Sacred space
- Intuition as a superior mode of knowing, along with rationality and senses
- Interruptions as potential opportunities for cooperation with the Spirit
- Diversity and inclusivity
- Providence of God
- Coincidence of opposites as inspiration for answers
- Proactive collaboration and cooperation
- Joyful service to others
- Voice of the underheard is motivation for service
- Prayerful discernment
- Cooperation with the Spirit

Franciscan Renewal Center Mission

Renewing lives through spiritual growth,
healing and transformation, and service to others



What this means for you:

As an agent of the Franciscan Renewal Center, volunteers and staff must adhere to and support these values and mission.

The Franciscan way is founded on the Gospel value of service and on our relationship as brothers and sisters. One that respects and cares for all of creation and values contemplation as well as action. One in which the poor are valued as much as the rich, and both the rich and poor recognize their own poverty. Where peace and respect are valued more than confrontation and control, and joy is valued more than happiness.

Our Mission: Renewing lives through spiritual growth, healing and transformation, and service to others.

Characteristics of Franciscan Ministry at the Franciscan Renewal Center

We follow the Gospel call to serve others [This is what makes our service Franciscan]

The Centerpiece of our ministry is the Franciscan response to the Gospel's call to serve others, operating with a preferential option for the poor, the forgotten and marginalized, following the example of Francis and Clare of Assisi and the *social* justice tradition of the Catholic Church. Our Franciscan identity must be clear and visible and celebrate our historical, global, and local traditions. We are servants and advocates for those in any kind of need today.

We recognize the dignity of each individual [This is who we serve]

Everyone is our brother and sister, and so people come first. Attention to the whole person as spiritual beings who desire communion with God; as physical beings whose dignity demands that their basic needs are met; and as social beings who need human community and nurturing relationships to flourish—sets the agenda for Franciscan ministry. We strive to create safe environments for all who come to us and all we meet in the course of our ministry.

We are peacemakers [This is who serves]

Those who serve are ministers of welcome and peace, respectful of everyone and of differences. We engage in honest conversations and share ourselves with others, attending to the situation of each person as an individual. Our speech, our actions, and service are non-violent and caring, *even* with those who oppose us. We collaborate with each other as humble servants, with grateful hearts for all of God's gifts.

We honor the connectedness of all of creation [This is how we serve]

Care for creation must characterize *every* aspect of our Franciscan ministries, from how we use and conserve our resources to the size of the footprint our ministries leave on God's earth. In a spirit of poverty, we exercise careful stewardship of the resources made available by our benefactors, and we practice the reality of our interconnectedness with everyone and everything that exists in our caring for the poor and caring for mother earth.

We recognize the good [This why we serve]

Our Franciscan ministry celebrates the God-given goodness of every person and everything. It is the goodness of others that motivates our care for those who suffer injustice and exclusion in our society, and it is in the goodness of our co-ministers, volunteers, and benefactors, as well as those who come to us for help and sustain our service.

Core Values of Volunteer Leadership at FRC

Every volunteer experience at FRC should encourage a healthy spiritual relationship. If a healthy spiritual relationship is not a natural outcome of a volunteer experience, either the volunteer has been misplaced in a role, or the role is one that does not belong at FRC.

We believe everyone in the body of Christ has something to give to the corporate body. Volunteer leadership cooperates best by honoring the abilities, interests, and passions of volunteers. We'll take the time to thoroughly interview volunteers and see that they are placed appropriately.

Volunteers are respected as full partners in ministry.

That means we lead volunteers in the same way we lead paid staff members. Expectations about time may differ, but the standards of behavior and excellence are the same.

It's better to leave a volunteer position unfilled than to put the wrong person in the position.

We will place volunteers according to their abilities, interests, and passions, not based on our need to get someone to fill a void.

It's okay for a potential volunteer to say "no" to a request.

We view a "no" as an invitation to explore alternative opportunities for involvement.

We won't let volunteers burn out.

People are too valuable and precious to use up and toss away. We value volunteers serving well more than we value covering tasks.

The good of FRC supersedes the desires of an individual volunteer.

The desire of a volunteer to serve in a specific area does not necessarily mean that's where the volunteer should serve. The corporate good of a program, ministry, or FRC comes first in placing volunteers.

Balance of Rights & Responsibilities

The Franciscan Renewal Center recognizes that there is a balance of rights and responsibilities between volunteers and paid staff. This page illustrates this balance.

THE VOLUNTEER HAS

the right to	the responsibility to
A job that is worthwhile and challenging	Know their limits
Be trusted with necessary confidential information	Respect confidences
Be kept informed on what's happening in the organization	Follow organization guidelines
Expect that tasks have been planned for	Prepare for each work assignment
An assignment that will promote learning and growth	Use time wisely; not interfere with performance
Orientation and training	Acknowledge the need for training and participate fully
Receive advice and support from a designated supervisor	Consult supervisor when unclear on policy or action
Appropriate recognition, even on a day-to-day basis	Give constructive feedback that will improve effectiveness
Out-of-pocket reimbursements, whenever possible	Refuse gifts from recipients of service
Be treated as a non-paid staff member	Work as a team member

THE PAID STAFF HAS

the right to	the responsibility to
Decline any volunteer thought unsuitable	Make all necessary qualifications known ahead of time
Expect that the volunteer will complete assignments	Provide adequate time and training for each assignment accepted
Give instructions on how work is to be done	Make sure the volunteer understands the task
Give volunteer a trial or probationary period	Set and maintain standards
Evaluate the volunteer's performance	Provide feedback in constructive terms
Demand quality performance	Allocate supporting resources; give recognition for work
Report problems and progress to the person who coordinates volunteers	Keep good communications with the volunteer program office
Schedule volunteers when workspace is available	Provide adequate, pleasant workspace



Franciscan Renewal Center

Peace. Renewal. Good.

Gratitude Report • Fiscal Year 2023



The Franciscan Renewal Center was founded as a Catholic retreat center, called Casa de Paz y Bien, by the Order of Friars Minor in 1951. Still affectionately referred to as the Casa, the Franciscan Renewal Center remains an active religious community that seeks to follow in the footsteps of Saints Francis and Clare of Assisi. The Casa is a sponsored ministry of the Province of St. Barbara and works cooperatively with the Roman Catholic Diocese of Phoenix.

Activities at the Casa include:

- daily and Sunday Mass at Our Lady of the Angels Church
- meetings and conferences for religious and nonprofit groups
- individual therapy and counseling
- support groups
- education, retreats, and events
- faith formation
- young adults ministry
- volunteer ministries in service of the poor and vulnerable

Discover more at thecasa.org

Find us on social media: **TheCasaFRC**

Dear friend,

Through purposeful growth, we strive to reach as many people as our resources and vision allow. This year, we celebrate increased participation in our services and welcomed many new friends. Thank you for making this possible!

Mass attendance grew 20% over last year and 100% since 2021, not including almost 900 weekly online views. What is attracting this robust interest in our liturgies? People share that it is our faith formation programs for families and young adults, sacramental preparation, OCIA process, vibrant music, welcoming community, and of course, the presence and preaching of our Franciscan friars.

More people are coming for retreats and programs, too. Participation is up 74% this year and 137% since 2021. We have listened to community feedback and developed a balanced approach to offerings that inspire spiritual growth, healing, and personal development. And you tell us how significant these opportunities are for creating bonds in a sacred and supportive environment.

This year, we hosted the highest-ever overnight occupancy of nonprofit groups! Participants value our accommodations and hospitality, often booking far in advance. Our healing ministries of counseling, therapy, support groups, and spiritual direction continue to thrive, and our social concern outreach ministries consistently attract new volunteers as people seek meaningful ways to serve others.

The community is invested in this good work. We have seen the largest growth in our Tau Society since its inception, and our volunteer staff has grown to 490 people. The stories in this report demonstrate our shared impact on individual lives.

Mission integration with all Franciscans is our priority. The Franciscan Renewal Center is continually progressing, becoming a primary and nationwide epicenter for preserving and providing the ever-needed message of Franciscan spirituality, values, and characteristics.

Charles Brown, Executive Director
Franciscan Renewal Center

Fr. Page Polk, OFM, Rector
Our Lady of the Angels Church

Renewal through Spiritual Growth



For several years I attended Mass every week at the Franciscan Renewal Center without any real understanding of Catholicism or exactly what was happening in front of me. I came alone and usually left quickly when it was over. I had already attended six services at other denominations on six Sunday mornings around Phoenix. Each of these just one time.

I cannot explain exactly why I wanted to keep coming to the Casa. People were energized, intense about the service, and greeted and

talked energetically to each other. In 2018, I read about RCIA in a handout. “Do you want to become Catholic?” — it asked. I attended a few meetings as an interested skeptic. I hung onto doubts and had to decide — do I stay in the program or not? I decided to relax, lighten up, and open up. Gradually the teachings, conversations, and friendships began to pull on me. I began to grasp what I was hearing about faith, hope, how to pray, and why to pray. I saw the reasons others were drawn to the Casa: the foundational structure of the liturgy, the messages inside the beautiful music, the Catholic strength, and the Franciscan heart.

I was confirmed at the Easter Vigil in 2019. Since then, I have new close friends and a growing faith. Becoming Catholic does not stop with Confirmation. In fact,

it is the beginning. For me, the “becoming” will be lifelong. Today, I am, through this journey, stronger and confident in my faith.

It is important to my continued growth to give back, and I’m doing that by membership in the Tau Society and serving on the lead team for OCIA — Order of Christian Initiation for Adults. To be able to touch others in the way the Casa has touched me is core to my continued spiritual “becoming.”

— Christine Craft

2023 Highlights Include:

- 1,891 registered members of Our Lady of the Angels Church
- 120 families served by the Family Catechesis Ministry
- 71 infant Baptisms
- 53 students received Sacraments of First Eucharist and/or Confirmation
- 9 adults Confirmed through RCIA(OCIA)
- 995 spiritual direction sessions

Renewal through Healing & Transformation



In November 2019, God called home to heaven my youngest daughter Eryka during the birth of her third child. The day began with joyful anticipation as I followed her to the hospital, expecting to meet my new granddaughter in Eryka’s arms. It ended in devastation when I learned my daughter — whose

passion for all children inspired her work as a Child Life Specialist at Phoenix Children’s Hospital — was gone and would never hold her new baby.

During my grieving journey, I turned to Jesus for guidance and found comfort in the Casa’s Healing Garden. I dedicated a bench in Eryka’s memory, which has been part of my healing as I visit daily and remember my daughter. I know that Jesus and St. Francis are watching over her.

Being a member of the Tau Society has also been a part of my healing; I have met so many community members who share the

same passion I have for the Casa. I look forward to volunteering with the Casa Gardeners ministry and tending to the beautiful grounds that bring me peace. I am grateful for this sacred place that welcomes all who seek fellowship, spiritual growth, and meaningful ways to serve others. — Salvador Barba

2023 Highlights Include:

- 1,913 participants in adult education programs
- 416 behavioral health therapy sessions
- 87 clinical supervision sessions for therapists in training
- 20 volunteer licensed behavioral health therapists

Our Mission: Spiritual Growth, Healing & Transformation, and Service to Others

Renewal through Service to Others



I was introduced to the Franciscan Renewal Center (the Casa) about seven years ago and was immediately drawn to the tranquility it provided. I often visit various churches, retreat centers, and places of prayer to see what God is up to in our world and to center myself on the Lord. When I arrived at the Casa, I found exactly what it seeks to provide: Peace, Renewal, and Good — all in the name of Christ. Over the years, I have been blessed to meet with

one of the Casa's spiritual directors. Here is my experience.

The Casa offers me peace. I always look forward to meeting with the spiritual director because the time brings me great peace. My heart is always content as I drive toward the Casa; I feel peace come over me. The entire experience is calming.

The Casa offers me renewal. I am offered a fresh perspective on life whenever I am on the grounds. It is like I am given a chance to start over with newness. I always leave with a healthy, fresh start.

The Casa offers me good. This is, of course, the goodness of God. Psalm 145:9 reminds us, "The Lord is good to all; he has compassion on all he has made." This is most certainly true. God's people at the Casa seek to live in God's ways by

doing good, and it shows.

Peace, renewal, and goodness radiate from the campus and people of the Casa. They are a blessing to our community, and I thank God for their ministry.

— *Pastor Matthew Knopf, Executive Pastor of Innovation, La Casa de Cristo Lutheran Church*

2023 Highlights Include:

- 15,752 non-profit meetings/retreats participants
- 1,145 overnight stays for private retreatants
- \$39,000 raised for Casa Franciscana Outreach
- 2,190 items donated to Phoenix Welcome Center for Asylum-Seeking Families
- 2,852 lbs. of food collected for area food banks
- 136 community service opportunities

Our mission in action and in celebration | 2023 Volunteer Ministries

ADULT EDUCATION, RETREATS, ADMINISTRATION

- Administrative
- Fine Arts
- Hosts/Check-Ins
- *The Saint John's Bible* Docents
- Church Art Tour Docents

FACILITIES

- Gardeners/Grounds

FAITH IN ACTION

- Act, Love, Walk, Justice Formation the Franciscan Way
- Andre House Bin Transportation
- Apache Fair Trade Co-op
- Care for Creation
- Casa Grounds for Solidarity
- Casa Habitat for Humanity
- Casa Valley Interfaith Project
- Casa Veterans
- English as a Second Language
- Hunger Action
- *Just Scripture*

- Matthew 25: Asylum Seekers
- Peace Ministry

FAMILY FAITH FORMATION

- Family Catechesis
- General Faith Formation for Families
 - Children's Liturgy of the Word
 - Children's Sacraments
 - Infant Baptism
 - RCIA
 - Sacrament Preparation
- Youth and Young Adult

GUEST SERVICES

- Guest Services Desk Volunteer

LEADERSHIP

- Board of Directors
- Board Formation & Governance Committee
- Development Committee
- Finance Committee
- Gratitude Team
- Master Plan & Building Committee

LITURGICAL

- Altar Linens
- Art & Environment
- Cantors
- Choir
- Counters
- Donuts and Coffee Hospitality
- Extraordinary Minister of the Eucharist
- Handbell Choir
- Hospitality
- Lectors
- Liturgical Movement
- Livestreaming
- Prayer Partners
- Sacristans
- Sick & Homebound

THERAPY, SUPPORT, AND COUNSELING

- Volunteer Psychotherapists
- Support Group Facilitator

Fiscal Accountability at the Casa

As reported from the Board of Directors

By Fiscal 2023 Chair Diane Catlin and Treasurer Steve O'Neill

The Franciscan Renewal Center's ministerial business lines focused on healing, recovery from the unprecedented recent pandemic, and renewal. The community members' generous support and over \$760K from the Employee Retention Tax Credit (ERTC) program (a component of the CARES Act) furnished a foundation of resources for essential needs. Engaging liturgies, retreats, and programs, coupled with conference and lodging space options for non-profits returning to normal operations, provided support for operations to return to pre-pandemic levels in many areas. These strong, dedicated efforts by all departments resulted in historic levels relative to budget.

The Franciscan Renewal Center continues to benefit from the diligent and dedicated efforts of friars, staff, volunteers, and paid professionals who cooperatively share time and expertise to review, scrutinize, oversee, and govern all fiscal matters. Their efforts, in conjunction with the detailed work of the Finance Committee and FRC Board of Directors, ensure compliance with all accounting and legal requirements to ensure the financial reporting provided is accurate and in line with specific non-profit industry regulations. More importantly, these individuals ensure that financial gifts and the underlying controls over the receipt and use of these gifts are treated in accordance with donor intention and in line with budgetary constraints. These efforts enhance stability and ensure effective cash and financial management.

Through the generosity of thousands of community members, friends, and foundational grants, the Casa maintained operations under strict expenditure guidelines to effectively operate within its financial means for the fiscal year ended August 31, 2023. We are blessed by God's grace to share the following financial highlights of fiscal 2023:

Ongoing Operational Activities

Support from Programs and Services Offered*	\$ 6,629,279
Less Related Expenses	(5,219,219)
Net results for ongoing operational needs**	\$ 1,410,060

* These revenues include core operations, unrestricted gifts, and the \$760K from the ERTC program.

** These funds support future construction-related needs and escalating staff and other inflationary expense areas.

Construction Update

During fiscal year 2023, generous community gifts supported the completion of the parking lot, Konfara renovations, campus-wide landscaping efforts, roofing upgrades, water well feasibility drilling and pad, trenching and installation for a new fiber optic infrastructure, friary renovations, chair pad replacements, new tables and chairs for guest comfort, articulating lift, air conditioning units throughout the property, kitchen equipment, *The St. John's Bible* stand, lighting and other infrastructure improvements. Construction efforts were funded through operating results or funds dedicated for those purposes. All construction efforts remain debt free.

For more detailed information, please refer to the complete Franciscan Renewal Center Annual Financial Statements available online at [thecasa.org/about-the-casa](https://www.thecasa.org/about-the-casa)



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The Franciscan Renewal Center is a 501 (c) (3) non-profit organization.

Endowment

Investments restricted to Endowments totaled \$5,680,322 as of August 31, 2023. In line with the overall policy in place, the FRC uses a small percentage (4% of a three-year rolling average) of these funds to support ongoing operations. So, gifts made to the endowment fund will financially assist the current operations while providing a stable base of support for future generations.

For information on making a gift to support the Endowment or ongoing Sustainability, please visit www.thecasa.org under "Donate" or email Amy Jo Hutchison at amyjo@thecasa.org.

***Your support continues to enhance
and strengthen our mission.***

Thank you for your generosity.

Frequently Asked Questions

What is a conventual church?

Our Lady of the Angels is a conventual church. Conventual churches belong to the convent of a religious order, in our case, the Franciscan Order. Our Lady of the Angels is the property of the Franciscan Order of St. Barbara and not the Diocese of Phoenix.

Is this a parish?

No, Our Lady of the Angels is not a parish. A parish is owned and directed by the diocese in which it is located. Because we are not a parish, there are no parishioners. We refer to our members as "community members."

What is our relationship with the Bishop of Phoenix?

The bishop of any diocese has authority over liturgy and the teaching of faith and morals at every church located in his diocese. He may also levy reasonable taxes on any church for the good of the diocese. The diocese does not have authority over the finances, strategic planning, or mission of a conventual church. Our Lady of the Angels works in harmony with the Bishop of Phoenix for the good of the Catholic Church.

Why is confidentiality important to the Casa?

Volunteers may be entrusted with confidential information, the disclosure of which may not be in the best interests of the clients. Also, maintaining confidence demonstrates our respect for those we serve.

Why do I need a background check?

The Casa believes in the utmost safety and security of our children and vulnerable adults. To ensure that anyone who encounters them is appropriate, we conduct background checks.

Why is the Franciscan Renewal Center sometimes called "The Casa"?

It is a nickname that has lovingly been used for decades.

Principle Policies

for Franciscan Renewal Center Volunteers

SAFE ENVIRONMENT

The Franciscan Renewal Center is committed to providing a culture that both celebrates and protects children, youth, and vulnerable adults. All volunteers and paid staff (lay and religious) must adhere to the Safe Environment Policy of the Franciscan Renewal Center. All adults must initially attend a Safe Environment Training Foundation class in person, followed by annual renewal through online videos to remain in compliance. Visit <https://franciscan-renewal-center.cmgconnect.org/> to create your personal profile.

EEO COMPLIANCE

The Franciscan Renewal Center strives to create a favorable environment that provides equal opportunity to all applicants for volunteer positions. No person shall be discriminated against because of race, creed, color, religion, sex, sexual orientation, national origin, ancestry, age, physical or mental disability, or veteran status.

The Franciscan Renewal Center is committed to making reasonable accommodations to the special needs of individuals with disabilities meeting the eligibility requirements of the Americans with Disabilities Act (ADA) so that these persons have access to volunteer opportunities and services available. It is the right of the Executive Director and/or General Manager alone to judge the merit of reasonable accommodation.

USE OF EQUIPMENT

No general permission is given to any volunteer to use or borrow Franciscan Renewal Center tools, equipment, computers, or supplies for personal use. Explicit permission from the Executive Director and/or General Manager must be obtained each time. Volunteers may not use automobiles and/or trucks requiring a driver's license without authorization from the Executive Director and/or General Manager. The Provincial Office maintains a file of authorized drivers for FRC vehicles.

WHISTLEBLOWING

It is the policy of the Franciscan Renewal Center to ensure the rights of volunteers are protected with respect to whistleblowing. Volunteers, who suspect that some policy, practice, or activity of the FRC is in violation of law or that another volunteer or employee of FRC is engaging in unsafe or illegal activities, have the right to report such activities to members of the Board of Directors, the Executive Director, the General Manager, or their supervisor without fear of reprisal.

It is the intent of the FRC to adhere to all laws and regulations that apply to the organization, and the purpose of the Policy is to support the organization's goal of legal compliance. The support of all volunteers is necessary to achieve compliance with various laws and regulations. A volunteer is protected from retaliation only if the volunteer brings the alleged unlawful activity, policy, or practice to the attention of the FRC and provides the FRC with a reasonable opportunity to investigate and correct the alleged unlawful activity. The protection below is only available to volunteers that comply with this requirement.

The FRC will not retaliate against any volunteer who, in good faith, has made a protest or raised a complaint against some practice of the FRC or of another individual or entity with whom the FRC had a business relationship, based on a reasonable belief that the practice is in violation of law or a clear mandate of public policy.

The FRC will not retaliate against any volunteer who discloses or threatens to disclose to a supervisor or a public body any activity, policy, or practice of the FRC that the employee reasonably believes is in violation of a law, or a rule, or regulation mandated pursuant to law or is in violation of a clear mandate or public policy concerning health, safety, welfare, or protection of the environment.

CONFIDENTIALITY

As a volunteer, you may be entrusted with confidential information. It is the responsibility of all volunteers to safeguard sensitive information. Volunteers may not at any time disclose or use, either during or after their service, any information, knowledge, or data that they hear, read, receive, or develop with the FRC that is considered confidential or proprietary. A violation of this policy could result in termination of service.

Information that is considered confidential and not to be shared with anyone includes, but is not necessarily limited to the following:

- The contents of personnel files, any information that may allow someone to commit identity theft (date of birth, social security number)
- Employee/volunteer data or information obtained during an investigation
- FRC fiscal information, including accounting and financial data, salary, and marketing data
- Information regarding legal matters
- FRC business plans, strategies, negotiations, contracts, research, client, customer, group, or vendor lists

COMMUNICATIONS AND SOCIAL MEDIA

As a Casa volunteer, when you are participating in events where you may engage in external communications or via social networking, you may be perceived as representing not only yourself personally but the Franciscan Renewal Center. It is not our intention to restrict your ability to have an external or online presence or to mandate what you can or cannot say. Rather, we would like to provide you with an organizational policy and set of guidelines for appropriate conduct.

- Do not communicate externally or post any financial, confidential, sensitive, or proprietary information about FRC, our employees, or guests.
- Speak or post respectfully about our current, former, and potential guests and employees. Do not engage in name-calling or behavior that will reflect negatively on FRC.
- Do not make or post comments that could reflect poorly on FRC.
- Use privacy settings when appropriate.
- If you see on social media unfavorable opinions, negative comments, or criticism about FRC, forward this information to the Executive Director or General Manager.
- If you are posting to personal networking sites or are speaking about volunteer-related content or about FRC, identify yourself as an FRC volunteer and use a disclaimer, and make it clear that these views are not reflective of the views of the Franciscan Renewal Center. *"The opinions expressed at this external event or posted on this site are my own and do not necessarily represent the views of the Franciscan Renewal Center."*
- Do not infringe on copyrights or trademarks. Do not use FRC images without permission, and remember to cite where you saw information if it's not your own thoughts.

CODE OF CONDUCT

Volunteers shall always abide by and conform to the following Code of Conduct in carrying out their activities and responsibilities on behalf of the FRC:

- Volunteers shall contribute to a collegial, inclusive, professional, positive, and respectful work environment for fellow volunteers and staff and shall model the best in volunteer behavior.
- Volunteers shall know, understand, and support the FRC's mission, vision, core values, purpose, and goals.
- Volunteers shall become familiar with the FRC Volunteer Handbook.
- Volunteers shall not engage in discriminatory conduct and shall be respectful of others.
- Volunteers shall not speak or act on behalf of the FRC unless expressly authorized to do so by the Executive Director or General Manager.
- Volunteers shall promote a culture that is supportive of the FRC to other volunteers and the community at large.
- Volunteers shall understand the scope of their authority and exercise good judgment in their dealings with other volunteers, staff, and community members and shall respond to them in a responsible, respectful, and professional manner.

Volunteers who violate the policy may be subject to discipline or termination of their service.

CONFLICT RESOLUTION

It is the policy of the Casa to ensure that volunteers receive fair and equitable treatment and to provide an easily accessible procedure for expressing dissatisfaction. When working with people, sometimes problems, differences of opinion, grievances, or misunderstandings arise. In most instances, the supervisor (the direct *Responsible to* person) will be able to give a prompt answer to the volunteer's questions and/or assist in solving their problem. Every reasonable effort should be made by supervisors and volunteers to resolve any questions, problems, and misunderstandings that arise. However, the supervisor can only help if the volunteer makes the problem known.

If the volunteer feels that the problem has not been resolved with their supervisor or the issue concerns their supervisor, the volunteer should contact the General Manager.

The Franciscan Renewal Center recognizes that it takes courage and commitment for volunteers to speak up about potentially, or at least perceived, controversial issues. FRC will treat all instances where the use of conflict resolution is needed with respect and regard for the difficult position of the volunteer.

SEXUAL MISCONDUCT

Sexual misconduct by FRC volunteers is contrary to Judea/Christian values. Additionally, in some instances, sexual misconduct may rise to a level of severity that violates the law. Accordingly, the Franciscan Renewal Center has a zero-tolerance policy regarding sexual misconduct. All forms of sexual misconduct with respect to work or service are strictly prohibited. All volunteers must comply with applicable state and local laws regarding incidents of actual or suspected sexual misconduct and with the provisions of this policy.

SUBSTANCE ABUSE

The Franciscan Renewal Center recognizes that its volunteers and employees are its most important resource. FRC is therefore committed to maintaining a safe and healthy environment free from the influence of drugs and/or alcohol abuse. As a condition of volunteering, each volunteer agrees to abide by the Drug-Free Workplace Act, which prohibits the unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance while volunteering. In addition, the abuse of alcohol while volunteering is prohibited. The Act also requires that a volunteer who is convicted of any criminal drug statute violation occurring in the workplace must notify their supervisor within five calendar days of the conviction. A violation of this agreement is grounds for dismissal.

There may be special circumstances where alcohol is served as part of an FRC event. It is expected that in such an instance, participants will drink responsibly. Other than these authorized occasions, volunteering under the influence of alcohol or drugs or any substance which impairs a volunteer's mental or physical capacity will not be allowed, except in situations where a volunteer is taking medications as prescribed by a physician

WORKPLACE VIOLENCE

The Franciscan Renewal Center is committed to preventing workplace violence and to maintaining a safe work environment for its volunteers. All FRC volunteers should always be treated with courtesy and respect.

Volunteers are expected to refrain from shouting, fighting, engaging in "horseplay," or any conduct that may be dangerous or intimidating to others. Conduct that threatens, intimidates, or coerces other staff, volunteers, or community members at any time - including off-duty periods - will not be tolerated. This prohibition includes all acts of harassment, including, but not limited to, harassment that is based on an individual's gender, race, age, or sexual orientation. Volunteers have a duty to notify their supervisor if they become aware of or suspect any problematic workplace activity, situations, or incidents.

Firearms and weapons are prohibited from the FRC premises. Volunteers are prohibited from carrying firearms or weapons on themselves while conducting FRC business. (Items such as pepper spray or mace, which are intended solely for self-defense, may be carried in a discreet, non-threatening manner.)

SEXUAL HARASSMENT

It is the policy of the Franciscan Renewal Center to prohibit sexual harassment, as well as harassment based on race, religion, gender, sexual orientation, creed, age, color, marital status, physical or mental disability, national origin, veteran status, or status about public assistance. The management of FRC is committed to maintaining a workplace free of any such harassment.

Sexually harassing conduct in the workplace (or in any situation related to services from FRC), whether committed by supervisors, volunteers, or community members, will not be tolerated and will be subject to disciplinary action, up to and including termination. Such conduct may include physical conduct of a sexual nature, including assaulting, touching, or pinching another employee; unwanted sexual advances, gestures, propositions, or other sexual comments, including jokes or comments about a person's sexuality or appearance; sexual or discriminatory displays of publications anywhere in the workplace by employees or volunteers, including displays of pictures, objects or other materials that are sexually suggestive or demeaning; or offering benefits in exchange for sexual favors, or threatening reprisals after a negative response to sexual advances.

Harassment based on race, religion, gender, sexual orientation, creed, age, color, marital status, physical or mental disability, national origin, veteran status, or status regarding public assistance may constitute an unlawful act and will not be tolerated. Such harassment includes verbal or physical conduct or display of pictures, objects, or other material, which is hostile or demeaning to persons of a race, religion, national origin, age, and others who fall into the categories defined above.

BACKGROUND CHECK POLICY

Purpose and Scope

It is the policy of the Franciscan Renewal Center (FRC) to create a safe and secure workplace and to ensure that FRC volunteers are qualified to perform the jobs for which the FRC needs them. The FRC will conduct volunteer screening, including criminal background checks. The FRC conducts background checks in compliance with applicable federal and state laws, including the Fair Credit Reporting Act. All volunteer opportunities are contingent upon the potential volunteer's successful completion of the applicable screening process.

Definitions

"Social Security Background Check" includes checks of motor vehicle licenses, court records, and criminal convictions based on the identification and personal information provided by the potential volunteer.

Background Check

A Social Security background check is conducted on all volunteers.

Volunteers will authorize a background check before such check is performed. The potential volunteer will receive a free copy of any report obtained upon request.

Compliance and Responsibilities

The GM coordinates all checks and the resulting reports. In considering whether to provide a volunteer an opportunity who has been convicted of a criminal offense, the FRC will consider the following factors:

- The relevance of a criminal conviction to job duties.
- The date of the most recent offense and employment history since the commission of the crime.
- The nature of the offense.
- The accuracy of the information the potential volunteer provided.
- If the offense occurred when the individual was a minor, consideration will be given to whether the minor was treated as an adult for purposes of prosecution.

The complete Franciscan Renewal Center policies and procedures handbook is available upon request.

We welcome you as you embark on this journey with us and greet you in the way that St. Francis greeted all he met, "***May the Lord give you peace.***"

Contact Information

Visit our FRC website: <https://www.thecasa.org/>

My Ministry Contacts:

(my ministry)

(my contact person)

(my ministry)

(my contact person)

This orientation manual is intended to stimulate your thoughts, questions, and suggestions. We welcome your participation and input.

The Franciscan Renewal Center appreciates you and the volunteer work that you perform. We sincerely hope that your experience is rewarding.

