



Volunteer Handbook

A comprehensive resource for LVC volunteers

Updated May 1, 2015

** Subject to updates prior to the start of the 2015-2016 LVC Year*

Lutheran Volunteer Corps

1226 Vermont Ave., NW

Washington, DC 20005

Phone: 202-387-3222

Fax: 202-667-0037

www.lutheranvolunteercorps.org

TABLE OF CONTENTS

I. WHO ARE WE?

A. Welcome and Introduction to LVC

Mission Statement

Values Statement

B. The Three Core Practices

Intentional Community

Simple/Sustainable Living

Working for Social Justice

C. The L in LVC

D. Spirituality and Faith at LVC

E. Journey to an Inclusive Community

F. Reconciling in Christ

G. Administration of LVC

II. LVC COMMUNITY COMMITMENTS

A. Community Covenants

B. Community Nights

C. Spirituality Nights

D. Important Situations to Discuss as a Community

Guest Policy

Significant Relationships

Security

III. EVERYDAY CHOICES

A. Living Simply and Sustainably on a Budget

B. Being Present to Community

C. Physical, Emotional, and Mental Health

D. Self-care Plan

E. Drug and Alcohol Abuse Policy

F. Confidentiality

G. A Note about the Core Practices in Community

IV. PROGRAM SPECIFIC

A. National Orientation

B. LVC Retreat/Program Days

V. LVC SUPPORT OF VOLUNTEERS

A. Program Staff Role

C. Reviews

VI. LOCAL SUPPORT

A. Local Support Networks

B. Snack & Yak Leaders (S&Y)

C. Local Host Congregations

D. When to Contact Local Supporters

E. Non-LVC Support

VII. LVC LOGISTICS

- [A. Living in a LVC House](#)
- [B. Rent Information](#)
- [C. Year-End Cleaning Guidelines](#)
- [D. LVC Local Internet Subsidy](#)
- [E. Retreat/Program Day Mileage Reimbursement Policy](#)
- [F. End of Year Reimbursement\(s\)](#)

VIII. PLACEMENT INFORMATION

- [A. Highlights from 3-Way Contract](#)
- [B. Health Insurance Reimbursements](#)
- [C. Consideration for Leaving LVC](#)
- [D. Dating Between Supervisor & Volunteer](#)

IX. ADDRESSING CONCERNS PROCESSES

- [A. Addressing Concerns at LVC](#)
- [B. Addressing Concerns at your Placement](#)
- [C. Addressing Concerns in your Community](#)
- [D. Addressing Harmful Volunteer Behavior in Community](#)

X. OTHER POLICIES

- [A. Termination by LVC](#)
- [B. Non-Discrimination and Harassment Policy](#)
- [C. Sexual Harassment Definitions & Guidelines](#)

XI. LVC CONTACT INFORMATION

XII. APPENDICES

- [Appendix A: LVC'S Emergency Preparedness](#)
- [Appendix B: Community Standards Policy](#)
- [Appendix C: Acknowledgment of Harassment-Free Workplace Policy](#)
- [Appendix D: Retreat/Program Day Absence Request Form](#)
- [Appendix E: Names and Meanings of LVC House Communities](#)
- [Appendix F: House Community Closure Activity/Retreat](#)
- [Appendix G: LVC Mileage Reimbursement Form](#)

I. WHO ARE WE?

A. *Welcome and Introduction to LVC*

Welcome to the Lutheran Volunteer Corps! All of us on staff are excited that you have accepted our invitation to journey with us for the year that lies ahead. You are joining a community of former volunteers, agencies, local congregations, and other supporters who have gone before and continue to live out the mission of LVC. Your desire to explore how spirituality is lived out through your commitment to our core practices will prove to impact you in some way throughout the year. There will be transition, moments of joy and grace, and we are committed to walking alongside you throughout this journey. We believe that the "LVC experience" has the potential to be life changing. This Volunteer Handbook provides context, additional information and important logistical information.

Mission Statement

Lutheran Volunteer Corps is a community of faith that unites people to work for peace with justice.

Values Statement

In response to the Gospel of Jesus Christ, the Lutheran Volunteer Corps

- exists to work for peace and justice, sustainability, and community, and is inclusive and welcoming to all.
- Caring for the earth and working for freedom and justice with those who are oppressed answers God's call to Shalom in today's world. Lutheran Volunteer Corps seeks Shalom for all people by serving congregations and organizations, which share this call.

Integrating faith and action is essential to wholeness. A vital part of this integration is exploring a simple, sustainable lifestyle. Linking inward and outward journeys helps fulfill our commitment to the global community. Lutheran Volunteer Corps leaders and volunteers help each other grow spiritually, do justice, and live simply and sustainably.

Sharing life in intentional community grounded in the life and teachings of Jesus Christ helps us live justly in the world. Lutheran Volunteer Corps accepts and affirms diversity in community, works for healthy relationships, and promotes living peaceably with all.

Lutheran Volunteer Corps continues to be sustained and inspired by its grass roots ties with local congregations and derives much valuable support from them. Participation in Lutheran Volunteer Corps strengthens leaders for the Church and society. Lutheran Volunteer Corps pledges to support all in the Church and society who work for peace with justice.

B. *The Three Core Practices*

Working for social justice, living in intentional community and living simply and sustainably, are introduced at national orientation and discussed throughout the year. LVC sees each of the core practices as spiritual practices. Each volunteer in our program has made a commitment to explore these core practices in community and individually during the course of the LVC program year.

Intentional Community

Volunteers make a commitment to live in intentional community, sharing material resources, spirituality experiences, recreational time, and the joys and challenges of daily life for their full program year. Community

gives us the strength to work for social justice and challenges us to be open, compassionate, and willing to change. LVC expects volunteers to affirm their interdependence and responsibility to one another, to express vulnerability, nurture trust, and build authentic relationship. Community life requires effective communication, conflict resolution, self-care, and commitment. Communities are expected to have at least one regularly scheduled night each week that is designated as “community night.”

Simple/Sustainable Living

Living simply and sustainably is more than “not spending much money,” at LVC it is an invitation to strive to be intentional about the use of money, time, and material possessions and to live in ways that value relationships over objects. Living simply is a process of examining how our use of time, consumer power, and resources impact the earth, the oppressed, and marginalized in our society, and our own quality of life. Simplicity also relates to community and spirituality: simple/sustainable living is a process of re-examining what we really value and trying to live that out.

In more practical terms, this means a commitment to:

- Become more aware of the materialism of our society and ourselves
- Be conscious of our use of natural resources: water, energy, recycling, fuel, composting...
- Make food choices that are healthier and more creative: e.g. cooking from scratch rather than using processed foods and eating out; eating lower on the food chain, such as eating less meat.
- Live less hectically, avoiding extra time commitments in order to focus on community relationships and spiritual life.
- Creative entertainment choices.
- Explore how spirituality affects our understanding of simplicity and sustainability, e.g. our creation stories, our understanding of time and land, our relationship with humans and other aspects of nature.

Working for Social Justice

LVC understands social justice to be both working directly with people to meet their immediate basic needs such as food, shelter, and education as well as working on the root causes of injustices. Part of this commitment is expressed through our placement organizations that either indirectly or directly have made a commitment to address the injustices in our world. We understand the work of social justice to be external and internal, which means being aware of our own experiences with oppression, privilege, and being open to discussion about racism, sexism, homophobia, and economic justice. Understanding how social justice and your actions are affecting others is important to keep in mind as you make decisions related to both intentional community and simple/sustainable living. Throughout this year we invite you to share with one another what you are learning at your placements, exploring your relationships to privilege, oppression, and institutional injustice.

C. The L in LVC

LVC was founded in 1979 by Luther Place Memorial Church in Washington, DC. During that time, Luther Place was creating a variety of ministries on N Street including a free medical clinic, a food pantry, and a continuum of day and night programs for women experiencing homelessness. Luther Place created these ministries by reaching out to other religious communities including Roman Catholic and Jewish congregations, as well as organizations without any particular religious affiliation like the Community for Creative Non Violence. The congregation’s work and alliances with these religious and non-religious communities shaped the congregation and its ministries such as LVC in profound ways.

This brief history of LVC's beginnings can help to put our affiliation with the Lutheran Church in context. Many important factors in the early formation of LVC continue to shape the way we claim a Lutheran affiliation within a spiritually diverse community. LVC was founded by a particular Lutheran congregation steeped in a context of deep Christian and interfaith relationships with other organizations. Although LVC borrowed its core practices (with permission) from other religious traditions, LVC found these practices to be well matched with the Lutheran tradition.

For more information visit our [website](#).

D. Spirituality and Faith at LVC

Spirituality and faith are important components of the LVC experience. Therefore, we expect LVC Volunteers to commit to exploring how our core practices of justice, community, and sustainability are expressions of our spirituality. We ask volunteers to engage in dialogue with one another, to explore their own unique expressions of faith and spirituality in ways that respect, honor and support the journey of each person. We expect LVC Volunteers in each house community to commit to a monthly dialogue about religion, faith and spirituality referred to as "Spirituality Nights."

E. Journey to an Inclusive Community

LVC is committed to fighting oppression in all its forms, and we have a particular focus on racism and white privilege through the Journey to an Inclusive Community. LVC is on a Journey to an Inclusive Community, forming and strengthening alliances among people of many cultures and communities, and by intentionally dismantling racism within LVC, the church, and society. LVC realizes that institutional racism profoundly impacts the social landscapes in which we live and work. LVC is dedicated to working toward becoming an inclusive community as an organization. LVC promotes diversity and community within its board of directors, committees and staff, and promotes similar behavior among donors, placement placements, volunteers and the larger community.

F. Reconciling in Christ

Since 1999 LVC has been recognized by Lutherans Concerned/North America as a Reconciling in Christ (RIC) program. LVC is committed to welcoming people who are gay, lesbian, bisexual, transgender and queer. We ask our Volunteers to join us in our effort to make LVC a place that is open, affirming, and safe for persons of all sexual orientations and gender identities.

G. Administration of LVC

Lutheran Volunteer Corps is a 501c3 organization, governed by a national Board of Directors. The Board includes representatives from the Local Support Networks, Congregations, and the community. The Board meets two times per year in person, in addition to conference calls and subcommittee meetings.

The national office is located at Luther Place Memorial Lutheran Church, in Washington, DC. The President, who oversees the work of the entire staff, assumes the day-to-day administration of LVC. The National Program Director supervises the program staff team, who are located across the country in our field offices. A complete listing of the staff is also available in Section XI of this handbook.

II. LVC COMMUNITY COMMITMENTS

Your participation in LVC revolves around all aspects of the program– working at your placement, being an active part of your community, making a sincere effort to live simply, being aware of your personal and spiritual needs, joining the larger LVC community at retreats/program days, and connecting within your local context. This year will be a challenging one. Realizing this, LVC will EXPECT you to stay committed to the program even when things may feel overwhelming and difficult. Time after time, volunteers who have struggled at different points in the year have expressed their appreciation for completing the full year.

A. Community Covenants

In the fall each house community will be introduced to the idea of a Community Covenant, which you will share later within your region. As a community you can begin thinking about these as you prepare for your year together. We encourage volunteers to make use of their covenant all year. A covenant is a living document that should be modified, added to, and allowed to grow.

We ask each house community to share their hopes, goals, expectations, and commitments with one another in two forms: a written and a creative/artistic covenant. Each community is different, and so each will come up with a covenant that expresses its uniqueness.

Important aspects a covenant may include:

- The community's understanding of what community means to them
- Goals for community life and simplified living
- The organization of cleaning roles
- How money is handled in the community
- Methods for resolving conflicts
- House meetings: what are they for and when do you have them?
- What to do when outside community members issue the house a “challenge” (community challenges, sustainability challenges, simplicity challenges, social justice challenges, spirituality challenges)
- Commitments on how members of the community will relate to each other, to the neighborhood and larger community
- The community’s understanding of how spirituality will be a part of their year individually and as a community

Questions it may address, does it:

- Bring out the best in your house and each individual?
- Challenge and motivate your house community for this year?
- Communicate your goals, your vision, and your values?
- Address the various roles you play as a community?
- Represent the unique contribution your house community can make?
- Make room for forgiveness and flexibility while being firm and holding each relationship in the house accountable?

The written portion of your covenant will be due at a fall retreat, and shared with program staff to have a copy of what your community has agreed upon. Program Staff will refer to your commitment to the covenant in your Mid-year and Year-end reviews.

B. Community Nights

The rest of your community nights are for you to build community together as you wish. The goal of community is not necessarily for housemates to become best friends but rather to find ways to support one another across differences. Perhaps one or two people in the house will plan an activity for the entire house or the community will decide together what activity to do. House night activities are up to you but suggestions include: volunteering at a neighborhood organization or one of your placements; playing a game; going to a free concert, movie or poetry reading; discussing a current topic; doing an art activity such as tie-dye. Houses can also use community time to learn about social justice. Perhaps as a community you will decide to attend a conference together about racism or heterosexism. Many LVC houses are located in communities with active neighborhood organizations working for justice locally. You are encouraged to find your own ways to become involved! There may be times where you may have more business than can be discussed over dinner. In that case, you may designate half or an entire community night to deal with the business you have.

Of the four or five community nights that happen each month:

- one should be focused on faith and spirituality
- one will be for Snack and Yak sessions (see section VI.B for more details)
- the other two or three will be for activities of your choice

C. Spirituality Nights

Communities are expected to spend at least one evening together each month exploring some aspect of faith or spirituality. Be creative. Possible faith nights include: speaking about your faith journeys, attending a worship service, learning about and participating in inter-faith dialogue, using clay or some other art form to express spirituality, discussing different scripture readings (Hebrew, Christian, Islamic, Buddhist, or other) together, or group meditation. There are a number of books and resources in the volunteer houses that can be used for these evenings. An introduction on how to engage these conversations is offered at National Orientation and each community will be paired with a Spirituality Mentor to begin these in September. LVC will also provide resources to you to build individual relationships with individuals and religious communities that can support your personal spiritual practices (like attending worship, prayer, and the common study of sacred texts). LVC does not expect your house community to meet all of your individual spiritual needs; we encourage you to take initiative to meet these needs (joining a church, finding or creating a Bible Study, exploring other faith communities, meditating, etc.).

D. Important Situations to Discuss as a Community

Guest Policy

Only participants of LVC may live in an LVC house on a permanent basis. Visits of two weeks or longer must be discussed with Program Staff.

It is important for a community to spend time solely together and also to provide hospitality in the process of growth. Important pieces for consideration:

- During the first month of LVC and the last two months of LVC, visitors are only allowed to stay for a couple of nights (preferably on the weekend) in the house and the host must be around and available.
- Anytime you have a visitor, you must talk with all of your housemates about their stay before they plan to visit.

- We strongly discourage multiple back-to-back visitors staying in the house. There are many other places in your city where visitors can stay (with Local supporters, hostels, hotels, guest houses, etc.) – you are encouraged to explore these options, as prolonged periods with guests are generally a detriment to community development and growth.

Significant Relationships

Maintaining a significant relationship while living in a community has its joys and its difficulties. Romantic relationships, and even friendships, can place demands on your time and energy that need to be balanced with your commitments to your housemates. While in a significant relationship with a person outside or within your community, we recommend that you address the following concerns individually and as a community:

Talk with your housemates about the effect of the relationship on the community and vice versa. Also be aware that staying as a guest away from the house can be detrimental to community. It is critical to discuss how to balance this type of outside relationship with the needs of community.

It is important that these conversations be ongoing, and that they address all community members' needs. Your relationships with one another, as well as with a significant other, will go through stages and changes over a year period. Housemates need to feel privacy within their own home, with some limits set for outside parties' involvement. Likewise, maintaining an outside relationship requires time and space separate from the rest of the community. Keep lines of communication open so that all may express their preferences and concerns.

Security

Living in the city has its unique joys and challenges. One of the challenges is a need to be aware of your safety and the safety of your belongings. Much of this is about communication and the development of good habits. For example it is a good idea to discuss how closely you will inform each member of your community your individual schedules. Questions to keep in mind:

- If you decide to stay out late with a friend, will your community members be upset that you didn't call to let them know?
- Will you meet each other at the bus if someone has a late meeting?
- Will you consider getting renter's insurance either individually or as a house? (LVC will not replace stolen items)
- Sometimes the core practices and your values can seem in conflict with each other. If one is attempting to live simply, is it wrong to leave lights and/or radios on when the house is empty?

There are not always easy answers to questions like this. You are encouraged to discuss these dilemmas about safety and other aspects of community living early on with your community.

If you are harmed or a crime is committed contact program staff immediately. We want to help you through difficult times and we also need to document when things happen with incident reports so that we can have a sense of the history of a neighborhood and safety considerations in that area.

III. EVERYDAY CHOICES

A. Living Simply and Sustainably on a Budget

A commitment to living simply and sustainably as an LVCer is an invitation to experience a shift in how time, money, and relationships with one another are engaged. It is an opportunity to think intentionally of how you spend your resources and how throughout this year you can intentionally focus on being present to your

community, your placement, and awareness of your surroundings in the communities that have welcomed you. Accepting our invitation to live simply and sustainably is accepting a desire to shift focus from the common consumerist cultural norm. This is also an opportunity to engage as a community in challenging yourselves on how you live with one another from simple choices such as where you shop, to making decisions as whole and shifting conversations on how and why.

We understand that people may enter our program with varying degrees of experience with living simply and sustainably, and there is no formula for living simply. We assume and expect that you will live on your stipend during your LVC year and not on life savings and/or money from your parents, friends, etc. Part of the LVC experience is learning, along with your community members, to live on this amount, to wrestle with questions of privilege, and experience the beauty of engaging this process as a community. If you have a concern about a finances please let regional program staff know. We ask that you talk to us about it before it becomes a serious issue.

B. Being Present to Community

Developing an intentional community takes time, effort, and commitment from everyone. At LVC we also see this as an integral component to the spiritual practice of living simply and sustainably. During the first weeks in LVC you will be transitioning into a new environment and will be experiencing many exciting and also challenging moments. With this in mind your commitment to community will require a desire to establish common agreements as a community. These conversations will happen in spaces that are planned during your community nights to informal times such as walking to work or buying groceries together. It is important that each person enters community with a desire to get to know one another, set-up household routines, and learn about the local context you will find yourselves in throughout the year. LVC expects Volunteers to make a sincere effort to develop and work at building community, to do what is necessary for the household to function efficiently, effectively and lovingly during the course of the year. Giving your time to each other and to the community in these early months will set a firm foundation for the rest of the year.

When making decisions that affect your being present in and to your community, please reflect on the following questions:

- Am I focused on the here and now or am I only focused on my past relationships and my future plans?
- How much time am I spending away from my community (on the phone, email, graduate school applications or test preparations, making frequent trips to visit friends and family)?
- How is this impacting my relationships with each person in my community?
- Am I giving and receiving support from my community, or am I relying on outside resources (e.g. family, friends, a significant other) to give me the support I need as an LVCer?
- If I am relying on people outside of my community, why?

C. Physical, Emotional, and Mental Health

There are times where volunteers might encounter challenges related to their physical, emotional, or mental health that can make it difficult to fully participate in their work and/or their community life. LVC staff is available to direct volunteers to potential mental health resources in their region if requested by the volunteer. If issues such as eating disorders, depression, anxiety disorders, or other health concerns arise for any volunteer during the year, LVC staff will do its best to direct volunteers to the appropriate professional services that are available.

LVC staff can assist a volunteer on how to discuss their particular needs and possible accommodations with their community and placement agency. When a volunteer or the community member become aware of a health issue, it

is important to communicate this to the LVC staff, and if appropriate, to someone from the local support network. The situation will then be addressed by the LVC staff to determine the support most suitable to the volunteer (and community).

D. Self-care Plan

Our self-care plan is a tool for each LVCer to optimize during their term of service throughout the year. These are developed from the idea that a volunteer who commits to serving in a program like LVC enters with her/his whole self, and thus attention to holistic care is critical to a healthy and depthful LVC experience. This process is not only designed to assist the LVCer in her/his own self-awareness and articulation of support needs (i.e. physical, emotional, etc.), but also to be used as a communication tool for sharing these needs with others (including but not limited to LVC staff, LVC community members, and local support).

E. Drug and Alcohol Abuse Policy

Lutheran Volunteer Corps opposes the illegal use and abuse of alcohol and drugs. Because of the serious problems related to the misuse of alcoholic beverages and illicit drugs, and because this practice can harm an individual's effectiveness in their placement and their ability to live in community in a healthy way, LVC will not tolerate the misuse of alcoholic beverages and illicit drugs. LVC urges all Volunteers to use mature judgment and social responsibility when making decisions about using alcohol or drugs.

1. Offenses on LVC Property

Volunteers are prohibited from unlawfully manufacturing, distributing, dispensing, possessing or using alcohol or drugs on property owned or leased by LVC. LVC further prohibits the misuse of drugs including but not limited to narcotics, depressants, stimulants and hallucinogens whether criminalized or not. A Volunteer must also notify LVC if she or he is convicted of any criminal drug statute violation occurring in the workplace no later than five days after the conviction.

2. Offenses Off LVC Property

Unlawful manufacture, distribution, dispensing, possession, or use of drugs, or excessive use of alcohol that may adversely affect a Volunteer's performance or reflect unfavorably upon public or governmental confidence in the manner in which LVC carries out its activities, is prohibited. Volunteers must comply with the rules and regulations regarding alcohol consumption of any facility used for LVC-sponsored activities. Volunteers must comply with state and federal laws regarding the consumption of alcohol.

3. Volunteer Assistance

LVC staff will help Volunteers locate resources for drug and alcohol abuse or addiction, but LVC staff are not trained substance abuse counselors. Your health insurance may provide coverage of certain expenses associated with the treatment of drug and alcohol abuse or addiction. While LVC encourages Volunteers to get help for alcohol and drug abuse or addiction, LVC also reserves the right to determine if a Volunteer should continue in the program regardless of treatment.

4. Disciplinary Action

LVC will take action with Volunteers who violate these policies. These actions may include verbal or written warnings, a probationary period to examine behavior, and dismissal from LVC. LVC Program Staff in consultation with the National Program Director will determine the actions taken. (see section IX.D for an outline of this process)

F. Confidentiality

While confidentiality in community is an important part of respect for housemates and privacy, it is also important to keep in mind the value of making harmful behavior known. Confidentiality is not as important as someone's safety. One way to respect confidentiality would be to inform the person ahead of time about your concerns and plans to contact program staff about the situation.

From the perspective of the program staff, confidentiality is an important part of volunteer support. In the case of a serious community issue, you can expect program staff to talk with other relevant staff members about the situation. A program staff member will not share your personal concerns with another volunteer without discussing it with you in advance.

G. A Note about the Core Practices in Community

Each Volunteer enters LVC with their particular interests, hopes for and expectations about what living out the core practices will look like for them as an individual and in community. Sometimes, you may not realize what hopes/expectations you hold until an experience with a housemate or someone at your placement brings these expectations to light.

Every year, frustrations arise in house communities around perceptions of particular volunteers not fulfilling the core practices in the way that their housemates expect. At times, in fact, a kind of "scapegoat" dynamic can develop, where one volunteer is singled out by several of his or her housemates for somehow failing to meet expectations. If that one person leaves, the remaining housemates often find that their community issues have not, in fact, been resolved by that person's absence.

If you are not sure if a housemate's behavior constitutes a serious and harmful breach of community expectations, take a moment to consider if there are significant cultural, gender, class or racial differences that might lead to very different expectations about community between housemates. This is not to say that someone who is different from the rest of the house cannot be responsible for a serious and harmful breach of LVC's expectations, only that a "scapegoat effect" can more easily develop when one person is already significantly different in some way from the others in the house.

Generally speaking, volunteers are not asked to leave LVC for failing to fulfill the core practices in the way that their housemates expect. While LVC discourages living beyond the stipend, for example, frequent absences from community, these are not generally considered serious community issues that lead to immediate removal, although they are a cause for continued conversation within the community by our program staff.

IV. PROGRAM SPECIFIC

A. National Orientation

National Orientation is a yearly gathering for all incoming volunteers who are serving across the country. It is also a time where local supporters, board members, alumni, and other community members join as we prepare for the start of the year together. National Orientation has four core objectives that are below:

- To provide a foundation that defines LVC program expectations for volunteers and their journey throughout the year
- To provide volunteers a space to understand, take ownership of, and live into LVC's mission and core practices
- To describe and introduce spirituality as a practice in the context of LVC's mission

- To create a reflective, empowering space in which volunteers are able to engage their own story and others' stories.

B. LVC Retreat/Program Days

LVC retreats/program days are intended to:

- spend time with other people in your house/city/region
- reflect on your experience,
- give you a chance to have fun,
- and to foster dialogue around a variety of issues.

Topics in recent years have been: feminism, racism, economic injustice, heterosexism, environmentalism, community, communication and spirituality. **You are required to attend and participate in ALL LVC retreat/program days.** We may look for your leadership in guiding and leading the topics that interest you.

If it is absolutely necessary that you miss a retreat or program day for a compelling reason you must fill out the "Retreat Absence Request Form" available in Appendix D and have this absence approved by both program staff and Placement Supervisor a month in advance. If a Volunteer misses more than one retreat or program day, an amount (at the discretion of the program staff) will be taken out of the Volunteer's end of year reimbursements.

In some regions each house will be responsible for preparing meals at retreat or program day. Your house is responsible for the cost of ingredients and food preparation. The houses may also lead spirituality times. Program Staff will notify you if this is the case in your region and provide meal and spirituality assignments to each house prior to a retreat/program day.

Your placement is required by the 3-way Contract to give you retreat/program days off and not count it against vacation or comp time.

We strongly encourage car-pooling and/or the use of borrowed vans/cars. Please see the Appendix G for the mileage reimbursement plan. Program Staff are responsible for ensuring you have transportation to retreat, but you will be asked to help secure transportation from your placement or local supporters, if possible. Since it takes effort to round up vehicles, we strongly suggest talking with program staff about transportation options several weeks before the retreat/program day.

C. Fundraising

One of the Lutheran Volunteer Corps' main objectives is to help launch people into a lifetime of service to the cause of social justice. In order to sustain our ability to accomplish this goal year after year, LVC relies upon a network of people who donate funds to LVC to support a year of service. LVC expects all Volunteers to participate in LVC fundraisers in order to help underwrite the cost of a Volunteer in the following program year.

V. LVC SUPPORT OF VOLUNTEERS

A. Program Staff Role

Each LVC region has a national program staff person designated to work specifically with Volunteers, placements, and local supporters in the region they are responsible for. The National Program Director (NPD) works with program staff in the implementation and assessment of the LVC program.

Responsibilities of the Program Staff include but are not limited to:

- facilitating general program support through the local support network
- coordinating retreats,
- conducting reviews/evaluations with Volunteers and placements
- networking and recruiting placement organizations,
- coordinating local supporters and support teams in planning fundraisers, church visits and meetings.

Program Staff are available to provide resources for mediation and conflict resolution for community and placement difficulties. You will see program staff during retreats/program days, during your one-on-one reviews and at times they meet with your house community.

Please contact Program Staff if:

- your house community is not meeting weekly,
- you are subject to a crime, injury or a major medical emergency,
- you are considering leaving LVC,
- you are considering leaving your placement,
- you are considering interviewing for employment and would leave LVC, or
- you are having serious problems at work or in your house community.

Although program staff work individually in each region, they meet via phone conference call with the National Program Director once a month to support each other in their work. During these meetings, they provide updates involving local supporters, placements and volunteers as a way to support one another in this work. Therefore, although we are committed to confidentiality as we work with you (section III.F), please know that the regional program staff consults with the National Program Director and other LVC staff as needed by sharing important issues and information affecting individual Volunteers in each city.

B. Reviews

Reviews are kept low-key and casual. These are intentional touch-points to reflect on where you are in your year as it relates to community, your placement, and your own experience.

Fall Review: The first review will occur between October and November and will include your placement supervisor. This is a chance to see if the position description, supervision and workload are meeting the volunteer's and placement supervisor's expectations. It is also a chance for you and your placement supervisor to reflect on your experience with LVC's core practices. This is an important touch-point for reflection on your experience in LVC as it relates to your community, support, and other aspects of your time thus far.

Mid-year Reviews: This is another designated touch-point that usually happens between February and April. During this time we ask you and your placement to complete a written feedback form. This provides program staff an opportunity to review your experience at a different stage of the year and provide support as needed as you continue through the year. The Volunteer and Program Staff will then meet to discuss the written comments.

End of year Reviews: Finally, there will also be a review between the program staff and the Volunteer. This will happen in July and is an opportunity for the volunteer to reflect on the year. How did living by the core practices go? What were highpoints? Low points?

Subsequent reviews and other touch points may happen as needed towards throughout the year.

Placement Supervisors are expected to give Volunteers time off to meet with regional program staff for fall-review and mid-year reviews.

VI. LOCAL SUPPORT

A. Local Support Networks

Local supporters assist Volunteers with getting acquainted with their LVC city, support occasional social events and fundraisers and help locate household furnishings. Local supporters also serve the overall LVC program by assisting in the areas of recruiting Volunteers, assisting program staff with locating housing, publicity and fund development. Support networks in each LVC city are unique and their experience will differ from the experience of Volunteers and alumni in another LVC city.

B. Community Mentors

Each community will have a two-person Support Team (designated by program staff associated with the house. Support Teams facilitate four community sessions in the beginning of the LVC year and generally keep in touch with Volunteers. The role of a community mentors, will vary, as each community is different.

Community Mentors will act as a resource for the community, help Volunteers with initial questions about the city, work through issues that arise, or simply be available when Volunteers need a listening ear. Through these sessions, we hope that Volunteers are able to establish a relationship with their support team. The sessions will guide Volunteers through discussion of conflict, the process of forming a covenant and enriching Volunteers Spirituality Nights. Community Mentors can also serve as a link between the Volunteers and other local supporters.

In addition to Community Mentors, Volunteer communities are partnered with a Spirituality Mentor to help guide Volunteers in their conversations around spirituality and community.

C. Local Host Congregations

Each LVC community is supported by one or two local congregations that have agreed to be in touch with the community throughout the year. Contact with support congregations is unique for each community. Some host congregations have local commissioning services for the Volunteers in their city. In the past, host congregations have provided food to a house at the beginning of the year, invited Volunteers to worship services, asked Volunteers to speak with members of the congregation, and assisted Volunteers with pastoral support in times of crisis. Some congregations have also provided host families for Volunteers.

D. When to Contact Local Supporters

1. If Volunteers are having a problem at work and needs a listening ear, Volunteers are encouraged to contact a member of their local Support network. However, volunteers should feel free to contact anyone on the Local Support Committee. Be sure to contact the LVC Program Staff if the problem becomes significant at all.
2. If a Volunteer would like someone to come and talk with their community, perhaps to present information on a particular issue or to talk through how a volunteer's life together is going.
3. If Volunteers are looking for someone to talk with or to explore topics of spirituality, your Local Supporters can assist in locating resources.

4. If you need something for your house. For example, if you need additional furniture or important household items, Local Supporters will work with you to locate someone to donate the items you need. You may also reach out to program staff for guidance.
5. If you need to borrow a car for an LVC retreat/program day.
6. When you want suggestions for fun/cheap things to do in your city.
7. When things are going well and you'd like some great people with whom to celebrate.

E. Non-LVC Support

The LVC year can be a wonderful and life-changing experience; it may also be a time in your life when you're dealing with a complex issue, or set of issues. The LVC staff, the local supporters nor the support congregations are able to provide the guidance of a trained counselor. It is a very healthy step to seek professional help in dealing with difficult issues and program staff will be happy to help you locate low-cost counseling services in your area.

VII. LVC LOGISTICS

A. Living in a LVC House

LVC staff and Local Supporters have worked hard to obtain housing and furnishings for Volunteer's use during their LVC year. Although the LVC President has signed the leases for all the LVC houses, we consider each LVC house to be the Volunteers' responsibility during their LVC year. We ask that Volunteers will each care for the houses as if they had signed the lease themselves. A few tips:

- **Please designate one house member as the primary contact person with the property owner or property manager.** Since the specific circumstances for each LVC house are determined by the lease, we recommend that the primary contact for the house have a copy of the lease (provided during orientation) and be generally familiar with its contents.
- **CONTACT THE PROPERTY OWNER OR PROPERTY MANAGER WHEN** major repairs are needed/requested (i.e. broken toilet, cracks in the ceilings), there are physical problems with the house/apartment, please also notify program staff as we may need to follow up later.

The property owner or property manager is responsible for general maintenance (plumbing, utilities, pest control, but the requirements differ by state)

This does not include damage caused by residents (the VOLUNTEERS). Volunteers are responsible for the condition of their house. If the house is damaged beyond "normal wear and tear" at the end of the year, all Volunteers living in the premises for the year will be charged for repairs (see page 18). If the property owner or property manager is unresponsive to a particular request please contact the program staff to update him or her on the situation.

DO NOT contact the property owner or property manager for questions regarding rent or anything other than the physical condition of the house.

All Volunteers are responsible for maintaining the house and keeping the yard clean and in good shape. This includes shoveling snow, mowing lawns and weeding (if applicable).

NOT ALLOWED

Pets of any kind (including but not limited to dogs, cats, hamsters, snakes, lizards, chickens, goats, sheep, pigs, cows, etc.) are NOT allowed on the premises within the house or yard. This is generally a requirement of the lease agreements.

Even if everyone in the LVC house agrees or the property owner/property manager provides a specific exception to the volunteers one of next year's volunteers may be unable to live in a house recently occupied by a pet due to allergies or other factors that are not sustainable for a community that is transitional and living in a LVC house for only a year.

All Volunteers are responsible for year-end clean-up of the house. Volunteers will be billed for damage done to their house by deductions from the Volunteer's end of year reimbursements.

Volunteers should NOT assume that they will be reimbursed for home improvements or repairs. Before investing in the LVC house, make sure that the property owner/property manager is willing to provide a reimbursement AND is okay with changes/improvements that are made. There are no specific funds designated in the LVC budget for home repairs or improvements. When in doubt -- ask first.

B. Rent Information

VOLUNTEER MONTHLY RENT IS DUE on the first day of each month, however LVC acknowledges that most Volunteers must mail their check to the DC office and will consider mail postmarked by the 10th of the month on time. For each month that rent is not on time, \$10 will be deducted from the end of year reimbursements.

- Send a check or money order (no cash!!!) to: ***Lutheran Volunteer Corps, 1226 Vermont Avenue, NW, Washington, D.C. 20005.***
- Volunteers in Omaha, NE will send their rent checks to the Omaha LSC office (which is located in the same building as the LVC house).
- Check should include VOLUNTEER'S HOUSE NAME and CITY in the memo line. Adding this information will make it much easier for us to identify & process the rent check.
- Use BLACK INK to write checks. We do electronic deposits; lighter colors can't be read by our machine.
- If a volunteer is unable to submit their rent check to LVC's D.C. office by the 10th of the month AND call or write to us and explain (prior to the 10th) we will consider the situation and possibly not deduct from pending end of year reimbursements.

The amount of rent due is found in section II.A.2 of the 3-way Contract, under Volunteer Responsibilities. This amount is different than the amount in the lease.

NOTE: Rent is different in each LVC city because the cost of housing varies. Volunteers will receive their rent through their monthly stipend. Monthly stipends are determined, in part, by the amount of rent volunteers will owe individually.

Utilities are included in Volunteer's monthly rent and are paid by the LVC office. Volunteer's rent amount is based on the actual rent cost plus an estimate for utilities based on past usage, and additional costs factored in nationally. We ask that Volunteers use the resources available to them wisely. We encourage Volunteers to use insulating techniques in the winter to lower heating costs. If a LVC house has an air conditioning unit please, please, use fans instead.

C. Year-End Cleaning Guidelines

These guidelines are intended to ensure that each house is cleaned well at year-end in preparation for the new Volunteers. These are things that need to be done before the Final Year-end Walk-thru.

We have created this list of expectations so that Volunteer's may enter their LVC year feeling "at home." We want volunteers to start their year without having to worry about cleaning up after the previous community.

Throughout the year please feel free to get rid of or throw away the “junk” in the LVC house that will not be of use to future volunteers, but do not get rid of furniture or appliances without consulting the program staff and local supporters.

If the house is not cleaned satisfactorily Volunteers will be fined and deducted from end of year reimbursements. The fines will be charged to each person in the household if cleaning for any one item is not completed. For example, If a Volunteer does not clean their stove and oven each person in who lived in the LVC house will have \$40 deducted from his/her end of year reimbursements. The fines will pay for cleaning/repair projects.

Note: The following amounts are deducted when an item listed is not completed by the Volunteers at the end of the year.

General

- Recycling removed from house. *\$20.00*
- Trash emptied. *\$50.00*
- Removal of personal items or house projects (a dead or weed ridden garden is not a nice gift). *\$30.00*

Kitchen

- Stove and oven cleaned, including broiler and underneath stovetop (range) where food drips. *\$40.00*
- Refrigerator cleaned. Outside wiped of prints, inside washed and free of food stains on shelves and in drawers (leftovers and other items that can spoil removed). Freezer defrosted. Drip pan emptied and cleaned. *\$40.00*
- Cabinets cleaned, food items stored in the pantry that cannot be passed on must be given away or thrown away. *\$20.00*
- Kitchen floor and wall by stove scrubbed thoroughly. *\$20.00*
- Compost emptied. *\$20.00*

Living and Common Areas

- Swept/mopped/vacuumed. *\$30.00*
- Personal items removed or placed in bedroom in boxes/bags with a note saying when they'll be removed. (Anything left behind will be given to Goodwill or thrown away). *\$20.00*

Bathroom(s)

- Tub/sink/toilet scrubbed. *\$30.00*
- Tile (floor, tub or shower stall) scrubbed of mildew and dirt. *\$30.00*

Bedrooms

- Swept/mopped/vacuumed. *\$20.00*
- Emptied – no personal effects in drawers or closets once a volunteer leaves. (Anything left will be given away or thrown out.) *\$20.00*

Lawn and Garden

- Final mowing/raking, as determined by the lease. *\$20.00*

D. LVC Local Internet Subsidy

Why an Internet subsidy?

LVC staff will primarily communicate with Volunteers via email. Therefore, we want to ensure that Volunteers have access to email in their LVC home and can respond in a timely manner to requests, notifications and concerns.

Putting the bill in a volunteer's name

Because these are residential services and the responsibility of the Volunteers, the account must be in the name and social security number of one Volunteer each year. This is also important for our records. The bill will come in the name of the Volunteer on the account, and LVC will send the subsidy check to that Volunteer.

Setting up and transferring service

Volunteer are responsible for transferring service to the next as one year ends and another begins. If there is not current service at a house, it will be set up by the current Volunteers. Either way, LVC will pay for the set-up and/or installation costs.

The subsidy and what it includes

The house community is responsible for paying their internet bill each month. However, over the course of the year LVC will provide three subsidy checks to cover the cost of internet coverage, which we have calculated to be no more than \$36/house/month. **NOTE:** This subsidy is not a reimbursement. All volunteers are equally responsible for helping to pay the remainder of the bill, if there is one.

How to Apply

Volunteers can apply for their Internet stipend **three times** during the year. If you've already sent in a bill in the fall, don't forget to reapply in the spring and summer! The deadlines for application are as follows:

Stipend One: September-December Internet (4 months)

Applications Due: November 1st

Checks Sent: November-December

Amount Provided: *Up to \$36 per month + any set-up and/or installation costs*

Stipend Two: January-April Internet (4 months)

Applications Due: March 1st

Checks Sent: March-April

Amount Provided: *Up to \$36 per month*

Stipend Three: May-July Internet (3 months)

Applications Due: June 1st

Checks Sent: July-August

Amount Provided: *Up to \$36 per month*

To apply for the internet subsidy, simply send Kate Ingersoll an email (or regular mail) with a copy of a current Internet bill. The bill must:

1. Be current for the period (listed on page #) that you are applying
2. List your house address as the service address
3. Be billed to a member of your house, and list their name on the bill

Checks are cut on a rolling basis, so early applicants are likely, though not guaranteed, to receive their checks earlier than later applicants.

Send copies of the bill to:

Lutheran Volunteer Corps

1226 Vermont Ave NW

Washington, DC 20005

If you have questions about how the subsidy works, contact your Kate Ingersoll at kingersoll@lutheranvolunteercorps.org or 202-387-3222.

E. Retreat/Program Day Mileage Reimbursement Policy

It is expected that everyone will carpool. Therefore, LVC will not reimburse one person driving alone to a retreat/program days, except in cases where this is negotiated in advance with the Program Staff. Volunteers will be reimbursed at .24 cents per mile.

If a volunteer is using a borrowed car and requesting reimbursement for mileage, we expect that the owner of the car will receive the amount being reimbursed (minus whatever what has been spent on gas).

For Gas and Tolls (in lieu of mileage)

LVC will gladly reimburse the cost of gas and tolls instead of mileage. Receipts are necessary.

Mileage Reimbursement Forms

Before or during each retreat, LVC staff will provide mileage reimbursement forms to the drivers. A copy of the form is provided in Appendix G. **These must be submitted to your Program Staff for reimbursement no later than one month after the retreat, or a reimbursement will not be provided.**

F. End of Year Reimbursement(s)

The Volunteer is responsible for arranging and securing Beginning of the Year (BOY) to LVC's national orientation and End of the Year (EOY) transportation. LVC will reimburse these BOY & EOY expenses in line with travel caps and timelines, which will be communicated to volunteers in the months before their year of service. LVC will arrange travel from national orientation to the Volunteer's placement city. More information on travel reimbursements will be posted at: <http://lutheranvolunteercorps.org/index.cfm/for-incoming-volunteers>

VIII. PLACEMENT INFORMATION

We expect volunteers to accept the responsibilities and duties assigned by the Placement and fulfill them to the best of their abilities. The responsibilities are outlined in the Position application and reviewed by the Volunteer during the admissions process. Volunteers will serve 40 hours per week. Compensatory time off will be given to the Volunteer if the service hours exceed this amount. Volunteers cannot claim unemployment benefits from their Placements upon departure or completion of the program because they are not in an employer/employee relationship, but rather Volunteers in a program.

A. Highlights from 3-Way Contract

The 3-Way Contract is an important LVC document that we take very seriously -- and expect you to take seriously as well. We realize that a list of "rules" may strike you as a bit formal. While we strive to be flexible, we've learned from experience that it benefits all of us to set some basic expectations. A generic copy of the 3-Way Contract may be found in Appendix G.

Key highlights from 3-Way Contract:

- **The monthly stipend covers:**
 - the cost of rent (that the Volunteer will send to LVC)
 - \$105 for food, \$105 personal stipend (\$125 personal stipend for second years)

- a transportation stipend for commuting & incidental travel
- car insurance reimbursement as applicable, submit receipts/invoice based on actual expense to placement
 - If you pay your insurance premium on a non-monthly basis (every 6-month, yearly, etc.) your Placement may choose to reimburse the expense on a monthly basis or in a lump sum
- **Your term of service** with LVC runs from **August 8th, 2015 through July 24th, 2016** with your last day of service at your placement being July 22, 2016. You will receive 1.5 months of your stipend on your first day of service (August 17th). Departures earlier than July 24th, 2016 will be considered early departure and will require prior consultation and written agreement.
- **You are responsible for rent** from mid-August through July. If you depart and/or are terminated from LVC, you will retain sole responsibility for any rent payments due to LVC.
- You are required to attend and participate in **all LVC retreats/program days** (see section IV.B, "Retreats/Program Days").
- We also ask you to NOT take on any **additional jobs or for-credit classes** during your LVC year. Also, please limit housesitting stints to no more than one-week periods. Life in the LVC program is a very full undertaking. We know from experience that additional commitments like part-time jobs or classes generally make people too busy and compromises community relationships.

Your placement is required to provide ten (10) days of paid **vacation** during your year. ("Paid" means you'll still get your full stipend.)

- You may not "save" your vacation time to leave the program early, unless you have negotiated this with both LVC and your placement.
- Your placement supervisor must approve vacation days **before** they are taken.
- Holidays and sick leave will be given to you in accordance with the policies of the placement. An exception is made when sick leave and vacation are combined at the placement and are only 10 days. In this circumstance, you will be granted a minimum of 3 days for sick leave to avoid using vacation days for sick leave.

As a volunteer it is a requirement that you are on a health insurance plan provided through your placement, one offered to your placement by LVC or the health exchange, or on your parent's insurance. Your placement pays for your **health insurance** for you from September 1, 2015 to July 31, 2016. If your placement provides dental insurance for other employees, they must also provide it for you. Your health insurance may or may not include vision coverage.

B. Health Insurance Reimbursements

Volunteer Responsibility:

- You are responsible for the first \$100 of health related deductibles, co-payments, and prescription costs that you incur while serving at the placement.
- If covering the \$100 or any other cost becomes a problem, talk to your program staff to get a loan or financial assistance.
- Costs incurred beyond \$1000 are the volunteer's responsibility.

Placement's Responsibility (After \$100 is paid, up to a max of \$900):

- Health related deductibles, co-payments, dental care, and prescription costs (not including corrective devices) after the first \$100 including dental costs up to a maximum of \$900.
- Provide receipts (with prescriptions and diagnoses blocked out) for the above-listed health costs, and provide those to your placement when you have reached the \$100 limit to prove you have spent that amount.
- If you stay on your parent's insurance plan you waive your placement's responsibilities for health insurance as outlined in the 3-way Contract but will still be able to receive the \$900 health reimbursement.

C. Consideration for Leaving LVC

If, for some reason, things are not working out at your placement or in your community, please contact your Program Staff. DO NOT quit or otherwise propose changes in your position status before consulting with your Program Staff. Since Volunteers have signed a contract for a specific position with a specific placement, all three parties must be involved in any changes. If your placement makes or suggests changes, please notify your Program Staff as soon as possible.

If for some reason a Volunteer chose to leave the LVC program early (prior to July 24th), please bear in mind the following:

- By leaving earlier, volunteers are breaking the 3-way contract. Before a volunteer makes such a decision, they need to discuss the situation with their Program Staff and placement supervisor.
- Leaving early will have a significant impact upon the Volunteer's LVC community. We ask Volunteers to be open about why they are considering breaking their commitment to LVC and that Volunteer's will listen to and consider their needs as well.
- **Financial Consequences:** Volunteers will still be expected to pay rent each month through the remainder of the year and forego any end of year reimbursements. The only exceptions to these financial consequences are for Volunteers that leave for extenuating circumstances such as the death of an immediate family member or because the volunteer is unable to fulfill his/her commitment due to serious health concerns.

D. Dating Between Supervisor & Volunteer

Lutheran Volunteer Corps strongly discourages dating between the supervisor and Volunteer. If dating or a physical relationship does begin between the supervisor and Volunteer both parties must immediately inform both the Program Staff for Lutheran Volunteer Corps and the HR director or equivalent person in the Placement and sign a copy of the *Acknowledgement of Harassment-Free Workplace Policy and Dating and Relationship Agreement* (Appendix E). Additionally, a new supervisor will be required and assigned to the Volunteer for the Volunteer to continue at the Placement.

IX. ADDRESSING CONCERNS PROCESSES

LVC promotes healthy relationships at all levels of the program. For that reason, we ask that you speak directly to the person if you ever have an issue with decisions that they make or with their behavior.

The staff and members of the Board and local supporters work hard to prepare the way for you and to support you during your LVC year. However there are times when volunteers need to discern whether LVC is the right place for them. Sometimes LVC may initiate this process of discernment and reassessment, because a Volunteer's participation in the program may not meet our expectations, may be detrimental to LVC, the Volunteer or the placement. Sometimes, a Volunteer may initiate this process, because of personal struggles, placement issues, or community and program challenges. We consider this a process and another opportunity to provide you support.

There are outlines for

- Addressing Concerns with LVC
- Addressing Concerns at your Placement
- Addressing concerns in your Community
- Addressing Harmful Volunteer Behavior in Community

A. Addressing Concerns with LVC

1. If you have a concern with an LVC staff member speak directly to that person to address the situation.
 - a. Every effort will be made to find an acceptable solution by informal means.
 - b. If speaking informally does not solve the problem, set up a formal meeting to discuss the situation. You should document the agreed upon expectations and a timeline for revisiting the issue. You will send this documentation to the LVC staff person's supervisor and keep a copy for yourself (Program Staff are supervised by the National Program Director and all other staff are supervised by the President. The President is supervised by the Chair of the Board).
 - c. If the conflict is not resolved after revisiting the issue, you can involve his/her supervisor to facilitate a conversation between the two of you. The supervisor will document the agreed upon expectations and a timeline for reviewing the issue.
 - d. If the conflict is still not resolved after review, describe your concern in writing and send it to the President (or the Chair of the Board if your concern is with the President).
 - e. The President (or the Chair of the Board if your concern is with the President) will respond within 10 working days of receiving the concern.
2. If you disagree with an LVC policy or decision and want to contest that decision, speak directly with your Program Staff.
 - a. Every effort will be made to find an acceptable solution by informal means.
 - b. If you cannot come to mutual understanding with your Program Staff through informal conversation you should describe your grievance with the policy or decision in writing and send it to the National Program Director that supervises your Program Staff.
 - c. The National Program Director may facilitate a conversation between the two of you to consider your grievance/request or may talk with you directly about it.
 - d. If the grievance is still not resolved the National Program Director will respond to the grievance in writing.
 - e. If you are still not satisfied with the response you will have 5 days to submit a written appeal to the President after receiving the National Program Director's response. The President will respond within 10 working days of receiving the appeal.

B. Addressing Concerns at your Placement

1. Review your placement personnel policies for addressing concerns about work conditions or treatment by administrators, supervisors or co-workers. Regarding most concerns, you should speak directly with your supervisor.
2. If you have a concern with someone at your placement speak directly to that person to address the situation.
 - a. If the situation is not resolved after speaking directly to the person, speak with your supervisor to get advice about how to proceed.
3. If you have a concern with your supervisor speak directly to him/her.
 - a. If speaking informally about this does not solve the concern, set up a formal meeting with your supervisor to discuss the situation. Document and determine agreed upon expectations and a timeline for revisiting the issue. Send documentation to your Program Staff.
 - b. If the concern is not resolved after revisiting the issues, talk with your Program Staff about the possibility of having him/her facilitate a conversation between you and your supervisor. During or after the facilitation, the Program Staff will document the agreed upon expectations and a timeline for reviewing the issue and send copies to all parties involved.

- c. If you have been unable to reach a solution even after facilitated or on-going conversation and you are considering leaving your placement or the entire LVC program, set a time to talk to your Program Staff about the pros and cons and the process for leaving.
4. If you are unhappy with your position responsibilities, work schedule, other details of your position description or work environment speak directly with your supervisor.
 - a. If changes to your position description are agreed upon by you and your supervisor, confirm with the Program Staff that these changes are acceptable and send documentation of those changes to your Program Staff. Any changes in the position description need to be approved in writing by all three parties.
 - b. If changes cannot be agreed upon, have a conversation with your Program Staff about setting up a three-way meeting between you, your supervisor and the Program Staff. The Program Staff will facilitate a meeting at the placement. The Program Staff will also document the conversation, expectations agreed upon, and timeline in writing; both the volunteer and the supervisor will receive copies.
5. If your placement supervisor has a conflict with you or is unsatisfied with your work or position performance he/she will follow similar steps.
 - a. If speaking informally does not solve the problem, your supervisor will set up a meeting with you to discuss the situation. Your supervisor will document the agreed upon expectations and a timeline for revisiting the issue. Your supervisor will send documentation to your Program Staff.
 - b. If the conflict is not resolved after revisiting the issue, your supervisor will talk with your Program Staff about the possibility of having him/her facilitate a conversation between the two of you. The Program Staff will document the agreed upon expectations and a timeline for reviewing the issue and give a copy to all parties involved.
 - c. If you have been unable to reach a solution even after facilitated or on-going conversation your placement may terminate your work with them.
 - d. Your Program Staff, in consultation with the National Program Director, will determine if helping you find a new placement is appropriate or if you will be asked to leave the LVC program.
 - e. See steps A through C in scenario number three.
6. If you decide to leave your placement or LVC, you must contact the Program Staff, have a final conversation with your placement supervisor, and give at least two weeks notice with your letter of resignation. Please see the Termination of Contract section in your three-way contract for financial and other obligations for leaving the LVC program.
7. If you do not want to leave the LVC program and LVC offers to facilitate the process of helping you find a new placement, set up a time to meet with your Program Staff to determine the next steps:
 - a. You are responsible for finding a new placement organization in close contact with the Program Staff. You must take the initiative and be pro-active in searching for placement possibilities, applying for positions and setting up interviews. Program Staff will assist you by providing suggestions or lists of placements to potentially contact. Program Staff will need to ensure that a prospective placement has the capacity to meet LVC's placement financial and programmatic expectations.
 - b. You have one month to find a new placement, during which time LVC will cover your rent and health insurance. You are responsible for covering your food stipend. If this is not possible, talk with your program staff about alternatives.
 - c. If an organization is interested in becoming an LVC placement, the potential placement must fill out and turn in an LVC placement application, have a site visit with the Program Staff and become an approved LVC placement.

- d. Once a placement has been approved you will review and sign a new three-way contract with your placement supervisor and begin your time of service with them.
- e. If you are unable to secure a new placement you will have to leave the LVC program. Please see the Termination of Contract section in your three-way contract for financial and other obligations for leaving the LVC program.

C. Addressing Concerns in your Community

If you have concerns with one or more persons in your community, speak directly to them. If this concern regards dangerous or unlawful behavior, contact your Program Staff immediately.

1. Discuss areas of concern, using “I statements.”
2. Review your community covenant and discuss remedies.
3. Ask another housemate, an LSC member or your Program Staff to join you and help you listen to one another.
4. If the concern is still not resolved after the presence of the third person, then take the concern to the entire household community.
5. If you have continued to discuss the problem and you are unable to reach a solution, talk with your Program Staff about facilitating a conversation or finding an appropriate facilitator (e.g. a professional trained in mediation). During this facilitation establish a timeline for changes and a date for revisiting concerns. The Program Staff (or outside facilitator) will document the conversation, expectations agreed upon, and timeline in writing; both volunteers and the Program Staff will receive copies. The Program Staff will advise the National Program Director of the conversation and send a copy of the documentation to the National Program Director that supervises him or her.
6. If you have been unable to reach a solution even after facilitated and on-going conversation and you are considering leaving the program, set a time to talk to your Program Staff about the pros and cons and the process for leaving LVC.
7. If you decide to leave LVC, you must also have a conversation with your placement supervisor and give at least two weeks notice with your letter of resignation.
8. If the situation has not improved and LVC determines your presence is detrimental to community you may be asked to leave the program.
9. Please see the Termination of Contract section in your three-way contract for financial and other obligations for leaving the LVC program.

D. Addressing Harmful Volunteer Behavior in Community

From time to time, volunteer behavior in community is harmful or serious enough that Lutheran Volunteer Corps must make a decision about whether or not a particular person is allowed to continue in the program.

Harmful community behaviors may include:

- Threatening or abusive behavior toward housemates
- Sexual harassment of housemates (see the specific Non-Discrimination and Harassment Policy and Procedures)
- Drug abuse
- Alcohol abuse
- Severe, untreated mental illness, including talk about suicide
- Other illegal or harmful activities

If a volunteer notices that one of their housemates is behaving in a way that is harmful to themselves or the rest of the community, they should take these steps:

1. Address the matter with the volunteer directly, if possible
2. Confer with the other housemates to see what they have noticed
3. Call and make an appointment with the Program Staff to meet, ideally as a group

At the initial meeting, the Program Staff will ask questions to find out more about the depth and seriousness of the problem and make an initial determination about the best approach for handling the situation. This may include assessing how much time it will take to appropriately address the issue, and what steps the housemates should take after the meeting.

After the initial meeting, the Program Staff will be in ongoing contact with the National Program Director, sharing e-mails and other related information. To gather information, the Program Staff will generally do these things:

1. Write a summary of the initial conversation
2. Talk with each housemate individually about their perspective on the situation
3. Talk with the volunteer's supervisor to see if there are any issues spilling over to work.

Depending on the circumstances, the Program Staff may also:

1. Talk individually with the volunteer under review
2. Ask the housemates to put their experiences in writing.

In their conversation, the Program Staff and National Program Director will determine next steps for assessing the situation with the volunteer under review, based on information gathered. Part of the decision-making process for the Program Staff and National Program Director involves deciding how quickly the situation needs to be addressed. They may also discuss a plan for supporting the volunteer under review.

Possible outcomes for the volunteer under review and their housemates might include:

- A community meeting with or without an outside mediator
- An individual conversation between the volunteer under review and the Program Staff
- Probation or a trial period for the volunteer under review
- Removal from the community while a decision is made
- Removal from the program after a notice period
- Immediate removal from the program

During their conversation the Program Staff and National Program Director will also develop a plan for supporting the housemates and the volunteer under review. This may include:

- Meeting personally with the housemates, possibly with other LVC staff members
- Assigning a staff person as separate support for either the volunteer under review or for the housemates
- Asking local support committee members to talk with the housemates informally
- Finding counseling, a mediator or other person to meet with the house as a group
- Finding individual counseling resources
- Logistical support specific to the situation

Program Staff will be in close consultation with the National Program Director, and other staff as needed, throughout the process. If you have concerns about LVC's process, please see "Addressing Concerns with LVC."

X. OTHER POLICIES

A. Termination by LVC

LVC reserves the right to terminate the volunteer at any point during any Addressing Concerns process or without using the process. If your conduct or behavior does not conform to the goals and philosophy of LVC or is damaging to the house community, the Placement or LVC directly, as deemed by the staff of LVC, you will be removed from the program. The decision to remove you from the program shall be at the discretion of the National Program Director in consultation with the local Program Staff and the President. You will be given notice of this termination in writing. If you are terminated from the program by LVC for any reason or leave the program before July 24th, 2016, you shall vacate and surrender the premises subleased by you from LVC within fourteen days of the date of written notification of termination unless earlier departure is deemed warranted by the staff. You will also still be responsible for the monthly rent payment. You shall return the keys to the Program Staff upon vacating the premises.

B. Non-Discrimination and Harassment Policy

Lutheran Volunteer Corps (LVC) does not discriminate in program admission based on race, color, sexual orientation, gender identity, religion, military discharge, sex, national origin, age, disability, or any other characteristic unrelated to the ability to perform the essential functions or basic tenets of LVC, or any bona fide occupational qualifications.

LVC is founded and rooted in the tradition of the Lutheran church. The program has a distinct Christian heritage, which all applicants will understand is the spiritual foundation of the LVC. Yet individuals of all faith perspectives are welcome to apply.

LVC will make reasonable accommodations for qualified individuals with known disabilities, as long as the accommodation does not impose an undue hardship on LVC. This policy governs all aspects of the program, including selection, placement assignment, compensation, and access to benefits and training.

LVC strives to ensure that its placements have similar non-discrimination policies. Any Volunteers with questions or concerns about any type of discrimination in their placement workplace are encouraged to bring these issues to the attention of their immediate supervisor, LVC Program Staff, LVC National Program Director, and/or President. If the placement organization is found to be engaging in such activities, removal of current member(s) (and denial of future Members at that organization) can result.

Discrimination on the part of fellow LVC Volunteers, staff members, or Local Support Committee (LSC) members will also not be tolerated. Anyone found to be engaging in any type of unlawful or harassing discrimination will be subject to disciplinary action, up to and including termination from the program. Harassers may also face civil and/or criminal charges.

LVC will not tolerate harassment of any kind. Harassment includes threatening or insinuating that the refusal to submit to sexual advances will adversely affect admission or program benefits. Harassment may also include conduct such as unwanted sexual flirtation or touches; abusive or degrading language; graphic or suggestive comments; or displaying inappropriate objects or pictures.

Any Volunteer who believes that he or she has been subject to harassment of any kind, or who has knowledge about harassment of others, should report the harassment as soon as possible to an immediate supervisor, the LVC Program Staff, and/or the LVC Program Director.

Approved by the LVC Board of Directors, 6/6/10

C. Sexual Harassment Definitions & Guidelines

What does it mean to be Sexually Harassed?

Sexual harassment is:

1. Any unwelcome verbal or physical advance or suggestion of a sexual nature (you can be sexually harassed by someone you are currently dating or previously dated),
2. Any sexually explicit derogatory statement or display of inappropriate sexual material, or
3. Any pattern of sexually discriminatory remarks
4. Made by someone in the workplace or in the LVC program that is offensive or objectionable to the recipient, causes the recipient discomfort, creates a hostile atmosphere, or interferes with the recipient's job performance or participation in the LVC program.

Sexual harassment may include:

1. Verbal abuse or demeaning jokes.
2. Subtle pressure for sexual activities.
3. Unwelcome touching; leering or brushing up against a person's body.
4. Displaying sexually explicit or degrading materials, such as posters, calendars, graffiti, internet pornography, X-rated movies, or signs with offensive messages.
5. Demanding sexual favors.
6. Threats or physical assault.

Sexual harassment violates LVC's policies when:

1. You must submit to implicit sexual demands in order to get or keep your placement, or
2. Your submission to or rejection of such conduct is used as a basis for evaluation of work performance,
3. The conduct creates an intimidating, hostile, or offensive working environment.

Placements are responsible for harassment caused by supervisors regardless of whether officials of the organization knew or should have known of the incident.

If the harassment is by co-workers or by non-employees temporarily at your place of work (for example clients or donors), the placement can be held responsible if the placement knew or should have known and you have informed a supervisor or other manager of the incident, and the placement has failed to take immediate and appropriate action. Placements have a duty to try to prevent sexual harassment.

How do you prevent sexual harassment?

The motivation behind sexual harassment is power and control. Ignoring the problem won't make it go away. If you remain silent, harassment will continue to be seen as a personal problem rather than a social-justice issue.

Placements should provide, publicize and enforce a policy forbidding sexual harassment. The policy, which should be published in personnel manuals and circulated to employees and LVC Volunteers, should include a grievance procedure for reporting harassment.

What can you do if you are sexually harassed?

1. **REPORT THE SITUATION TO LVC.** Call or email your Program Staff or the LVC National Program Director to let LVC know what is happening to you. You can use any of the reporting procedures described in the next section.
2. **Document the unwelcome behavior.** Keep a diary or log of what is happening to you in a bound book in which sheets of paper cannot be added. Take accurate notes of what is said or done, including dates, times, and places. Include direct quotes. Save any letters, cards, notes or materials sent to you. Keep the log and notes in a secure place. If the harassment happened on the job, for example, keep the log book at home – not in your desk or locker at work.
3. **If possible, deal with the harassment directly and firmly at the time it occurs, or prepare by practicing in case it happens again by saying, “I’m not interested,” or “I prefer you do not touch me when we talk.”** Say it firmly, without smiling or apologizing, making it clear that the behavior is inappropriate.

You can also use any of the other clear, ethical, nonviolent-confrontation techniques taught in the LVC volunteer training (for example, Name the Behavior, the All-Purpose Statement, the Socratic Question, the Spotlight, the Stop Sign, or the A-B-C Technique).

If you were too shocked to say or do anything at the time, you can go back and say something to the harasser a few days later, using a nonviolent-confrontation technique.

When you confront harassers, they may apologize and back off immediately – or they might try to put you on the defensive. Stick to your own agenda. Don’t get tangled up in anything the harasser might say to try to justify or excuse his/her unwelcome behavior. Just repeat your own statement, calmly and firmly (repetition is powerful).

4. **Talk to your co-workers or housemates about the incident(s) to learn if anyone else witnessed it or if anyone else has been harassed.** Perhaps someone left a job because of this behavior. Witnesses and documentation help provide evidence/proof of sexual harassment. Otherwise, the only evidence may be your word against the harasser’s word.
5. **If the harasser persists, you may state in writing that you object to this behavior.** This will allow you to organize and communicate your feelings without being interrupted.

Your letter to the harasser should be short and clear:

Paragraph 1: Report the facts of what has happened without evaluation, e.g., “During the meeting you commented on my appearance,” or “You brush against me when you pass in the hall.”

Paragraph 2: Describe the effects of the unwelcome behavior, e.g., “My stomach turns into knots when I come to work,” or “I am thinking of asking for a transfer.”

Paragraph 3: Explain what you want to happen from now on, e.g., “I want our relationship to be purely professional and I do not want to meet outside the office for any reason,” or “I want you to stop making remarks about my appearance.”

In most instances, the recipient of a letter says nothing but the behavior does change. The harasser rarely writes back. The recipient of the letter is often astonished that this behavior is viewed in the way the writer sees it. The harasser may also be fearful of a formal charge and worry about whom else has seen the letter. You may decide to send a copy to a supervisor if the letter does not initially get the harasser to stop.

Keep a copy of this letter for your files. Should it fail to achieve its purpose, the letter can later be used in support of a formal complaint or lawsuit.

6. If you are uncomfortable confronting the unwelcome behavior yourself with a verbal statement or a letter to the harasser, you don't have to do so. Just document the behavior and report it to LVC, using any of the following procedures.

REPORTING PROCEDURES FOR LVC VOLUNTEERS AND STAFF

How do you report sexual, racial, or any other type of harassment?

1. If the harassment happens at your placement organization, use the formal complaint procedures where you work. Document the behavior and report the harassment to the designated human resources (HR) representative or to your supervisor. If you are being harassed by your supervisor, report the harassment to that person's supervisor and the HR representative.
2. Report this information to your LVC Program Staff and/or the LVC Program Director, so LVC can follow up with the placement agency.
3. If you encounter harassment of any kind within LVC (inappropriate behavior by an LVC staff member, Board member, LSC member, or volunteer), document the behavior and call or email your LVC supervisor, your Program Staff, or the LVC National Program Director as soon as possible.
4. You can call or email your LVC supervisor or Program Staff and talk about the situation even if you're not sure whether it's really harassment. She/he can help you to sort out what's going on. Don't wait until the problem becomes unbearable.
5. If you are not comfortable talking to your LVC supervisor or Program Staff about this, you can report the incident(s) directly to the LVC Program Director or President.
6. You can also talk to any LVC staff member or LSC member you know and trust. They have been instructed to help you report harassment of any kind, at your placement agency or within LVC, to the LVC Program Director or President, so LVC can take appropriate action.

XI. LVC CONTACT INFORMATION

| | |
|--|--|
| <p>WASHINGTON, DC (NATIONAL OFFICE) 1226 Vermont Avenue NW Washington, DC 20005 p: 202-387-3222 f: 202-667-0037</p> <p>Deborah Shepard, Operations Director, x220 operations@lutheranvolunteercorps.org</p> <p>Hierald E. Osorto, National Program Director x225 program@lutheranvolunteercorps.org</p> <p>A.J. Cabrera, Program Manager, Admissions, x222 admissions@lutheranvolunteercorps.org</p> <p>Sue Gaeta, Regional Director – Washington, DC x221 dc@lutheranvolunteercorps.org</p> <p>Sam Collins, President, x226 president@lutheranvolunteercorps.org</p> <p>NATIONAL PROGRAM STAFF – FIELD OFFICES</p> <p>BALTIMORE/WILMINGTON 1900 St. Paul Street Baltimore, MD 21218 P: 410-332-0093</p> <p>Kevin Mackiewicz, Regional Director – Baltimore/Wilmington balt.wilm@lutheranvolunteercorps.org</p> <p>CHICAGO / MILWAUKEE 1218 W. Addison Chicago, IL 60613</p> <p>Hannah Klaassen, Regional Director – Chicago/ Milwaukee p/f: 773-832-9426 chi.mil@lutheranvolunteercorps.org</p> <p>OMAHA LSC 6220 North 30th St. Omaha, NE 68111 P: 402-457-5890</p> <p>Janelle Domeyer, Executive Director LSC Regional Director - Omaha omaha@lutheranvolunteercorps.org</p> | <p>TWIN CITIES 2235 Luther Pl, St. Paul, MN 55108</p> <p><i>Vacant</i>, Director of Development development@lutheranvolunteercorps.org 612-280-3239</p> <p>Elizabeth Flomo, Recruitment & Outreach Manager outreach@lutheranvolunteercorps.org 612-787-8844</p> <p>Elodie Lee, Development & Communications Associate communications@lutheranvolunteercorps.org 612-314-5822</p> <p>Deirdre Kanzer, Regional Director – Twin Cities twin.cities@lutheranvolunteercorps.org 612-306-2876</p> <p>PUGET SOUND Gethsemane Lutheran Church 911 Stewart Street Seattle, WA 98101 P: (206) 898-0460</p> <p>Stina Janssen, Interim Regional Coordinator – Puget Sound puget.sound@lutheranvolunteercorps.org</p> <p>Emily Garofalo, City Coordinator, Tacoma tacoma@lutheranvolunteercorps.org</p> <p>BAY AREA 2425 College Avenue Berkeley, CA 94704 p: 510-691-4398</p> <p>yvonne charles, Regional Director – Bay Area bay.area@lutheranvolunteercorps.org</p> |
|--|--|

XII. APPENDICES

Appendix A: LVC'S Emergency Preparedness

Introduction

The purpose of this is to help LVC staff and volunteers prepare and respond when you, your neighbors or co-workers suffer from accidents, crime or natural disasters. Emergencies, disasters, accidents, injuries, and crime can occur at any time without warning. Being physically and psychologically prepared to handle unexpected emergencies is an individual as well as a community responsibility. There could be emergencies that we haven't thought about and in any emergency situation contact your Program Staff. You'll receive a list of ways you can respond to specific emergencies in your house packet at orientation. If there is an emergency follow these guidelines. Please put the emergency preparedness document in a place where all housemates know where it is. Remember to create an emergency contact lists for your housemates and to come up with a procedure for meeting and contacting each other if a disaster strikes. Remember call your Program Staff in case of emergencies! Remember the three words- Prepare, Respond, Report.

Prepare: What You Can Do Now to be Prepared?

- Post emergency procedures information in a visible location in your home or office.
- Get to know your neighbors and co-workers. Develop relationships that build neighborhood and workplace community and increase your ability to quickly respond together. Exchange contact information with one or more neighbors and/or co-workers to be used in case of emergency.
- Review your house, neighborhood and workplaces to identify potential hazards; work with housemates, neighbors and co-workers to reduce the hazards.
- Develop an Emergency Contact list for your housemates (have a list of personal emergency contacts and pertinent health information in a commonly located place in case you need to connect with each other's family or loved ones on their behalf)--post this in your house and have a copy at your workplace. Basically list one emergency contact person for each housemate in case the housemate has an emergency that prevents them from calling.
- Develop a procedure for contacting and meeting your housemates in case a disaster suddenly strikes your entire neighborhood or city. What will you do if cell-phones don't work? Where will you meet if you can't get back to your house
- Choose your house emergency codeword (ex: CANTALOUPE!)
- Also the CDC website uses this general description: Be prepared: assemble an emergency supply kit, make your emergency plans, stay informed, and be involved in helping your family, your business, and your community to be ready
- Become familiar with the quickest exit routes from your building.
- Locate the nearest fire extinguisher.
- Prepare a plan for yourself and your community specifying what to do, where to go, and how to cope during an emergency.
- Look up and make a list of your county or state's office of emergency management/procedures and office of homeland security.
- Make sure you have an emergency supply kit (These should already be provided by your LSC—but double check!)
 - <http://www.ready.gov/america/getakit/>
 - <http://www.bt.cdc.gov/preparedness/>
 - http://www.redcross.org/services/prepare/0,1082,0_239_00.html

- http://www.fema.gov/areyouready/assemble_disaster_supplies_kit.shtm
- <http://www.prepare.org/>

General Response

During an emergency:

1. Stay calm
2. Evaluate the situation and take appropriate action
3. Get to a safe area and stay there
4. Call for help loudly

Report

Once you and your housemates, neighbors and co-workers are safe call your Program Staff. If you can't reach your Program Staff, call the National Program Director. Program Staff will work with you, the LSC and other LVC staff to respond further to the emergency situation. The Program Staff will also complete an Incident Report for LVC's records.

Appendix B: Community Standards Policy

The mission of Lutheran Volunteer Corps, a community of faith, is to unite people to work for peace with justice. To effectively accomplish LVC's mission, it is crucial that all the members of the LVC community share a set of behavioral standards while working, living, learning and growing together. Members of the LVC community agree to abide by LVC's governing documents. Each specific part of the LVC Community (e.g. Board, Volunteer household communities, Staff, Local Support Committees) has its own applicable set of roles, responsibilities, and policies. The following standards are agreed to by all the members of the LVC community.

A special note to LVC Volunteers: During the first few months of the LVC year, Volunteers will create a specific covenant as a household where they will further define their common household expectation for community living. These Community Standards, in addition to the other policies outlined in the Volunteer Handbook, will serve as the foundation for your household community covenants.

LVC community will be formed and sustained with the following in mind:

I. Commitment to the Core Practices

Members of the LVC community commit to building a sense of shared purpose around the core practices of building intentional community, working for social justice and living simply and sustainably. Recognizing that each of us understands and expresses the three core practices differently, members commit to discussing their views and learning from each other.

II. A commitment to welcoming each other's gifts and accommodating each other's needs, including:

- Dietary requirements
- Physical/medical needs
- Personal space
- Spiritual practices

III. Respect for all persons: Honoring individual differences, including:

- Economic background
- Ethnicity
- Gender identity
- Nationality
- Race
- Religious background and practice
- Sexual orientation
- Ability/Disability
- Age

LVC will not tolerate harassment, racial or ethnic epithets, slurs, derogatory, disrespectful or degrading remarks or threats to physical or emotional safety by anyone in the LVC community.

IV. Individual and Group Integrity

Members of the LVC community are expected to be fair, honest and ethical and assume responsibility for one's actions. They are expected to provide an environment that encourages and supports open sharing of information, empowerment and shared responsibility for decision-making. In our words and actions, we seek non-violent resolution of conflict and just treatment for all.

Name _____

Signature _____

Date _____

Appendix C: Names and Meanings of LVC House Communities

Ella Baker was an African American civil rights and human rights organizer and activist whose career spanned over five decades. Throughout her lifetime, she worked with several civil rights organizations including the National Association for the Advancement of Colored People (NAACP), the Southern Christian Leadership Conference (SCLC), the Student Nonviolent Coordinating Committee (SNCC), and the Southern Conference Education Fund (SCEF). (Oakland, CA)

In Hebrew, **Beth Shalom** means **house of peace**. (St. Paul, MN)

Dietrich Bonhoeffer was a German Lutheran pastor and participant in the German resistance movement against Nazism during WWII. Theologically, he was noted for outlining a need to talk about God in a secular language appropriate for a 'world come of age.' (Washington, DC)

Caritas (Latin) is a term in Christian theology meaning **loving kindness towards others**; it is held to be the ultimate perfection of the human spirit, because it is said to both glorify and reflect the nature of God. Also a translation of the Greek term agape. (Baltimore, MD)

A Swedish diplomat and the second secretary general of the United Nations, **Dag Hammarskjöld** had a deep commitment to the cause of peace and a rich personal spiritual life. (Washington, DC)

A devout member of the Catholic Church, **Dorothy Day** became known for her social justice campaigns in defense of the poor, forsaken, hungry, and the homeless. She co-founded the Catholic Worker Movement in 1933, advocating nonviolence and hospitality for the impoverished and downtrodden. (Milwaukee, WI)

Jesus, after his resurrection, walked on the road to **Emmaus** with two disciples who at first did not guess his identity. After he blessed bread and broke it, they recognized him, and he vanished. (Luke 24:13) (Washington, DC)

Carter Heyward was ordained as a priest in 1974 before the Episcopal Church allowed women to be ordained. A few years later, she also came out as a lesbian. Today she is a prominent theologian. (Chicago, IL)

In 1994, two years after Lutheran Service Corps' first volunteer came to live and work in Omaha, LSC received a gracious donation from Alice Hillstrom to purchase the old convent we were renting. In honor of Alice's investment in the mission and community of LSC, her work with the Red Cross during World War II, and her service to the Lutheran community of Omaha, Lutheran Service Corps renamed the building **Hillstrom House**. (Omaha, NE)

Nelson Mandela and Winnie Madikizela-Mandela are devoted anti-apartheid activists in South Africa. (Tacoma, WA)

1992 Nobel Peace Prize recipient, **Rigoberta Menchú** has dedicated her life to publicizing the plight of Guatemala's indigenous peoples, and to promoting indigenous rights in the country. (Washington, D.C.)

Miriam led the women of Israel in a song and dance of celebration after the Israelites' deliverance from the Egyptians. (Seattle, WA)

Irish Catholic priest **Bill O'Donnell** was regarded as the 'saint of Berkeley' for his almost 250 arrests at protests allied with the labor, civil rights, and peace movements. (Berkeley, CA)

An archbishop of the Roman Catholic Church in El Salvador, **Óscar Romero** witnessed numerous violations of human rights and began a ministry speaking out on behalf of the poor and victims of the country's civil war. In 1980, he was assassinated by gunshot while consecrating the Eucharist during mass. His death finally provoked international outcry for human rights reform in El Salvador. (Chicago, IL)

A Zulu word, **Simunye**, means **we are one**. (Baltimore, MD)

Sula means **peace** in Paschtu, a language spoken in Afghanistan. (Seattle, WA)

Ubuntu is a sub-Saharan ethic, roughly translating into **humanity towards others**. It is seen as one of the founding principles of the new republic of South Africa. (Seattle, WA)

Paul and Sheila Wellstone were known for their political work for peace and justice, but in 1996, U.S. Senator Paul Wellstone voted in favor of the Defense of Marriage Act. He later asked his supporters to educate him and by 2001, Wellstone admitted that he had made a mistake. We too make mistakes, but through learning from each other, we are made stronger. (Minneapolis, MN)

In Sioux and Dakota, **Winona** means **strong woman**. At the time of its naming, this LVC house was located in a neighborhood with a large Native American population, and its founding members were all women. (Minneapolis, MN)

In September 1988, **Dolores Huerta** was severely beaten by San Francisco Police officers during a peaceful and lawful protest. Later, Huerta won a large judgment against the SFPD and the City of San Francisco, the proceeds of which were used in benefit of farm workers. The assault is credited with starting yet another movement to change SFPD crowd control policies, as well as the manner in which officer discipline is handled. (San Francisco, CA)

A leader of the American Civil Rights Movement, **Martin Luther King, Jr.** promoted nonviolence and racial equality. He received the Nobel Peace Prize. (Wilmington, DE)

Koinonia comes from a Greek word (κοινωνία) that means **communion by intimate participation**. Koinonia – Communion, Community, Relationship, and Full Participation. (Wilmington, DE)

Over the years, LVC has grown and expanded to new cities and houses. For this reason, there are several years in which we have the **New House** as one of our volunteer houses. The individuals who live in the New House during its first year have the honor of choosing the house's permanent name.

Appendix D: Retreat/Program Day Absence Request Form

This request form is to be filled out completely and returned to program staff, at least, *one month* before the first day of retreat. Your request will be considered after reading this form, discussing with program staff, and talking with your Placement Supervisor. Retreat/Program dates are listed in your contract, which you receive prior to the start of your year, and your placement should not schedule work for you on those dates.

Attendance at retreats/program days is required and part of the full experience of LVC. Retreats and program days offer time and space for community discussion and bonding, exploration and further learning about the core practices of LVC, relaxation and reflection. Missing a retreat or program day is not only detrimental to your continued growth, but also creates an absence in your house community and the larger LVC community. Your absence also affects planning for logistics like transportation, food and lodging. Since attendance at retreats and program days is something you have agreed to in your 3-way Contract we consider missing all or part of them similar to missing a day at your placement site.

Your absence from all or part of retreat may mean one or more of the following: an assignment for sessions missed, an additional meeting with your Program Staff and/or housemates to discussed the missed sessions, or a deduction from your end of year reimbursements.

| |
|---|
| Volunteer Name: |
| LVC House: |
| Date(s) of the retreat/program day you will be missing: |

Why will you be missing the retreat/program day?

- Placement-related reasons
 - Placement Supervisor needs to sign below to indicate they understand that because of missing this program day, the Volunteer may need to meet with the Program Staff and/or have an alternate day away from the placement to complete assigned make-up material.
- Personal reasons
 - Placement Supervisor needs to sign below to confirm that the Volunteer has requested vacation days/comp time for the dates above, as if the Volunteer is not participating in the LVC programming days, they need to request those day(s) as vacation/comp days from the Placement.

| |
|--|
| Details of why you will miss the retreat/program day: |
| If you are missing only part of retreat/program day and plan to come late or leave early, how will you get to retreat? What day and time will you arrive or leave? |

Volunteer Signature: _____

Placement Supervisor Signature: _____

Date: _____

Appendix E: Acknowledgment of Harassment-Free Workplace Policy & Dating and Relationship Agreement

Lutheran Volunteer Corps does not tolerate unwelcome or offensive conduct or conduct that creates a hostile work environment that is in any way based upon race, color, sexual orientation, gender identity, religion, military discharge, sex, national origin, age, disability, or any other characteristic unrelated to the ability to perform the essential functions or basic tenets of LVC, or any bona fide occupational qualifications.

In addition, Lutheran Volunteer Corps does not tolerate sexual harassment, which is a form of unlawful discrimination. Unwelcome sexual advances, subtle or overt requests for sexual favors, and other verbal or physical conduct of a sexual nature including demeaning jokes, unwelcome touching, or displaying sexually explicit material violate LVC's policies when:

- a. submission to such conduct is made, explicitly or implicitly, a condition of a Volunteer's work at the Placement;
- b. submission to or rejection of such conduct by a Volunteer is used as the basis for continuation at the Placement; or
- c. such unreasonable conduct interferes with a Volunteer's work performance or creates an intimidating, hostile or offensive working environment.

We, the undersigned, have entered into a personal relationship with each other. We have read and understand Lutheran Volunteer Corps' Harassment-Free Workplace Policy, which is outlined above, and we agree as follows:

1. Our relationship is entirely voluntary.
2. Our relationship will not have a negative impact on our work.
3. We will not engage in any public displays of affection or other behavior that creates a hostile work environment for others, or that makes others uncomfortable.
4. We will act professionally towards each other at all times, even after the relationship has ended.
5. We will not participate in any organizational decision-making processes that could affect the other's pay, promotional opportunities, performance reviews, hours, shifts, or career.
6. We will inform the Placement and Lutheran Volunteer Corps immediately if the relationship ends, or if the conduct or advances of the other person are no longer welcome.
7. We agree that, if the relationship ends, we will respect the other person's decision to end the relationship and not pursue that person or seek to resume the relationship or engage in any other conduct towards the other person that could violate the Harassment-Free Workplace Policy.
8. We understand that, after the relationship ends, one of us may choose to date others in the workplace, and that we will not react with jealousy or spite or in any manner that is less than professional with respect thereto.

Dated this _____ day of _____, ____.

Supervisor Signature

Volunteer Signature

Appendix F: House Community Closure Activity/Retreat

Purpose of the Closure Retreat

LVC asks that you set aside a particular weekend this year for your year-end closure retreat. This is intended to be a time for you as a whole community to reflect and prepare to say goodbye as your year together comes to a close.

Planning what you'll do

Your community's closure time can take a wide variety of forms. You're encouraged to be creative! In the past, volunteer closure retreats have included camping, but there are many possibilities – an in-house retreat, creating a piece of art together, taking another type of trip together, etc. It's an extra bonus if you're able to cooperate with other houses in your city/area for at least some of the time together.

Timing

Everyone is expected to attend the Friday workshop day planned and organized by program staff. As part of your three-way contract, your placement will give you that day off, separate from vacation or comp time. You may then designate a weekend in July to have your communities closure retreat.

Logistics

When you've worked out what you'd like to do as a community (or communities), please fill out the proposal form (attached) and send it to regional program staff. A successful proposal will include dedicated, intentional time for your house community to be in conversation, an intentional time to begin saying goodbye to one another, and an opportunity to have fun together.

As long as your proposal meets our expectations for community closure time, LVC will reimburse up to \$100 of each community's expenses. The funds could go toward many things, including food, camping registration, travel costs, or art supplies. You may also want to consider if there are people who could loan needed supplies – tents, transportation, a place to stay, etc. This is an opportunity to be creative.

Closure Retreat Proposal

House Name:

Program Year:

Describe briefly what you'll do together as a community for your closure time together:

How will you make time for conversation as a community?

How will you intentionally begin the process of saying goodbye?

How will you have fun together?

Will you join up with other communities? How?

What expenses are you expecting?

Any other comments?

Thank you! Please return this form to Program Staff one month before the closure retreat.

Appendix G: LVC Mileage Reimbursement Form

In general, you will be reimbursed for **either** (A) Gas and Tolls or (B) Mileage. You will be reimbursed for gas and tolls if you are borrowing a car or van and for mileage and tolls if you are using your own vehicle. If you borrowed a car or van the owner may receive a mileage reimbursement minus whatever you are reimbursed for gas/tolls. Please fill in both sections if this is the case. Otherwise, fill in only one section. LVC will not reimburse volunteers who drive separately (alone) because they are arriving to retreat late or leaving early.

A. Gas and Tolls (attach receipts):

1. Total amount spent on gas: \$ _____
2. Total amount spent on tolls: \$ _____
Total: \$ _____

B: Mileage:

1. Total miles driven: _____
x .24
Total: \$ _____

Event: _____

Send gas and tolls reimbursement to: _____

Address: _____

Send mileage reimbursement to: _____

NOTES:

- ** If you are using a borrowed car and requesting reimbursement for mileage, it is expected that the owner of the car will receive the amount being reimbursed (minus whatever you have spent on gas).
- ** **Mileage Reimbursement forms must be received in the LVC office or submitted to program staff no later than one month after the retreat, or reimbursement will not be provided.**

Appendix G: 3-Way Contract (Generic)