



PARTICIPANT'S HANDBOOK
For Volunteers and Supervisors
A Companion to the 3-Way Contract

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1 . INTRODUCTION

Welcome to Lutheran Volunteer Corps (LVC)! We are excited that you have accepted our invitation to journey with us. You are joining a community of alumni, nonprofit Placement partners, congregations, and local supporters who all support the journey of LVC Volunteers. This Handbook is a companion document to the 3-Way Contract that Volunteers and Placements sign to participate in the program.

Lutheran Volunteer Corps is a 501c3 organization, governed by a national Board of Directors. LVC's National Office is located at Luther Place Memorial Lutheran Church, in Washington, DC. The President, who oversees the leadership team, assumes the day-to-day administration of LVC.

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, and 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 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 others. Although LVC borrowed its Core Practices (with permission) from other religious traditions, LVC found these practices to be well matched with the Lutheran tradition.

Mission Statement.

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

LVC Values.

- Simple and sustainable living honors the abundant resources that God provides. These resources must be shared equitably so all can thrive.
- We are unique individuals, yet we are bound to each other. Living in intentional community creates the supportive space to engage in social justice, live sustainably, and explore meaning and vocation.
- Exploring spirituality in community promotes understanding of diverse beliefs and values.
- Our journey to inclusive community must confront racism and oppression through intentional and often uncomfortable personal and institutional transformation.
- Social justice compels us to strive for a peaceful world where basic human rights are met.

Three Core Practices.

Working for social justice, living in intentional community, and living simply and sustainably are LVC's Core Practices. Volunteers make a commitment to explore these both in community and individually during their service term.

Spirituality and Faith.

Both are important components of the LVC experience. Therefore, LVC Volunteers commit to exploring how community, social justice, and sustainability are expressions of spirituality.

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 (JIC). LVC promotes inclusiveness and community within its board of directors, committees and staff, as well as among donors, Placements, Volunteers and the greater community.

Reconciling in Christ.

Since 1999 LVC has been recognized by [Reconciling Works](#) as a Reconciling in Christ (RIC) program. LVC is committed to welcoming people who are gay, lesbian, bisexual, transgender and queer. Volunteers 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.

2. THE VOLUNTEER EXPERIENCE: THE PROGRAM

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

Community Covenant. The house community starts the term together by deciding how they'll support each other. Each house community shares their hopes, goals, expectations, and commitments with one another in two forms: 1) a written covenant, and 2) a creative/artistic covenant. Each community is different, and so each will come up with a covenant that expresses its uniqueness. Following are questions to discuss to help develop your Community Covenant:

Expectations

- How often will the house community eat together as a whole group?
- How much time will the house community spend together (other than community/spirituality nights) on weekends? Evenings?
- How do you want to relate to other LVC house communities in your city? region?
- What kind of support do you hope to receive/offer your house community?
- In what ways do you want to interact with your neighbors/neighborhood community?
- How will the house community share food, personal care items, household items, etc.? How much money will you contribute to house funds for these things each month?
- How will the house community handle dating relationships, both among housemates and outside of the house?

Security

- What house policies are important for you? Do you want to let each other know when you'll be home? Are overnight guests OK with everyone?
- Do you want renter's insurance? LVC is not responsible for replacement of stolen items. If you have expensive things you may want to consider engraving an ID#, not bringing valuables at all, or getting renter's insurance.
- How will you respond to people coming to your door asking for money or food? What about kids or people expressing need being invited into your home?
- What is important for individual house community members in order to have a feeling of "safety" when dealing with house issues or concerns?

Conflict

- How do you want to deal with conflict in your house community?
- In what ways will you hold each other accountable to the LVC core practices and commitments?
- Are there specific structures that will help you deal with issues? i.e. regular times for talking about "nuts & bolts" things.
- How or when will you decide to ask for neutral or mediating assistance from staff, community/spirituality mentors or additional outside resource people?
- Make room for forgiveness and flexibility while being firm and holding each relationship in the house accountable?

Other Community Considerations.

- **Guest Policy.** Only LVC Volunteers may live in an LVC house on a permanent basis. Visits of one week or longer must be discussed with and approved by program staff. It is important for a community to spend time solely together and also to provide hospitality in the process of growth. Important situations for consideration include:

- During the first month and the last two months of the LVC program year, 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.
 - Volunteers must talk with their housemates about visitor stays before the visit.
 - LVC discourages multiple back-to-back visitors staying in the house. Prolonged visits with guests are generally a detriment to community development and growth.
- **Significant Relationships.** Romantic relationships, and even friendships, can place demands on Volunteer time and energy that need to be balanced with commitments to housemates. Talk with 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, particularly early in the year. It is critical to discuss how to balance this type of outside relationship with the needs of community. Keep lines of communication open so that all may express their preferences and concerns.
 - **Security.** Volunteers should think critically about what security and risk means, especially in the context of anti-racism work and justice advocacy, and discuss with housemates how to develop good habits about safety of self and belongings. If a Volunteer is harmed or a crime is committed, contact program staff immediately. LVC will need to document the safety issue with incident reports to keep a record of how things were handled, and determine next steps. Volunteers should consider:
 - Will housemates share their schedules with each other?
 - If you decide to stay out late with a friend, will you inform your community members?
 - Will you meet each other at the bus stop if someone has a late meeting?
 - Will you consider getting renter's insurance either individually or as a house? (LVC does not insure or 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?
 - **Confidentiality.** While confidentiality in community is an important part of respect for housemates and privacy, there is value in 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. You can expect program staff to talk with other relevant staff members about guidance on interventions. A program staff member will not share your personal concerns with another Volunteer without discussing it with you in advance.

Spend Time Together. Developing intentional community takes time, effort, and commitment from everyone. 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. When making decisions that affect your being present to your community, please reflect on the following questions:

- Am I focused on the present 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, social media, email, graduate school applications, 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 LVC Volunteer?
- If I am relying on people outside of my community, why?

Volunteer Breach of Community Expectations. Every year, frustrations arise in house communities around perceptions of some Volunteers not fulfilling the Core Practices in the way that housemates expect. At times, in fact, a kind of "scapegoat" dynamic can develop, where one Volunteer is singled out by several of their 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 encouraged by LVC to continue community conversations that promote living in community, even when one or more members are having difficulty.

Community Nights - Weekly. Community nights are for Volunteers to build community together, largely as they choose. The goal of community is not for housemates to become best friends, but rather to find ways to support one another across differences, hold each other accountable, and ask for support in challenging situations. House community night activities are your responsibility to plan and schedule.

- One should be Spirituality night, led by your Spirituality Mentor
- One should be for addressing community building and concerns, led by your Community Mentor
- One should focus on preparing for your role in program days and assignment for the month
- One should be fun (game, concert, hike, lecture, craft, movie, poetry, tours, etc.)

(Note: Volunteers will sometimes lead their own community night and spirituality night.)

Spirituality Nights - Monthly. Spiritual exploration provides a way for each participant to deepen understanding of their own truths, as well as the truths of others. Volunteers will be given guidance on a process for these discussions. LVC may match the house with a spirituality mentor to provide guidance for conversations. Volunteers are encouraged to take initiative to meet their own needs and explore spirituality further, such as joining a local faith community, exploring other faith communities, meditating, creating your own spiritual practice, etc. Spirituality nights are designed to:

- Share your life stories – personal lived experience, deepest truths, and where you find purpose and meaning.
- Listen to one another – to what you can discover in other stories, and how you can support community journeys.

Spirituality Discussion Agreements for Volunteers:

- I will listen to others in a compassionate and non-judgmental way.
- I will speak for myself, in the first person.
- I will encourage and honor my own and others' questions.
- I recognize that it is not my responsibility to analyze, fix, save, or advise others in the group.
- I will observe time limits.
- I will feel free to remain silent and tell the group if I would like to pass, careful to balance silence with sharing.
- I will maintain confidentiality with what is shared in the group.
- I will not approach any of our group's participants with feedback or advice outside of our meeting times unless it is asked for.
- I will speak directly to a group participant if a conflict arises or if clarification is needed.

Weekly Shared Meals. A big part of living in community is spending at least one day a week together. Volunteer communities that share a meal weekly promote community cohesion. The best way to build community is for a household to:

- Determine as a household how Volunteers will pool together funds for food and other items.
- Grocery shop together and discuss food choices and sensitivities.
- Cook meals together and/or take turns.

Shared Household Maintenance. LVC is the tenant of each LVC rental property, and LVC expects it to be the Volunteers' responsibility to uphold the lease agreement while residing there, with Volunteers keeping their program managers updated on unusual circumstances. Each Volunteer should care for the property as they would any property they lease themselves. A few tips:

- **Designate Volunteer Lead.** 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 unique, we recommend that the primary contact for the house be in contact with the property manager and LVC Program Manager regularly.
- **Notify Owner of Repairs.** Contact the property manager or property owner, as well as your regional program manager, when major repairs are needed/requested (i.e. broken toilet, cracks in the ceilings), there are physical problems with the house/apartment. 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). If the house is damaged beyond "normal wear and tear," all Volunteers living on the premises will be charged for repairs. If the property owner or property manager is unresponsive to a particular request, please contact the Program Manager to update them on the situation.
- **Pay attention to maintenance.** **DO NOT** contact the property owner or property manager for questions regarding anything other than the physical condition of the house and major utility systems. 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).
- **Careful of home improvement.** 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 approves the improvement or change, and is willing to provide a reimbursement. There are no specific funds designated in the LVC budget for home repairs or improvements. When in doubt – ask first.
- **Pets are not permitted.** Pets of any kind (including but not limited to dogs, cats, hamsters, fish, snakes, lizards, chickens, goats, sheep, pigs, cows, etc.) are **NOT** allowed on the premises within the house or yard.

Year-End Cleaning Guidelines. All Volunteers are responsible for year-end clean-up of the house in preparation for the next group of Volunteers. Volunteers will be billed for damages beyond normal wear and tear. Throughout the year, please feel free to get rid of 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. The following tasks need to be completed before the Final Year-End Walk-thru.

General

- Recycling removed from house
- Trash emptied
- Removal of personal items or house projects (a dead or weed-ridden garden is not a nice gift)
- Blinds dusted and cleaned
- Bulk trash pickup and/or donation to local organizations of old furniture, household items, etc.

Kitchen

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

Bathrooms

- Tub/sink/toilet scrubbed

- Tile (floor, tub or shower stall) scrubbed of mildew and dirt

Bedrooms

- Swept/mopped/vacuumed
- Emptied - no personal effects in drawers or closet. (Anything left will be given away or thrown out.)

Lawn and Garden

- Final mowing/raking/weeding, as determined by the lease
-

Living simply and sustainably -- Living simply and sustainably provides an opportunity to think intentionally about how Volunteers spend money and use resources and time; and how Volunteers sustain their own health. This is an opportunity to challenge choices about food, spending, resources, and health to an examination of impact and motivations. We expect Volunteers to live on the stipend and not on life savings or money from family, friends, etc. Part of the LVC experience is learning to wrestle with questions of privilege, and engage in this process as a community.

Living simply and sustainably is more than not spending much money. At LVC it is an invitation to value relationships over objects. Living simply is a process of examining how our use of time, consumer power, and resources impact the earth, people who are oppressed and marginalized, and our own quality of life. Simplicity also relates to 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 society and ourselves
- Be conscious of our use of natural resources: water, energy, fuel, etc.
- Make food choices that are healthier and more creative: e.g. cooking from scratch
- Live less hectically to focus on community relationships and spiritual life
- Seek creative entertainment choices, and find free and low-cost activities in your community.
- **Environmental**
 - Recycle
 - Make informed choices about purchases
 - Grow your own food
 - Minimize waste
 - Watch your utility bills by adjusting the thermostat, unplugging appliances
 - Purchase energy-efficient appliances
 - Compost kitchen waste
 - Use public transportation and carpool around town
 - Support organizations dedicated to sustainability
- **Thermostat.** As part of living sustainably, consider the setting of the thermostat. A comfortable range for temperatures during the winter is thought to be 68 degrees when you are at home and awake, and between 62 to 68 overnight when you are asleep. During the colder winter months, you can also apply insulating window plastic to reduce draft and heat loss - it can also help in the summer when air conditioning is used. In the summer, an appropriate range of temperature would be 76 to 80. If your house has a programmable thermostat, it can be used as a more sustainable option to automatically set temperatures. If an LVC house has an air conditioning unit, please consider using fans instead.
- **Physical, Emotional, and Mental.** Health challenges can make it difficult to fully participate in the program, Placement, and community life. Volunteers aware of existing challenges will want to be proactive and research and identify new supports in their Placement city and be prepared to manage their health while participating in the program. Volunteers that realize these challenges during their service term, may alert their program manager to discuss potential resources and how they can exercise self-advocacy for their own health. Program managers can assist Volunteers with how to discuss their challenges with their house community and Placement if necessary.

- **Challenges to Health Sustainability: Drug and Alcohol Abuse.** Lutheran Volunteer Corps prohibits the illegal use and abuse of alcohol and drugs, and we encourage volunteers to examine their relationship with these substances. 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.
 - **Offenses on LVC Property.** Unlawful manufacture, distribution, possession, and use of drugs, or excessive use of alcohol is prohibited 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.
 - **Offenses off LVC Property.** Unlawful manufacture, distribution, possession, and use of drugs, or excessive use of alcohol is prohibited off of LVC Property. Such use may adversely affect a Volunteer’s performance, impair judgement, cause harm to the Volunteer and others, and reflect unfavorably upon public or governmental confidence in the manner in which LVC carries out its activities. 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.
 - **Volunteer Assistance.** Volunteers will want to locate resources for drug and alcohol abuse or addiction. Program managers and LVC staff are not trained substance abuse counselors, but will provide information on resources to help Volunteers make decisions about their health. 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.
 - **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 the program. LVC Program Staff will determine the actions to take.
- **Self-Care.** A self-care plan is a written document to help each Volunteer plan in advance for their own care, to optimize during their term of service. The plan clarifies a Volunteer’s needs, and articulates support for conversations with the house community, LVC staff, health care professionals and others. **[SEE SELF-CARE PLAN ATTACHMENT]**

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 addressing 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 injustice. We understand the work of social justice to be both external and internal, which means being aware of our own experiences with oppression and privilege, and being open to discussions about racism, ableism, sexism, homophobia, and economic justice. Understanding how social justice and your actions impact others is important to keep in mind as you make decisions related to both intentional community and simple and sustainable living. Throughout this service experience, we invite you to share with one another what you are learning at your Placement, exploring your relationships to privilege, oppression, and institutional injustice.

Education, training, and development.

- **National Orientation.** New Volunteer Orientation is for all incoming Volunteers who are serving across the country and often has these core objectives:

- 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 and sustainability as practices 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'
- **LVC Retreats and Program Days.** Volunteers are required to attend and participate in all LVC retreats and program days. We may look for leadership in guiding and leading the topics of interest, and Volunteers will be asked to lead some planning and participation. If you must miss a retreat due to a death in the family, severe health issues, or a prior scheduled major family event, you must fill out the "Retreat Absence Request Form" available in the Appendix and have this absence approved by your Program Manager one month in advance, to the extent practicable. Retreats and program days are intended to:
 - Provide a continuum of learning activities begun at National Orientation
 - Help you spend time with other people in your house/city/region
 - Have Volunteers reflect on the learning experience and their progress

National Orientation and LVC Retreats and Program Days are subject to change in exigent or unusual circumstances, or when such gatherings are deemed impossible, impractical, inadvisable, or illegal. LVC will communicate with you as soon as possible regarding any such changes to the program.

LVC Values. All parties are aware of and agree to support and uphold LVC's Journey to an Inclusive Community (JIC), and Reconciling in Christ (RIC), both values described on the web site, and promoting a welcome environment for People of Color and LGBTQ+ in all areas of LVC's program and organization.

Resources.

- **Human Resources:** LVC may assign community mentors, spirituality mentors, and program and administrative staff to act as resources, facilitators, learning guides, and program administrators. Each community will generally be assigned a support team, which often includes a staff person, a Community Mentor and a Spirituality Mentor. Community Mentors facilitate community sessions in the beginning of the LVC year and generally keep in touch with Volunteers. Spirituality Mentors facilitate monthly spirituality nights and generally keep in touch with Volunteers to support them in their spiritual growth. Through these sessions, we hope Volunteers will establish a relationship with their support team. These resources may change at any time.

Local supporters and alumni assist Volunteers with getting acquainted with their LVC city, support occasional social events and fundraisers, and help locate household furnishings. Each LVC community is supported by one or two local support congregations that may be in touch with the community throughout the year. Some host congregations have local commissioning services for the Volunteers to welcome them to their new city, and assist Volunteers with pastoral support in times of crisis.

- **Financial Resources:** LVC will identify, collect, and manage the fees necessary for Volunteer participation.
- **Additional Resources:** Only adults are admitted to the program. All Volunteers are expected to be able to identify their own need for resources, as well as research and seek out their own community and city resources and supports, based on their personal needs. LVC is not responsible for identifying or satisfying personal needs; but will offer limited guidance to help Volunteers advocate for themselves. Volunteers placed in a new city are expected to research resources for their personal health and comfort in advance and during their LVC

experience; and LVC is not responsible for and does not guarantee the availability of resources in placement cities. Neither LVC staff, local supporters, or mentors, are able to provide the guidance of a trained counselor. Volunteers should take the healthy step to seek professional help in dealing with difficult issues.

Flex Semester Volunteers. Flex Volunteers who are *not* living in intentional community will be assigned to a house community and participate in all activities with that house including developing the Community Covenant, community and spirituality meetings, shared meals, simple and sustainable living, program days, etc.

LVC reserves the right to make changes to the program annually based on resources.

3. THE VOLUNTEER EXPERIENCE: THE PLACEMENT

The Placement and Volunteer are not in an employer-employee relationship; but a volunteer relationship. All Parties have the following expectations of the Placement experience:

Placement Selection and Matching Process

- **Criteria.** LVC places Volunteers in non-profit organizations that work for peace with justice. LVC will put greater emphasis on Placements that empower community members, and support the values of LVC. All Placements must be within commuting distance of the LVC households. LVC seeks to provide a wide range of Placement options to prospective volunteers (i.e. work with a variety of issues at a variety of levels). LVC looks for Placements that have positions with a reasonable and challenging position description, quality training and supervision and financial stability. LVC looks for agencies that will provide a stable and supportive atmosphere to the Volunteers in their desire to work for social justice, live simply, and in community with other Volunteers, and participate in LVC programming. Thorough training and consistent supervision as well as balance in service life (40-hour weeks with comp time policies in place) are critical to ensuring this support.
- **Requirements.** An LVC Volunteer serves 40 hours per week. Placements must provide a written position description, as well as training and ongoing supervision. The Volunteer should not be assigned responsibilities that a Placement cannot supervise properly; and a supervisor should always be available to step in on days when a Volunteer is not present (like program days). LVC Volunteers are not meant to be permanent staff at an organization. Because LVC does not guarantee the return of a Volunteer in subsequent years, organizations should develop a working plan to staff the position without Volunteer assistance.
- **Application Process.** Placements must reapply in December of each year. LVC Program Staff evaluate Placements annually in each city. They decide which Placement and position applications to approve around mid-February. The decisions are based on the written application, the experience of previous Volunteers (if applicable), and a site visit by the LVC Program Staff. Visits are made to new Placements, Placements that haven't been matched in the past year, and Placements where there have been substantial structural changes or a change in supervisor. Each year, more positions are approved than Volunteers that are expected to be matched in each city. Approval as a Placement does not guarantee a match with a Volunteer. December 15th is the deadline for submitting an application for the next program year. Information about the application process will be sent to all organizations in our database in the fall. Applications are available from a link on the LVC website, www.lutheranvolunteercorps.org. Please contact LVC Program Staff to inquire about applying if you have not heard from LVC by January 15th.
- **Matching Process.** As of 2020, LVC begins matching around March, and continues through July; then matches in the fall and spring for Flex semesters in January and June. The matching process entails Volunteer applicants reviewing all available positions, selecting top 10 choices for Placement interviews, and then LVC staff assigning them at least three interviews based on their selections. Once these interviews are

assigned, applicants contact the Placement interview contact to schedule an interview. After the interview, both Volunteer applicants and Placement contacts submit their ranking and rating of the interviews. Then, LVC Staff match Volunteers and Placements based on these preferences, program needs and available housing. When Placements indicate that they will accept a match with an applicant, LVC assumes that all funding, supervision, etc. is secured for the position.

- **Interviewing Tips.** When you interview prospective Volunteers, we would recommend that you provide a clear description of the Placement atmosphere and dynamics. Describe the amount and style of supervision that will be provided to the Volunteer. A clear position description is also very important. The clearer the position description when you are interviewing potential Volunteers, the more likely you are to find a good match for the position. A clear position description also facilitates training and supervision.

Financial Responsibilities. The Volunteer and Placement will refer to the 3-Way Contract for financial responsibilities for participation in the program.

Sample Placement Fees. Each placement pays an annual fee and LVC raises funds year-round for program costs -- which average \$29,000-\$35,000 per volunteer per year -- to recruit, place, and support volunteers. In addition this fee covers costs associated with shelter, food, and taxes of the volunteer. The fee is assessed on a sliding scale based on the placement's total salaries. To calculate Placement Fee, refer to chart below. Choose the Placement Fee that appropriately corresponds to your most recent *990 Report's total salaries line item. (Placement fees may change from one year to the next. Check with your program manager for the most accurate financial worksheet based on your organization's budget.)

*IRS Form 990 Total Salaries	Placement Fee	Cost of Living Increase by City (add to Placement Fee)
Under \$99,999	\$10,000	Baltimore, MD = \$2,000 Omaha, NE = \$0 Twin Cities, MN = \$3,000 Washington, DC = \$5,000 Wilmington, DE = \$1,000
\$100,000 - \$999,999	\$12,000	
\$1,000,000 - \$1,999,999	\$14,000	
\$2,000,000 - \$3,999,999	\$16,000	
\$4,000,000 and over	\$18,000	

Placement Orientation for Volunteer. A strong orientation provides the foundation for a strong year for the Volunteer and Placement. It is important that the Volunteer receive an orientation about the agency's mission, their position responsibilities, personnel policies (including grievance policy and sexual harassment policy), and procedures. The style of this training can take many forms, but should include one-on-one time with the supervisor to discuss specifics of the position and to provide some context for the work that the Volunteer will be doing. Ideally, orientation should take place over a period of a few weeks and ongoing supervision/training should be provided on a regular basis.

Placement Supervision. We know that each supervisor has their own style and that effective supervision can happen on an "as needed" basis. However, based on our experience, we recommend that supervisors meet with the Volunteer on a regular basis. We define "regular" to mean at least twice a month; preferably, every week at the beginning of the year and at least monthly toward the second half of the year, depending on the needs of the Volunteer. This provides opportunity for additional strategic planning regarding the Volunteer's role and to talk about larger issues that may arise for the Volunteer or the supervisor. Also, regular supervision allows the supervisor and the Volunteer to build rapport and establish a communication style that helps to facilitate faster resolution of potential conflicts. A change of supervisor from that listed in the Placement application must be communicated in writing to the Volunteer and LVC.

- Lutheran Volunteer Corps strongly discourages dating between the supervisor and Volunteer. If dating or a physical relationship occurs between the supervisor and Volunteer, each party must immediately inform both LVC Program Staff and the Human Resources (HR) director or equivalent person at the Placement. If such a relationship does occur both the Volunteer and the supervisor must sign a copy of the Acknowledgement of Harassment-Free Workplace Policy Dating and Relationship Agreement (Appendix E of both Volunteer & Supervisor Handbooks). Additionally, a new supervisor will be required and assigned to the Volunteer for the Volunteer to continue at the Placement.

Progress Feedback: At least twice. The first progress meeting will happen in the fall and will include the Placement supervisor, the Volunteer, and LVC Program Staff. This is a chance to see how the Volunteer is progressing in the Placement position, and with LVC learning activities and programming. Any changes in the position description need to be approved in writing by all three parties. The second progress feedback will typically happen mid-year between February and April. Last, there will be final progress feedback in July as an opportunity for the volunteer to summarize their learning and growth. Supervisors should give Volunteers time off to meet with their LVC Program Manager for the progress feedback meetings. A sample of Questions may be found in the Appendix.

Addressing Concerns. Most issues can be resolved informally. For that reason, we ask that you speak directly with LVC Program Staff if you have an issue that can not be resolved. There are also times when Volunteers need to discern if LVC is the right program for them. Sometimes LVC may initiate this process of discernment and reassessment, because a Volunteer's participation in the program may not meet defined expectations, may be detrimental to the Placement, house community or to the Volunteer. The decision to remove the Volunteer or Placement from the program shall be at the discretion of the regional LVC Program Staff and the President. Removal notice will be provided in writing. Sometimes, the Volunteer may initiate this process, because of personal struggles, Placement issues, or community and program challenges. And sometimes, a Placement may initiate this process because the Volunteer cannot satisfactorily meet the expectations of the position in which they were placed. Overall, we consider this process another opportunity to provide support. In order to expedite a solution, as the Volunteer supervisor, we ask that you take the following steps when you or a member of the Placement staff has a concern with the Volunteer's performance that has not been resolved:

- If you have a concern, speak directly to each other.
- If speaking informally about this does not solve the concern, set up a formal meeting to discuss the situation. Document and determine agreed upon expectations and a timeline for revisiting the issue. Send documentation to LVC Program Staff.
- If the concern is not resolved after revisiting the issues, talk with LVC Program Staff about mediation. During or after the facilitated meeting, the LVC Program Staff will document the agreed upon expectations and a timeline for reviewing the issue and send copies to all parties involved.
- If you have been unable to reach a solution even after on-going conversation, set a time to talk to the LVC Program Staff to reach a final decision.
- If the contract is to be terminated, there must be a final conversation with the Placement supervisor and the Volunteer, and at least two weeks' notice must be given with the letter of resignation, unless other resolution is agreed upon.

Please see the Termination of Contract section in your 3-Way Contract for Placement Fee refunds and forfeits as well as health insurance obligations when a Volunteer leaves a Placement by their own initiative, by LVC's or by the Placement's initiative, with cause and without cause.

- If you are considering changing the Volunteer's position responsibilities, work schedule, or other details of the position description or work environment, speak directly with your Volunteer.
- If changes to the position description are agreed upon by you and your Volunteer, confirm with the LVC Program Staff that these changes are acceptable and send documentation of those changes to your Program Staff Member.
- If changes cannot be agreed upon, have a conversation with the LVC Program Staff about setting up a three-way meeting between Placement, Volunteer and the LVC Program Staff. LVC will make a final determination and inform all parties in writing.
- Follow the steps in Addressing Concerns above.

Non-Discrimination

Lutheran Volunteer Corps does not discriminate on race, color, religion, sex/gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, family responsibilities, matriculation, political affiliation, or status as a covered veteran and any other category protected by applicable federal, state, and local laws.

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.

LVC strives to ensure that its Placements have similar non-discrimination policies. Any Volunteers with questions or concerns about any type of discrimination or harassment in their Placement workplace are encouraged to bring these issues to the attention of their immediate supervisor, LVC Program Staff, and/or President. If the Placement organization is found to be engaging in such activities, removal of the organization as a Placement can result.

Discrimination by LVC Volunteers, staff members, or Local Support Network members will also not be tolerated. Anyone found to be engaging in any type of harassment or discrimination will be subject to disciplinary action, up to and including termination from the program.

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 they have 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 President.

Anti-Harassment Policy and Complaint Procedure

LVC is committed to a work and living environment in which all individuals are treated with respect and dignity. Each individual has the right to work and live in a professional atmosphere that promotes equality and prohibits unlawful discrimination, including harassment. Therefore, LVC expects that all relationships among Volunteers will be free of bias, prejudice, and harassment.

LVC prohibits discrimination and harassment on the basis of race, color, religion, sex/gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, family responsibilities, matriculation, political affiliation, or status as a covered veteran, and any other status protected under applicable federal, state, and local law.

Volunteers must report of all perceived incidents of discrimination or harassment pursuant to the complaint procedure described below. It is the policy of LVC to promptly and thoroughly investigate such reports. LVC prohibits retaliation against anyone who makes a good faith complaint discrimination or harassment or who participates in an investigation of such reports.

Definitions of Harassment

- Sexual harassment deserves special mention. For the purposes of this policy, sexual harassment is defined, as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when, for example a) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; b) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or c) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.
- Sexual harassment may include a range of subtle and not-so-subtle behaviors and may involve individuals of the same or different gender, sex, gender identity, or gender expression. Depending on the circumstances, these behaviors may include unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess or sexual deficiencies; leering, whistling or touching; insulting or obscene comments or gestures; display in the workplace of sexually suggestive objects or pictures; and other physical, verbal or visual conduct of a sexual nature.
- Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal, written or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color, religion, sex/gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, family responsibilities, matriculation, political affiliation, or status as a covered veteran and any other category protected by applicable federal, state, and local laws, and that a) has the purpose or effect of creating an intimidating, hostile or offensive work environment; b) has the purpose or effect of unreasonably interfering with an individual's work performance; or c) otherwise adversely affects an individual's employment opportunities.
- Harassing conduct includes epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes; and written or graphic material that denigrates or shows hostility or aversion toward an individual or group and that is placed on walls or elsewhere on the employer's premises or circulated in the workplace, on company time or using company equipment via e-mail, phone (including voice messages), text messages, tweets, blogs, social networking sites or other means.

Complaint Procedure

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 or living environment.

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

1. If the harassment is by co-workers or by non-employees temporarily at your service site (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.

Reporting Procedures: 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 volunteer. 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 Manager and/or the LVC National Office, so LVC can follow up with the Placement agency.
3. If you experience or witness harassment of any kind within LVC (inappropriate behavior by an LVC staff member, Board member, Local Supporter, or Volunteer), contact your LVC supervisor, your Program Manager, or the LVC National Office as soon as possible.
4. You can call or email your LVC supervisor or Program Manager and talk about the situation even if you're not sure whether it's really harassment. They 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 Manager about this, you can report the incident(s) directly to the President.
6. You can also talk to any LVC staff 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 President, so LVC can take appropriate action.

Proof of Residency, Income (for Loan Deferment), and Tenant Status

Residency and Income. Upon request, LVC will provide Volunteers with a letter that confirms that they are a Volunteer in the program, the start and ends dates, the LVC house and city address where they live, and position title as appropriate, as proof of residency and income.

SELF CARE

A self-care plan is a written document to help each Volunteer plan in advance for their own care, to optimize during their term of service. The plan clarifies a Volunteer's needs, and articulates support for conversations with the house community, LVC staff, health care professionals and others.

Answer the below prompts related to self-care:

- Your *current* self-care practices - what are they and how will you incorporate them into your day-to-day life as an LVCer
- How you recognize your own need for self-care?
- What are some strategies and coping mechanisms that are life-giving for you?
- What might be some barriers to maintaining these self-care practices?
- How might you overcome these barriers and remind yourself to practice self-care?
- What are helpful ways for others to approach you that open you up or enable you to feel supported?
- How might you articulate your personal needs to your community members in LVC?
- What are some other self-care practices that you believe might be necessary for you to incorporate into your lifestyle as an LVCer?

Now take some time to utilize the below two charts to craft a self-care plan for yourself for your LVC experience. [SEE SELF CARE PLAN BELOW.]

SELF CARE PLAN

Reflect on various types of self-care, and strategies you currently use (or could imagine yourself using) to maintain a healthy lifestyle in each of these areas.

Type of Self Care	Strategies for practicing this type of care	Timeline (daily, weekly, monthly, as needed)	Potential barriers for maintaining these self-care practices
Physical Self Care <i>Includes activities that take care of your body</i>	Examples: Swimming , biking , managing allergies and physical health, getting enough sleep, eating healthy		
Mental Self Care <i>Activities that support your mental and intellectual well being</i>	If there are specific mental health issues, a certified professional might help determine needs		
Spiritual Self Care <i>Activities that help you feel connected to God, your faith and/or the presence of the Spirit in your life</i>	Examples: Prayer, journaling, religious practices, being in nature		
Emotional Self Care <i>Activities that help you feel happy and positive about your life and yourself</i>	Examples: Being around friends or loved ones, volunteering for a cause, positive affirmations		

Communication Style – How do you communicate and express your feelings, and how do you like to be communicated with? What are those experiences or moments that make you feel “stressed”? (triggers)

STRESS TRIGGERS	Reflections/responses to question:	How do you feel your triggers or communication style might impact yourself or your community members?
What does being or feeling “stressed” look like for you?		
What types of experiences or situations triggers mental or physical stress for you?		
What are some of your <u>physical</u> stressors? <i>Situations that overwork your body and can include not getting enough sleep, or unhealthy eating habits.</i>		
What are some of your <u>emotional</u> stressors? <i>(Internal stressors such as fears and anxieties)</i>		
What are some of your <u>change</u> stressors? <i>Feelings of stress associated with change and transition.</i>		
COMMUNICATION STYLE		
In your opinion, do you have a direct or indirect communication style?		
Are you able to share your feelings openly and honestly with others?		
How do you share feelings of frustration?		
How do you approach conflict? Do you respond slowly and indirectly? Or quickly and directly?		
Do you usually contribute frequently or infrequently to group conversations?		

PLACEMENT ORIENTATION

Introduce the history/mission of the organization

- Provide copies of literature about your organization and also of standard employee documents.

Introduce the context of the issue(s) with which the organization is involved

Introduce other departments/personnel

- Offer the volunteer opportunities to shadow someone at the organization – either someone in a similar position or, if there is no one doing similar work, a variety of people at the agency.

Provide a tour of the service area/neighborhood – sometimes, it is best to wait about a week so that the tour will be in the context of everything the volunteer has learned about the organization and their position.

- Provide a tour of your offices and facilities
- Technical training – phone systems, computer systems, etc.

Review the position description

Provide training specific to the position description (on or off site) – is there community-based training that would provide a solid foundation for the Volunteer in his/her area of service? (e.g. volunteer management, case management, organizing, curriculum development, etc.).

Go through the employee handbook together

- Grievance Policy
- Sexual Harassment Policy
- Discuss lunch hour and break policies, vacation, sick leave, and comp time policy

Make sure you know LVC Program Day dates and support your Volunteer in attending these program activities, even if conflicts with work events are present. (Attendance is required by the 3-way Contract.)

Introduce specific position procedures (e.g. enrollment/intake, reporting, etc.)

Talk about communication at the organization/with you as supervisor

- Staff meetings
- Supervision meetings (schedule the first one)
- Who the Volunteer should contact about: health insurance, vacations, sick time, etc.
- Other communication

ONGOING TRAINING

If possible, it would be beneficial for the Volunteer to receive ongoing training in the area of their work through conferences, workshops or meetings.

SUPERVISOR CHECKLIST**Application/Matching Process:**

- Inquire with your Regional Director about reapplying (October - December).
- Complete and return your application by December 15th for the following program year.
 - Note: You need to complete a position application for each position at your placement.
- Meet Program Manager for site visit, if needed.
- Learn if your organization is approved.
- Interview prospective Volunteers (mid-March through June until matching is complete).

Getting Ready for Your Volunteer:

- Sign and return the 3-Way Contract
- Pay the Placement Fee to the DC office
- Sign Volunteer up for Placement health insurance to start the first month of service, if Volunteer has selected the Placement plan (over the LVC plan)
- Prepare orientation/training for Volunteer

Throughout the Year:

- Schedule regular supervision meetings with your Volunteer (at least twice a month) .
- Be sure your Volunteer has 10 days of vacation in addition to the days off for programming days (see 3-Way contract for dates).
- Contact your Program Manager if there are any changes in your Volunteer's position description.
- If the Volunteer has selected the LVC health insurance plan, send in monthly premium payments to DC office.

PROGRESS FEEDBACK DISCUSSION

Volunteer Progress related to working for Social Justice:

Questions for Discussion	Volunteer Feedback	Placement Feedback	LVC Feedback
1. What social injustice does your Placement attempt to address?			
2. What are the major ways the Placement is responding to the injustice? Does it seek to abolish it altogether, provide temporary solutions, or perpetuate it?			
3. What feedback do you hear from people your Placement serves about the services provided, and how does this inform you?			
4. What have you learned from your participation in LVC program days that informs your service at the Placement and in community?			
5. How does racism and white supremacy* show up in a) your Placement, b) assumptions made about the people your Placement serves, and c) your role?			
6. If you were leading the Placement organization, how would you reimagine the work based on what you've learned about antiracism and white supremacy culture? Why?			
7. How has racism and white supremacy culture shown up in community (your house or broader community)? How have you responded?			
8. What has changed since your last evaluation of your progress in LVC, with how you view your role at your Placement and your house community?			

**From Dismantling Racism: A Workbook for Social Change Groups, by Kenneth Jones and Tema Okun, ChangeWork, 2001*

Volunteer General Placement Performance:

Questions for Discussion	Volunteer Feedback	Placement Feedback	LVC Feedback
1. What have been your biggest areas of personal and professional growth from serving at the Placement?			
2. What would you like to learn more about for personal and professional development?			
3. Based on the position description, in what areas have you fulfilled expectations?			
4. In what areas have you not fulfilled expectations, and why?			
5. How well are you practicing listening and learning at the Placement, rather than complaining and judging?			
6. Describe a conflict (with Placement, LVC, community) that has arisen and how you have practiced communicating across differences to resolve it? What would the other people involved say about your response?			
7. Describe how your supervisor supports your success. Is change needed here, and if so what?			
8. Describe how you have responded to direction from the supervisor. Is change needed here, and if so what?			
9. What strengths have you discovered about yourself?			
10. What strengths are not being used that could be?			
11. What has been the most challenging about the service experience at the Placement?			
12. What are important ways for you to grow in this Placement experience?			
13. What goals do you have for the rest of the year?			

LVC PROGRAM DAY ABSENCE REQUEST FORM

This request form is to be filled out completely and returned to the LVC Program Staff, at least, *one month* before the Program Day. Your request will be considered after reading this form and talking with your Placement Supervisor. Participation in Program Days is mandatory, and part of the overall learning experience, and your placement should not schedule work for you on those dates when you will not be at the Placement.

Attendance at retreats/programming days is required and part of the full experience of LVC. Retreats/program days offer time and space for community discussion, exploration and further learning about the core practices of LVC. Missing a retreat or program day impacts your growth, and also creates an absence in your house community.

Your absence from all or part of Program Days may mean one or more of the following: an assignment for sessions missed, and/or special meeting with housemates to discuss the missed sessions.

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 LVC 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 manage transportation (if necessary)? What day and time will you arrive or leave?

Volunteer Signature: _____

Placement Supervisor Signature: _____

Date: _____

APPENDIX: ACKNOWLEDGMENT OF HARASSMENT-FREE WORKPLACE POLICY AND DATING AND RELATIONSHIP AGREEMENT

HARASSMENT-FREE WORKPLACE AND 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, religion, sex/gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, family responsibilities, matriculation, political affiliation, or status as a covered veteran.

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:

- submission to such conduct is made, explicitly or implicitly, a condition of a Volunteer's work at the Placement;
- submission to or rejection of such conduct by a Volunteer is used as the basis for continuation at the Placement; or 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: Our relationship is entirely voluntary.

1. Our relationship will not have a negative impact on our work.
2. 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.
3. We will act professionally towards each other at all times, even after the relationship has ended.
4. 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.
5. 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.
6. 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.
7. 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 _____,

Volunteer Signature

Supervisor Signature

LVC 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 Networks) 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 community 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 Participant Handbook, will serve as the foundation for your household community covenants.

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

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.

A commitment to welcoming each other’s gifts and accommodating each other’s needs, including:

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

Respect for all persons: Honoring individual differences, including:

- | | | |
|--------------------|-------------------------------|-----------------------------|
| Race | Gender identity or expression | Marital status |
| Color | National origin | Family responsibilities |
| Religion | Age | Matriculation |
| Sex/gender | Disability | Political affiliation |
| Sexual orientation | Genetic information | Status as a covered veteran |

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.

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 _____

LVC HOUSE NAMES AND MEANINGS

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)

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

Junia is a woman in the Bible whose name was changed to Junius to become male – the house name is a remembrance for the forgotten women of the world. (Washington, DC)

Hillstrom House, renamed by the Lutheran Service Corps (LSC) in honor of Alice Hillstrom and her investment in the mission and community of LSC, her work with the Red Cross during WWII, and her service to the Lutheran community of Omaha. 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. (Omaha, NE)

Imani means faith in Swahili, and is the seventh night of Kwanza. In the rhythms of life North Minneapolis, we keep faith with our neighbors. (Minneapolis, MN)

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

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

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)

EMERGENCY PREPAREDNESS

Introduction. The purpose 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. If there is an emergency, follow the guidelines in your House Packet. 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. Exchange contact information.
- 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. 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.
 - 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.
 - Look up and make a list of your county or state's office of emergency management homeland security.
 - Make sure you have an emergency supply kit
 - <https://www.ready.gov/kids/build-a-kit>
 - <https://emergency.cdc.gov/preparedness/>
 - http://www.redcross.org/services/prepare/0,1082,0_239_00.html
 - https://www.fema.gov/pdf/areyouready/areyouready_full.pdf

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 Office. Program Staff will work with you and other LVC staff to respond further to the emergency situation. The Program Staff will also complete an Incident Report for LVC's records.

MILEAGE REIMBURSEMENT FORM

In general, you will be reimbursed for either (A) Mileage and Tolls or (B) Gas and Tolls. 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: Mileage (attach Google map of route drive):

1. Total miles driven: _____

2. Total amount spent on tolls: \$ _____

x .24

Total: \$ _____

B. Gas and Tolls (attach receipts):

1. Total amount spent on gas: \$ _____

2. Total amount spent on tolls: \$ _____

Total: \$ _____

Event: _____

Name of person being reimbursed: _____

Address to send reimbursement check: _____

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 Program Day, or reimbursement will not be provided.**