



Volunteer Handbook

Providing meals, clothing, healing, shelter, addiction recovery, job training, tech access, and social work services to homeless and low-income San Franciscans. **Join us.**

stanthonysf.org | (415) 592-2726 | @stanthonysf



Dear Volunteer,

Welcome to St. Anthony's. Thank you for your generous commitment to serve as a volunteer with us. You will play a vital role in helping us realize our mission of feeding, healing, sheltering, and clothing those in need.

This Volunteer Handbook is designed to introduce you to St. Anthony's and to the individuals who make up the St. Anthony's family—guests, clients, staff, board, and other volunteers. It will also provide some practical information, which will assist in your volunteer assignment. We hope this booklet will help you learn more about the opportunities available to you here.

By joining us, you will make a difference in the lives of the people we serve. We are truly grateful for your time and effort—without such generosity, St. Anthony's would be unable to touch the lives of so many in need.

Gratefully,



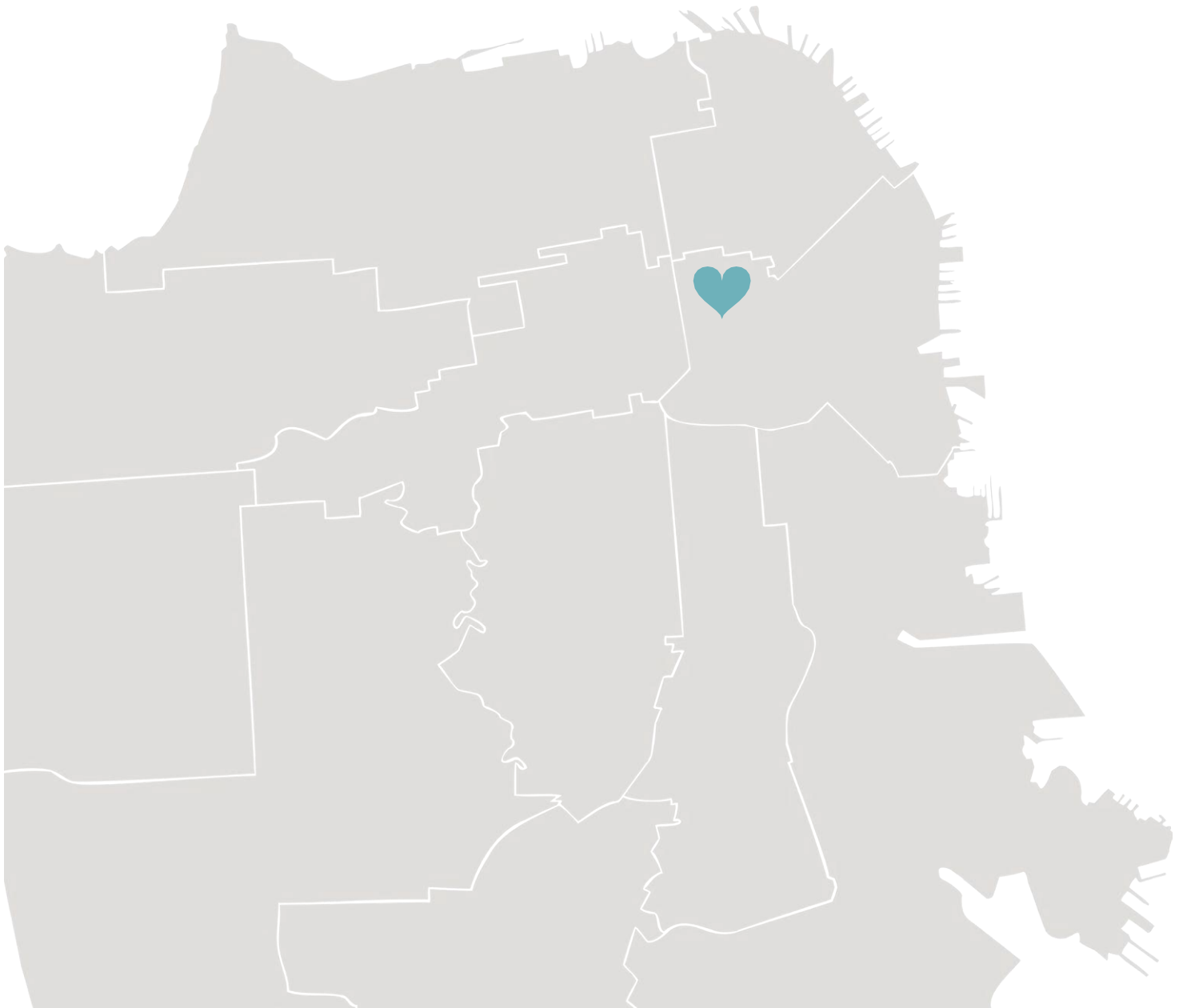
Julia Sills

Volunteer Service Team Manager

St. Anthony's is a non-profit social services agency located in San Francisco's Tenderloin neighborhood since 1950. We were founded by a Franciscan Friar, Fr. Alfred Boeddeker, OFM, and we are rooted in the Franciscan tradition. In the decades that have passed, much has changed in San Francisco, but St. Anthony's has maintained a continuing commitment to seeing the face of God in all of creation. Together we seek to understand and respond to the social, economic, and political realities that create and sustain poverty and homelessness—realities that directly affect those who come to us for our services and our support.

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Connecting with You

Volunteers are valued and vital members of the St. Anthony's family, and we thank you for your interest in volunteering with us.

As you become a volunteer with us, you join the invaluable community of caring people who annually offer more than 129,000 hours of service. The importance of our volunteers cannot be over-emphasized, for it is the collective effort of our volunteers that enables us to offer essential programs to a community in need 365 days a year. St. Anthony's volunteers share with staff and donors our efforts to care for and connect with our San Francisco brothers and sisters who have been impoverished and disconnected. Through volunteer service, you play an integral role in the day-to-day of St. Anthony's community of belonging.

As Partners, St. Anthony's Volunteers:

- attend an orientation provided by the Volunteer Service Team
- adhere to St. Anthony's policies
- abide by St. Anthony's confidentiality and harassment guidelines
- record hours of service and provide forms, for school or agency service projects*
- meet time and duty commitments, or provide adequate notice so alternative arrangements can be made

Recognizing the Value of our Volunteers, St. Anthony's Provides:

- orientation to St. Anthony's: our history, mission, our community, as well as our policies and procedures
- the opportunity for volunteers to participate in and feel connected to St. Anthony's mission
- opportunities to explore and reflect upon experiences, both within St. Anthony's and in the broader Tenderloin community
- necessary training for the performance of specialized tasks, plus information, support, and feedback to assist volunteers in the fulfillment of their duties
- recognition of each volunteer for their service

*If you are working to fulfill a requirement such as community service, judicial system hours, a school service project, or internship—please let a St. Anthony's staff member know. We cannot promise to honor a particular schedule, number of hours, or deadlines, but if you are available and qualified to fulfill the requirements of our volunteer position, we will gladly confirm hours served.

“It helps me to remember that we are all human beings and it could easily be me, waiting in line for a meal.”

- St. Anthony's Volunteer

Connecting with Our Values

Values are the codes by which we live, the principles that guide our actions and relationships. These values, rooted in our Franciscan heritage, are the very heart and soul of St. Anthony's.

Healing, Community, Personalism, Justice, & Gratitude

What do these values mean and how do St. Anthony's volunteers embody them?

Healing

We are committed to serving the spiritual, emotional, and physical needs of those who are poor. We are called to solidarity and seek to identify with those we serve, realizing that by sharing in the healing of others, we too are healed.

Community

We seek to be an integral part of the community we serve. We invite participation in decision-making by those whose lives are affected so that all may realize, develop, and share their gifts for the good of the community. We strive to promote an atmosphere of openness, trust, and relationship, and to foster a spirit of respect for the gifts and needs of all persons.

Personalism

We seek to honor diversity and to treat all people with dignity and respect. We recognize that each person is worthy and valued simply by being. We seek simplicity and flexibility in our relationships with one another.

Justice

We seek ways to eliminate injustice and to educate and empower people so that all may claim their rights in society. We believe we have a prophetic role to play in addressing the power structures of society, and seek to be advocates for and with people who are poor, disadvantaged, and outcast. We strive to work toward a society in which the world's abundant resources are made available to all according to need.

Gratitude

We celebrate the wonder of life and the beauty of creation! We work to be good stewards of all the gifts given to us. We are committed to expressing our joy and gratitude to God and to all who join us in our work.



Where do our Values come from?

The Tenderloin neighborhood and the Franciscans have had a compelling and long history.

The Tenderloin was known as such long before the name officially appeared on City maps in the 1920's and 30's with a wide variety of origin stories explaining the name. Unsavory associations in those tales and beyond have often cast the neighborhood in the shadows of stereotypes that have hidden much of the caring community within these blocks.

St. Boniface Church—the church next door to the current location of St. Anthony's Dining Room—has been a pillar of this community, founded in 1860 and run by the Franciscans since 1887. From the turn of the last century, the Franciscan Friars of St. Boniface Church have sought to feed the hungry outside their door.

More than two years after the Great Earthquake and Fire of 1906, the Friars were still feeding San Franciscans made homeless by the disaster. They continued to do so during the Great Depression and beyond.

When our founder, Fr. Alfred Boeddiker, O.F.M., became pastor in the 1940's of St. Boniface, he continued the Franciscan

tradition of care in the Tenderloin neighborhood. In the years following World War II, the number of men standing in line for food at the Friary continued to grow. Although they continued to feed all who came, Fr. Alfred began to fear that the Friars were in danger of losing their sense of personal and individual connection with the poor. He was convinced that food alone, without the opportunity to share conversation, was insufficient nourishment for human dignity.

Fr. Alfred felt inspired by “St. Anthony of Padua” (a Franciscan himself born a few years after St. Francis) to feed more than the physical hunger of the poor he saw in his Parish and on the streets; he wanted to nourish the deep hunger for belonging.

He bargained for the use of space next door to the Church, converting what had been an auto repair shop into the St. Anthony's Free Dining Room; not a ‘soup kitchen’ but a Dining Room—the very room in a home where the group of people who sit together around the dining room table are known as “family”. Called by the nickname “Miracle on Jones Street” for many years, our name has since settled on: St. Anthony's.



Connecting with Our Story

From serving those first 400 meals on October 4, 1950 to the present, having served over 43 million and counting, we are now providing an average of 2,000 - 3,000 meals each day! And St. Anthony's Dining Room has not once needed to close its doors for lack of food.

In fact, the need has been and continues to be so great that St. Anthony's built a new Dining Room, opened in October 2014, to ensure that our doors and hearts continue to remain open to serving those in need now and into the future.

How do we respond to our brothers and sisters in need?

We respond with thoughtful stewardship of the resources given by generous donors: not only our financial donors, but also the donors who offer their invaluable time and presence in dedicated volunteer service.

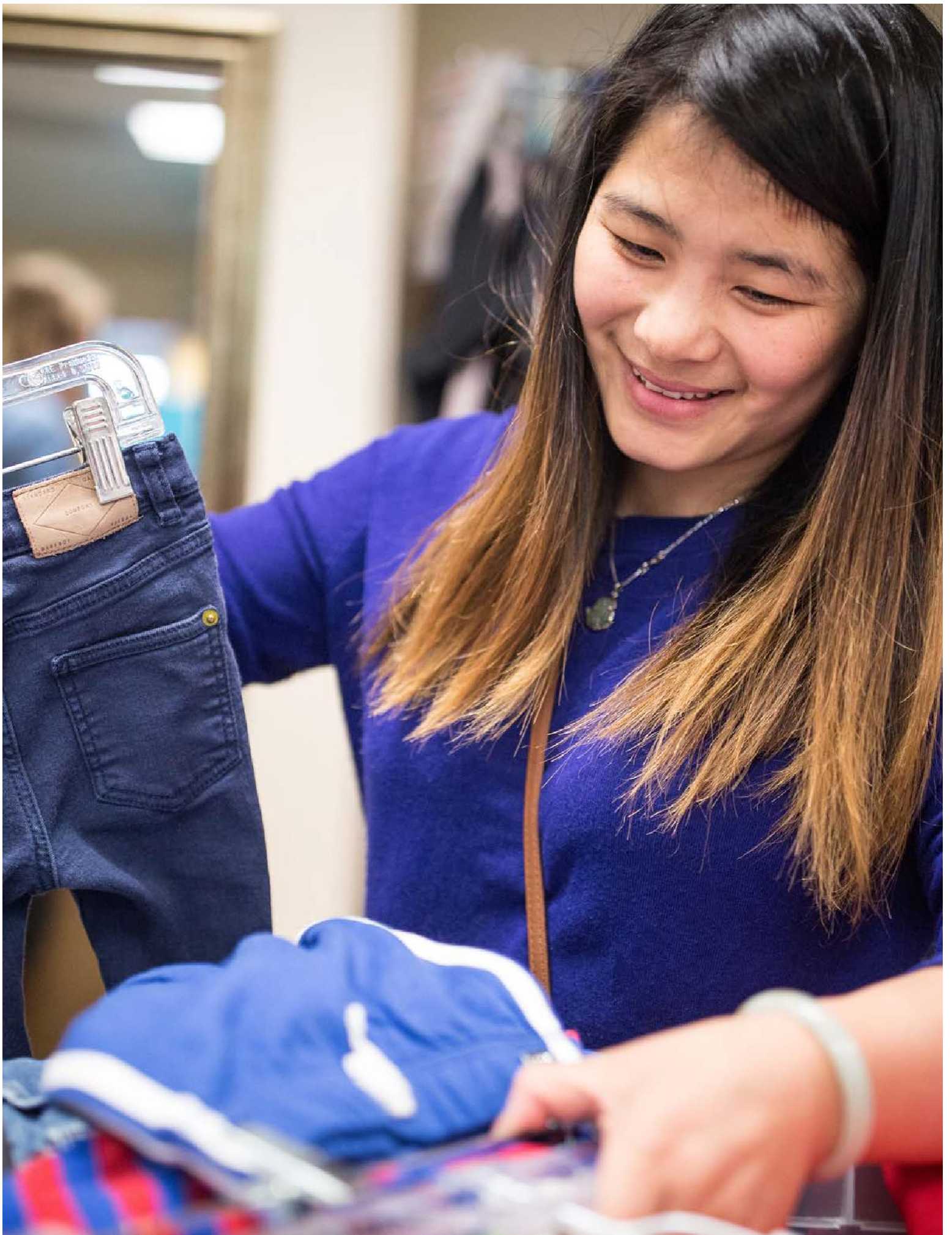
Our various programs over the decades are carefully designed and implemented to respect the resources we are given and to honor the needs of those we serve.

This brings us today to a neighborhood and a city with a cost of living that is far beyond the means of many. St. Anthony's remains committed to responding to our brothers and sisters in need with profound respect for the inherent dignity of each and every person.

"True happiness is achieved by serving others with humility and love. I receive from our wonderful guests far more than I give."

- Free Clothing Program Volunteer







“From volunteering here, I feel a greater sense of resolve and responsibility to engage and empathize, countering corrosive ideas that divide in order to build connections based on love and kindness.”

- Multi-Program Volunteer

“Really, it’s the simple things—smiling, knowing and saying someone’s name, remembering something they said and following up on that the next time you see them.”

- Dining Room Volunteer



“I am in awe of every individual I meet at St. Anthony’s, whether that’s in the Free Clothing Program or the Tech Lab. It’s mothers, fathers, sons, and daughters, who remind me so much of my own.”

- Multi-Program Volunteer

Policies & Procedures

General Information

Over the years, St. Anthony's has developed a series of policies and procedures important to volunteers. These guidelines are meant to enhance your volunteer experience by enabling you to work cooperatively and harmoniously with your fellow volunteers and our staff to achieve St. Anthony's purpose of respectful and compassionate service.

Orientation & Training

The formal Continuing Volunteer Orientation is required for those who want to volunteer with us more than 4 times. Even if volunteers have attended our Justice Education with a group, continuing individual volunteers receive a more detailed overview designed to enhance the volunteer experience. Training, on the other hand, occurs when volunteers begin serving in a program.

Meals

Volunteers are welcomed and encouraged to eat lunch in our Dining Room. (Only Dining Room guests are allowed to take food out with them). If your volunteer assignment takes place while lunch is being served, we ask that lunch from the Dining Room be eaten in the main dining area with our guests or in the Volunteer Break Room. Sharing a meal at the table together nourishes the sense of belonging, "the power of human connection", the very reason why Fr. Alfred called us a "Dining Room."

Phones

In-house phones are used to conduct client services; personal calls using these phones are discouraged, and **cell phone use while volunteering should be limited to breaks**

and away from the serving areas. Our guests and clients deserve our whole-hearted attention and presence.

Chaplain

Fr. Alfred once asked: "It's not the method, it's the spirit that's in you when you're helping the poor. Are you alive to that spirit?" Keeping the Spirit animated and connected to the great Franciscan heritage is the job of the Chaplain staff at St. Anthony's. If you would like to know more about the our Franciscan roots, or if you have any personal concern affecting the spirit of your service, please consider meeting with a staff chaplain. This service is free and confidential.

Street Safety

We encourage you to be alert to your surroundings when you visit St. Anthony's, as you would when visiting any unfamiliar neighborhood. If you drive, do not leave valuables in your car. When taking public transit, remember to secure bags, purses, and pockets. Notify a St. Anthony's staff member of any unusual events or circumstances. If you would like an escort back to your car or bus stop after finishing your shift, please ask a staff member to request someone from our Client Safety Services staff (CSS) to accompany you.

Transportation & Parking

Public transportation is highly recommended. Parking lots in the area are expensive and San Francisco traffic continues to mount. BART (Civic Center Station), Muni, and Golden Gate Transit buses have stops within easy walking distance of St. Anthony's.

Equal Opportunity

St. Anthony's does not discriminate on the basis of race, religion, sex, national origin, ethnicity, age, physical or mental disability, political affiliation, sexual orientation, gender expression, ancestry, marital status, medical condition, or other factors. Volunteers have equal access to available volunteer positions and are limited only by their ability to do complete the offered opportunity.

Youth Volunteers

Volunteers under the age of 18 must provide a signed Parent/Guardian Release & Consent Form for Youth Volunteers to demonstrate the legal guardian's agreement to and support of their child volunteering. The Form will be given to youth volunteers prior to or at the Volunteer Orientation. Insurance policy information is included on the same form. The volunteer must return the signed and completed form before beginning their first volunteer shift.

Specialized Volunteering

Volunteers are matched with roles based on their interests, skills, and availability with St. Anthony's needs. If you wish to explore Specialized Volunteering opportunities in our various programs, please visit our website for descriptions of what is currently available: stanthonysf.org/specialized. You may apply directly online.

Sign-in/Sign-out

All volunteers are required to sign in and out for each shift that they volunteer. This record is needed to track your volunteer hours, account for you in case of an emergency, and verify your presence in case of injury (See Injuries).

Identification

Volunteers are asked to wear a name tag while on the premises or when engaging

in off-site volunteer activity. This will help guests and staff identify you quickly and to personalize your connection with others. If you have not been issued a name tag, one can be obtained through a St. Anthony's staff member.

Safety Policies

St. Anthony's is firmly committed to maintaining a safe and healthy environment. Our CSS team maintains a watchful eye onsite and in the immediate vicinity to cultivate safety for all. The cooperation of volunteers and staff alike is required to support this effort*, and you are asked to adhere to the following policies:

- do not lift anything you feel is too heavy or awkward; ask for the assistance of others
- report ALL unsafe conditions to a staff member
- rough play causes accidents and is not permitted
- the use of, or being under the influence of intoxicants or illegal drugs while volunteering is prohibited and cause for dismissal (See Alcohol and Drug Use)

*If a volunteer becomes unable to fulfill the requirements of the volunteer position, they will be offered a position they are able to fulfill IF one is available. This is a safety issue not only for the volunteer, but for all people in the vicinity.

Injuries

Volunteers must immediately report any injury or volunteering-related illness to a staff member (See Insurance Coverage).

In Case of Disaster

A floor plan of St. Anthony's is posted in each department. Please note all exits and ask a St. Anthony's staff member about disaster plans for the specific program to which you are assigned.

In Case of City or Regional Disaster

St. Anthony's is considered a Disaster Resilient Organization (DRO) and is an integral member of San Francisco's City-wide Emergency Response in the event of a large-scale disaster. If such an event were to occur, volunteers should call our **EMERGENCY/ DISASTER HOTLINE at 1-888-882-3555** for information regarding when or where to report. If you cannot come in to volunteer, please leave a message with your full name, with which program you planned to volunteer, and if you are alright. If phone service is unavailable, we ask that volunteers report onsite if safe to do so on the day of their regularly scheduled shift and to be given further instructions.

Smoking

For health and safety, smoking is prohibited in all St. Anthony's buildings, including lunchrooms, restrooms, and lounges.

Conflict Resolution

Occasionally conflicts with another person may occur that cannot be resolved informally on your own. If you are involved in such a conflict, please discuss the matter with a St. Anthony's staff member.

Insurance Coverage

All volunteers must sign our waiver of liability (separate version to be signed by a parent or legal guardian for minors) before volunteering.

NOTE:

Any work-related injury or illness occurring at a time you are not assigned to volunteer will not be considered for coverage by St. Anthony's insurance carrier. In addition, coverage may be denied for an injury or illness resulting from rough play or deliberately unsafe practices (See Safety Policies).

Alcohol and Drug Use

Volunteers or staff may not consume alcoholic beverages or illegal drugs during their shift, or report for duty intoxicated in any manner. In light of this, any volunteer under the influence will be asked to leave the premises immediately and will not be allowed to volunteer for a minimum of three months. If this type of incident occurs a second time, the volunteer will be prohibited from volunteering at St. Anthony's in the future.

NOTE:

If prescription drugs might cause a volunteer to appear intoxicated, inform a St. Anthony's staff member of this.

Harassment

Consistent with a basic respect for each individual's dignity, St. Anthony's strives to provide our guests, clients, staff, and volunteers alike with an environment free of harassment, intimidation, or insult of any kind. St. Anthony's prohibits all forms of harassment.

If you have been harassed, we ask that you immediately report the situation to a St. Anthony's staff member. All charges of harassment are taken seriously, and corrective action is taken if necessary. You are assured of confidentiality in making such claims.

Personal Use of Donated Items

All donations, whether new or used items, are intended solely for the use of our guests. Taking any item for personal use is cause for immediate termination of a volunteer. This includes food taken home from the Dining Room.

Absences/Tardiness

We plan very carefully for each volunteer committed to serving with St. Anthony's, and we count on your presence. If you know in advance that you will be unavailable, we ask that you cancel your shift online and/or contact our Volunteer Service team as far in advance as possible so that others may be able to cover your shift. We do not want people to volunteer when they are sick, and we understand that often requires a last-minute cancellation, please just let us know. Volunteers who are absent or extremely late more than twice without advance notice will be asked to reassess their availability and commitment. This may lead to the volunteer's reassignment or dismissal.

Gratuities

St. Anthony's staff and volunteers are not allowed to accept tips, gratuities, or gifts from clients or guests. If pressed to accept a gift, thank the person, and state that St. Anthony's policy makes it impossible to accept the gift personally. If the guest or client wants to contribute to St. Anthony's itself, please direct them to a St. Anthony's staff person.

Media Contact

St. Anthony's has staff who are designated to work with the media (web and social media, television, radio, newspaper, etc). Requests or contacts by the media should be referred to a staff member for handling.

Photography Policy

Out of respect for the comfort and safety of our guests, you may not take photographs or videos of our guests or residents of our Father Alfred Center in any of our programs or on St. Anthony's property at large without our permission. This pertains to all devices used to capture photography or video, including smartphones.

Volunteer-Staff Relations

Communication is an important component of good relationships. It will enrich your volunteer experience by helping you to learn more about the work being done in the program where you are serving, as well as playing a vital role should the need for problem-solving arise. As a team member, you are directly responsible to the St. Anthony's staff member to whom you have been assigned, and we encourage you bring up any concerns, questions, or problems should they arise.

Clothing Regulations

Dress should be appropriate to the requirements of your assignment. Any clothing with potentially offensive material—either written or graphic—is unacceptable, and the wearer may be asked to change, remove, or turn the garment inside-out as appropriate. Apparel in support or opposition of a political candidate cannot be worn during an election cycle.

In the Dining Room, volunteers should wear comfortable clothing suitable for an active work environment and close-toed shoes. Volunteers CANNOT wear open-toed shoes, heeled shoes, shorts, skirts/dresses shorter than ankle length, leggings, or shirts without sleeves. Long hair must be pulled back, and a hat or hair net is required for those who handle food.

Relationships Among Clients, Guests, Volunteers

As a caring individual, you may want to respond personally to the needs of those you are serving. However, clients and the public view volunteers as informal representatives of St. Anthony's, and St. Anthony's expects volunteers to exercise the same level of professional discretion required of staff. Actions which might be appropriate in purely social settings—such as giving or lending

money, sharing a home phone number or email address, interacting on social networking websites, or establishing other personal relationships—are not appropriate for a St. Anthony's volunteer. This includes relationships with any of the Father Alfred Center residents working in the Dining Room or other areas of St. Anthony's as part of their recovery).

Let staff know of any client or guest who you feel has an urgent specific need so that an appropriate response may be made. If you are uncertain about what constitutes appropriate boundaries between yourself and another volunteer, client, or guest, please speak with a St. Anthony's staff member. If you find yourself troubled by anything that you witness, discuss it with the Volunteer Coordinator, Volunteer Manager, Human Resources Director, or one of St. Anthony's Chaplains.

Confidentiality Policy

Please bear in mind that details surrounding the lives of those we serve are confidential. St. Anthony's seeks to serve individuals by providing services that are frequently of a personal nature, and it is our policy to respect and safeguard the privacy of all clients and guests. Information learned and observations made by volunteers and staff about clients are to be kept confidential to the fullest extent possible. This includes written, verbal, and electronic forms of communication.

Issues of confidentiality or policies specific to the program in which you are volunteering will be explained in further detail by a St. Anthony's staff member. For some positions, volunteers are required to sign an additional acknowledgement of understanding and agreement to abide by a program's policy. Please consult with a staff member about ways to ensure that you do not inadvertently betray confidences.

Dismissal

Volunteers represent St. Anthony's to our guests, clients, visitors, and the public. We expect volunteers to act in a manner that reflects our mission and values. While St. Anthony's attempts to nurture relationships with all volunteers, individuals who violate the policies in this handbook will be subject to dismissal.

The following behaviors are considered cause for a volunteer's termination:

- refusal to follow staff directions
- fighting or provoking a fight while volunteering or on St. Anthony's property
- theft
- unexcused absences or tardiness
- disregarding safety rules, or actions that endanger the safety of others
- use of, possession of, or being under the influence of alcohol or illegal drugs while on volunteer assignment
- behavior that is offensive, or discourteous treatment or harassment of clients, other volunteers, employees, or the public
- divulging confidential information which is otherwise not public about St. Anthony's, its guests, its clients, its employees, its volunteers, and/or its donors (See Confidentiality Policy)

A volunteer may have difficulty observing St. Anthony's guidelines. Whenever possible, staff will work with a volunteer to correct behavior before dismissal is considered.

Employment Policy

Volunteers who are interested in employment with St. Anthony's are encouraged to apply for positions for which they are eligible, and will be considered along with other applicants. St. Anthony's employees are allowed to volunteer except in the work unit in which they are employed.



Volunteer Appreciation

In recognition of the tremendous service provided by our volunteers, St. Anthony's sponsors periodic events such as town halls, meet-ups, social justice cinema nights, in-depth program presentations, and relevant advocacy discussions with the very people who further our mission by volunteering.

We also host a yearly Volunteer Appreciation Event (VAE) for our continuing individual volunteers, bringing volunteers from St. Anthony's various programs together to celebrate and recognize their outstanding contribution to a more caring, just, and loving world.

“The VAE is one of my favorite events all year. It's a beautiful thing to be in a room with so many other volunteers who care as I do for this work. We're all family here.”

- Dining Room Volunteer



Serving Hope Daily (*thanks to you!*)

St. Anthony's response to the needs of our brothers and sisters can only happen with our dedicated extended family of volunteers! From the very first meal served in the Dining Room on the Feast of St. Francis in 1950 and continuing into the present. The generosity and commitment of our volunteers serve as a vital point of connection between our mission and its realization. St. Anthony's is grateful to the hundreds of individual volunteers and the daily groups who come from high schools and universities, businesses, and civic and faith groups each year to act as partners with our staff, partners in providing direct services, and in seeking to lift up the voices of those who struggle each day simply to

“The volunteer program is about service — creating ways to connect the community of St. Anthony's with the community around us.”

- Free Clothing Program Volunteer

survive. From students and working people, to retirees, families, and friends who give the gift of themselves, our volunteers contribute more than time and talent. They contribute a willingness to see beyond the stereotypes that stigmatize and marginalize so many of our clients and guests, recognizing instead the human person who is imbued with the inherent dignity that is deserving of respect and compassion.

Our volunteers, whether they serve for a day, many years, or return after a hiatus, are the people who reflect the human face of St. Anthony's. Our volunteers help provide the personal touch that enlivens our mission, nurturing “a society in which all persons flourish”.

Fr. Alfred once said, “The great activity of our life is to love. I see God as one act, like the sun always shining.”

**Pace e Bene (Peace and All Good), dear volunteers.
Welcome to St. Anthony's!**

About St. Anthony's

St. Anthony's mission is to feed, heal, shelter, clothe, lift the spirits of those in need, and create a society in which all persons flourish. This mission is guided by five values: healing, community, personalism, justice, and gratitude.

Volunteer Service Contact:

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