

Volunteer Handbook



Franciscan Renewal Center
Peace. Renewal. Good.

5802 East Lincoln Drive
Scottsdale, Arizona 85253

480.948.7460 phone
Social Media: theCasaFRC

thecasa.org
All are welcome.

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Franciscan Renewal Center

Peace. Renewal. Good.

Dear Casa Volunteer,

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

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

Welcome, and thank you,

Charles Brown
Executive Director
charlie@thecasa.org

5802 East Lincoln Drive, Scottsdale, Arizona 85253 | 480.940.7460 phone | thecasa.org website



Welcome to the Franciscan Renewal Center

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

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

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

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

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

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

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

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



Franciscan Renewal Center Values

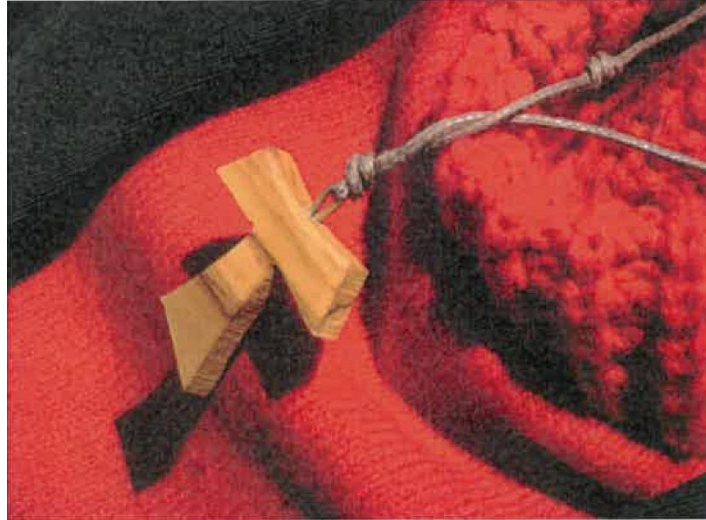
What does it mean to say one is Franciscan in their being and behavior? There are core values that guide our words and actions.

We value:

- **Relationships over efficiency.**
- **Sacred space.**
- **Intuition as a superior mode of knowing, along with rationality and senses.**
- **Interruptions as potential opportunities for cooperation with the Spirit.**
- **Diversity and inclusivity.**
- **Providence of God.**
- **Coincidence of opposites as inspiration for answers.**
- **Proactive collaboration and cooperation.**
- **Joyful service to others.**
- **The voice of the unheard as motivation for service.**
- **Prayerful discernment.**
- **Cooperation with the Spirit.**

Franciscan Renewal Center Mission

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



What this means for you:

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

The Franciscan way is founded on the Gospel value of service and on our relationship as brothers and sisters. We respect and care for all of creation and value contemplation as well as action. The poor are valued as much as the rich, and both the rich and poor recognize their own poverty. Peace and respect are valued more than confrontation and control, and joy is valued more than happiness.

Characteristics of Franciscan Ministry at the Franciscan Renewal Center

We follow the Gospel call to serve others (this is what makes our service Franciscan).

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

We recognize the dignity of each individual (this is who we serve).

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

We are peacemakers (this is who serves).

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

We honor the connectedness of all of creation (this is how we serve).

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

We recognize the good (this is why we serve).

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

Core Values of Volunteer Leadership at FRC

Every volunteer experience at FRC should encourage a healthy spiritual relationship.

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

We believe everyone in the body of Christ has something to give to the corporate body.

Volunteer leadership cooperates best by honoring the abilities, interests, and passions of volunteers. We'll take the time to thoroughly interview volunteers and see that they are placed appropriately.

Volunteers are respected as full partners in ministry.

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

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

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

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

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

We won't let volunteers burn out.

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

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

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

Balance of Rights & Responsibilities

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

THE VOLUNTEER HAS

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

THE PAID STAFF HAS

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



Franciscan Renewal Center

Peace. Renewal. Good.

Gratitude Report • Fiscal Year 2024 • Lifelong and Ongoing...Serving the Casa Community



In 1951, the Casa de Paz y Bien began as a Catholic retreat center in Scottsdale, Arizona. Now, as the Franciscan Renewal Center (still affectionately called the Casa) we offer opportunities for spiritual growth, healing and transformation, and service to others. The Casa was founded by and is today an active religious community of the Order of Friars Minor, following the footsteps of Saints Francis and Clare of Assisi. The Casa works cooperatively with the Diocese of Phoenix.

Activities at the Casa include:

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

Discover more at thecasa.org

Find us on social media: [TheCasaFRC](https://www.facebook.com/TheCasaFRC)

Dear friend,

We are humbly grateful for your generosity and passion for the Casa's mission. You believe in the friars' approach to Christian living, energized by collaboration with the laity. The abundance of healing, hope, and community on these sacred grounds would not be possible without you. Let's celebrate our shared work of renewing lives in 2023-2024:

- Sponsored retreat attendance grew by 30%, with a 98% approval rating.
- The highest ever number of adults and youths entered the Catholic faith through our RCIA (OCIA) program.
- The new Whole Community Ministry provided intergenerational opportunities for people to grow their faith.
- 18,000 nonprofit members from around the world came here for hosted retreats and conferences.

The enduring success of the Casa is fostered by a 73-year history of long-term planning and fiscal responsibility. This year, we invited the entire community to a 25-year Visioning exercise to form the aspirational basis for our next 5-Year Strategic Plan. We look forward to sharing the results with you in 2025.

The heartfelt testimonials in this report illustrate the continued hunger for our ministries and services. And while each story is unique, a common thread runs through them—community. When meaningful opportunities are met with compassionate people, great things happen!

With grateful hearts,

Charles Brown, Executive Director
Franciscan Renewal Center

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

Renewal through Spiritual Growth



The Holy Spirit led me to the Casa through my love of music—and what a journey it has been. My first encounter was as a new member of the handbell choir when we performed at the Feast of St. Francis Mass. It was so beautiful and moving that I returned the following Sunday to be fully present with the worshipping community. As a faith seeker, I felt welcomed and inspired to join the Catholic Church through the Casa's Order of Christian Initiation of Adults

program and was Confirmed at the Easter Vigil this year.

As Christians, we are called to accompany one another through life's moments. I have truly felt seen and supported here at the Casa, especially by my sponsor, Maggie, who walked alongside me during my initiation journey. When the community prayed over us during the Rite of Welcoming, it was miraculous. I really felt the Holy Spirit. There is nowhere else I have felt that connected, all together, with the same vision, in one location.

My faith gives me the courage to face each day. It allows me to express gratitude and help others, and I turn to it in times of suffering. My faith has also encouraged me to join the Young Adult Ministry team. Through these programs, I

can discuss with my peers living out our faith with its joys and hardships and how we can listen to and serve other young adults in our community.

Like the church bells outside Our Lady of the Angels that ring throughout the day, calling people to church or prayer, the handbells—that invitation, that opportunity—called me to this community. — *Chloe Larson*

2024 Highlights Include:

- 2,007 registered members of Our Lady of the Angels Church
- 207 families (276 children) registered for Family Ministry
- 52 infant Baptisms
- 85 students completed their Sacraments
- 22 adults/youths Confirmed through OCIA
- 1,017 spiritual direction sessions

Renewal through Healing & Transformation



When I first attended Mass at the Casa with a friend in the late 1970s, I had not attended church for quite a while. I knew immediately I had found my spiritual home. When my husband was diagnosed as terminal, he acquiesced to calling a priest “only from the Casa.” Father Alonso answered our plea, and it was a glorious sight to see Harry's

countenance after his visit. After Harry's death, the Casa became a healing haven for me. I found purpose in volunteering for as many ministries, committees, and tasks as possible.

My daughter Karla, who also loved the Casa, died a few years ago. I cannot begin to tell you the love and care showered upon me. The healing from losing both of my family members continues at my peaceful, caring home, known as the Casa.

The many retreats and conferences I have attended are enlightening no matter what one seeks — information, solace, prayer time, silence, etc. I have not missed

an Easter Retreat since 1998. I look forward to beginning each day with morning Mass, followed by a friendly gathering of folks we call “The Coffee Group.” I am filled with heartfelt gratitude for the many friars, community members, and staff who have walked with me in moments of grief and loss...and moments of joy. It is my wish that everyone could have a “Casa” – a special place they call home.

— *Beth Koehnemann*

2024 Highlights Include:

- 2,504 participants in healing and educational programs
- 485 behavioral health therapy sessions
- 41 clinical supervision sessions for therapists in training

Renewal through Service to Others



The Franciscan Renewal Center has been a source of encouragement, retreat, and refuge for our growing association of spiritual directors for the past seven years. ESDA (Evangelical Spiritual Directors Assoc.) held our first Gathering retreat at the Casa in 2017 with about 50 attendees. In 2024, our Gathering sold out for the first time in just a few weeks as we used every accommodation available and tried to maximize the meeting and dining space to have capacity for as

many commuters as possible. Our last Gathering held 120 spiritual directors who are hungry for fellowship and communion with God and with each other.

The meeting spaces at the Casa have provided exactly what we needed for large and small group gatherings. Our spiritual directors have reported year after year how they love the beauty of the Casa, walks in the healing garden, the labyrinth, and the services they have attended while on campus. The accommodations are exactly what our group needs, and we hear consistently that our directors enjoy this space, love the food, and treasure their time at the Casa. I have watched so many groups of directors connect with one another and receive the ministry of this place.

As ESDA grows each year—our association is now at 1,200 members—our desire is to remain at the Casa as long as we are able. The Casa is truly a sacred space for us. It is a place where God has met us, worked among us, and renewed us so we may go out and continue the ministry to which we have been called.

— Kelly Arabie,
ESDA & Grafted Life Ministries

2024 Highlights Include:

- 432 non-profit groups for retreats/conferences (70 new to the Casa)
- 706 private retreatants (165 out of state/12 international)
- 500+ blankets collected for Andre House
- 2 tons of food collected for area food pantries
- 278 community service opportunities

Our mission in action and in celebration | 2024 Volunteer Ministries

ADULT EDUCATION, RETREATS, ADMINISTRATION

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

FACILITIES

- Gardeners/Grounds
- Kitchen Crew

FAMILY FAITH FORMATION

- Adult Ministry
- Family Ministry
- Young Adult Ministry
- Youth Ministry
- Whole Community Ministry

FAITH IN ACTION *(part of Faith Formation)*

- Act, Love, Walk, Justice Formation the Franciscan Way
- Andre House Bin Transportation
- Care for Creation

- Casa Grounds for Solidarity
- Casa Habitat for Humanity
- Casa Valley Interfaith Project
- Casa Veterans Ministry
- Engaging Spirituality/Contemplative Justice Spirituality Programs
- English as a Second Language
- Hunger Action Ministry
- *Just Scripture*
- Matthew 25: Serving Asylum Seekers
- Peace Ministry

GUEST SERVICES

- Guest Ambassador
- Guest Services Desk Volunteer

LEADERSHIP

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

LITURGICAL

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

THERAPY, SUPPORT, AND COUNSELING

- Volunteer Psychotherapists
- Support Group Facilitator
- Intern

Fiscal Accountability at the Casa As reported from the Board of Directors

Fiscal 2024 Chair Diane Catlin and Treasurer Linda Christian

For the fiscal year 2024 the Franciscan Renewal Center continued to focus on spiritual growth, healing, and renewal. The community members' generous support and revenues from programs and conferences furnished a foundation of resources for essential needs. Engaging liturgies, retreats, and programs, coupled with conference and lodging space options for non-profits, provided support for operations.

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

Through the generosity of community members, friends, non-profit entities, and foundation grants, the Franciscan Renewal Center maintained operations under strict expenditure guidelines to effectively operate within its financial means for the fiscal year ended August 31, 2024. We are blessed by God's grace to share the following financial highlights of fiscal 2024:

Ongoing Operational Activities

Support from Programs and Services Offered*	\$ 6,113,585
Less Related Expenses	(5,605,973)
Net results for ongoing operational needs**	\$ 507,612

* These revenues include core operations and unrestricted gifts. Gifts or grants for specified purposes are restricted and managed under the requirements of the donor's intention.

** These funds support future construction-related needs and escalating staff and other inflationary expense areas. For fiscal year 2024, the Meetings and Conference net results and interest revenue on cash holdings contributed to the overall net operational result excess.

Construction Update

During fiscal year 2024, generous community gifts and grants supported new roadways throughout the property, the installation of additional solar panels which ease the escalating electricity costs, the completion of the fiber optic infrastructure, campuswide landscaping efforts, lighting projects, air conditioning units throughout the property, various room repairs and renovations, roofing needs, various kitchen needs, utility replacements, various renovations and equipment for the friary, and other infrastructure improvements. Work began on the Rose Court renovations which will be completed during the autumn months of 2024. Construction efforts were funded through operating results or funds dedicated for those purposes. All construction efforts remain debt-free.

Endowment

Investments restricted to Endowments totaled \$7,006,518 as of August 31, 2024. In line with the overall policy in place, the FRC uses a small percentage (4% of a three-year rolling average) of these funds to support ongoing operations. The gifts made to the endowment fund will financially assist the current operations while providing a stable base of support for future generations.

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



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



For the complete Franciscan Renewal Center Annual Financial Statements and to download a copy of this report, visit thecasa.org/about-the-casa

Your support continues to enhance and strengthen our mission. Thank you for your generosity.

Frequently Asked Questions

What is a conventual church?

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

Is this a parish?

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

What is our relationship with the Bishop of Phoenix?

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

Why is confidentiality important to the Casa?

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

Why do I need a background check?

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

Principle Policies

for Franciscan Renewal Center Volunteers

EQUAL EMPLOYMENT OPPORTUNITY (EEO) COMPLIANCE

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

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

WHISTLEBLOWING

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

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

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

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

CONFIDENTIALITY

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

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

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

COMMUNICATIONS AND SOCIAL MEDIA

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

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

USE OF EQUIPMENT

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

DRIVING POLICY

The Franciscan Renewal Center's auto insurance does not cover volunteers driving their own vehicles, nor does the FRC offer insurance for volunteers driving their own cars to run errands or do other things for FRC. Vehicles that are not owned by FRC are not covered under the organization's automobile policy. Anyone who owns and drives a car must have insurance on that vehicle to drive legally and be covered in an accident. If a volunteer drives a lot for volunteering, or in general, the FRC recommends considering more than liability coverage. It is the volunteer's responsibility to provide to their insurance company accurate information on driving activities for relevant coverage on the volunteer's automobile policy.

CODE OF CONDUCT

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

Volunteers shall:

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

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

CONFLICT RESOLUTION

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

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

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

SEXUAL MISCONDUCT

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

SEXUAL HARASSMENT

It is the policy of the Franciscan Renewal Center to prohibit sexual harassment, including harassment based on gender and sexual orientation. The management of FRC is committed to maintaining an organization free of any such harassment.

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

NON-DISCRIMINATION

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

SUBSTANCE ABUSE

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

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

WORKPLACE VIOLENCE

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

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

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

BACKGROUND CHECK POLICY

Purpose and Scope

It is the policy of the FRC to create a safe and secure workplace and to ensure volunteers are qualified to perform the duties needed. The FRC will conduct volunteer screening, including criminal background checks. The FRC conducts background checks in compliance with applicable federal and state laws, including the Fair Credit Reporting Act. All volunteer opportunities are contingent upon the potential volunteer's successful completion of the applicable screening process.

Definitions

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

Background Check

A Social Security background check is conducted on all volunteers. Volunteers will authorize a background check before such check is performed. The potential volunteer will receive a free copy of any report obtained, upon request.

Compliance and Responsibilities

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

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

SAFE ENVIRONMENT TRAINING (SET)

The Franciscan Renewal Center is committed to providing a culture that both celebrates and protects: children, youth, and vulnerable adults. All volunteers and paid staff (lay and religious) must adhere to the Safe Environment Policy of the Franciscan Renewal Center. All adults must complete a Safe Environment Training module, followed by annual renewal through online videos to remain in compliance.

To create your personal profile, visit:

<https://franciscan-renewal-center.cmgconnect.org/>

We recommend adding **webmaster@cmgconnect.org** to your email contacts to ensure that CMG updates and communications come directly to your inbox.

WELCOME!

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

Contact Information

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

Franciscan Renewal Center, 5802 East Lincoln Drive, Scottsdale, Arizona 85253

Phone 480.940.7460

My Ministry Contacts:

(my ministry)

(my contact person)

(my ministry)

(my contact person)

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

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



The hard copy Franciscan Renewal Center volunteer handbook is available upon request.