



Society of St. Vincent de Paul Brown County

Our values and our responsibilities

2022

Who we are

- Organized at St. Agnes Catholic Church in April, 1988, we are now located at 2901 Long Lake Road in a 3,700 square foot warehouse across from the CYO Camp off of Clay Lick Road. We are a “client choice food pantry” serving an average of 200 families per month with the only requirements being that the individual or family resides in Brown County and meets the income guidelines established by the State of Indiana.



SVDP is the building at the top right.
CYO Maintenance building at the
bottom.

Our official mission



- The Society of St. Vincent de Paul of Brown County is a member conference of the Society of St. Vincent de Paul, National Council of the United States, and qualifies as a 501(c)(3) charitable organization and has been dedicated to the service of Brown County families for over twenty years. We affirm that we do not deny participation in our programs or services or access to donated items to any person on the basis of race, color, citizenship, religion, sex, national origin, ancestry, age, marital status, disability, sexual orientation including gender identity or expression, unfavorable discharge from the military, or status as a protected veteran. Our members are all volunteers who donate their time and talent in the true spirit of Christian charity.

Services we provide



- We provide poverty services such as material or financial assistance to include food, household items, furniture and appliances.
- We provide information and referral services.
- When funds are available, we provide emergency and special needs.
- We advocate for the poor.
- We cooperate with local, state and nationally recognized agencies that share our common goals.

Confidentiality



- We rely on factual, often very personal information, to determine a person's need and offer real help.
- We do not divulge details. We record only what is essential.
- The agencies with whom we cooperate require that we collect some additional information for purposes of meeting their reporting requirements. Lead volunteers attend training to know how to do this.



Cooperating Partners

- We acknowledge that we are a designated site for Hoosier Hills Food Bank. As such, we meet the terms and conditions of our partnership agreement.
- This agreement includes certain expectations as to how we conduct ourselves. These expectations are consistent with our values and mission. Our volunteer leaders attend training that helps us to stay current on these requirements.
- This training material is one of many requirements we fulfill to meet our obligations.

Our conduct as volunteers

- As volunteers, we conduct ourselves as persons of faith but do not promote our religion or expect individuals to pray with us. If individuals ask for prayer, we may pray with them **AFTER** food distribution is complete but **not BEFORE**. (Prayer is not a condition for receiving our food distribution.)



Our conduct as volunteers

- As a volunteer, we do not promote our political beliefs or speak about them when the pantry is open. These conversations are to remain private and are reserved for when we are among our friends and the pantry is not open to the public.



All are welcome here



- Our mission as a Conference of the Society of St. Vincent de Paul and as a food pantry, requires us to welcome all, to treat all people with dignity and respect, and to not discriminate based on race, color, citizenship, religion, sex, national origin, ancestry, age, marital status, disability, sexual orientation including gender identity or expression, unfavorable discharge from the military, or status as a protected veteran.

As volunteers, we

- Exercise care in generalizing or stereotyping people (For example: “dumb blonds”, “all teens are reckless drivers”)
- Do not talk about our client families except in meetings or for business purposes (such as when problem solving or seeking resources)
- Understand that people have individual civil rights and we are part of protecting those civil rights
- Convey a spirit of equal opportunity



As volunteers



- We offer help and find ways to help those with disabilities, individuals who may have hearing or language barriers, have transportation challenges, physical limitations or limited literacy skills.
- We understand that public notices such as the posters displayed at our food pantry are important and a part of our being a recognized site. We read them, understand them, and help others consistent with their message.



- We recognize that sexual harassment is prohibited. We do not engage in or tolerate unwanted or unwelcomed sexual behavior including jokes, touching and requests for sexual favors.
- We recognize that not everyone has the same sense of humor and so what is “funny” to us may be unwelcome or misunderstood by another.



As volunteers



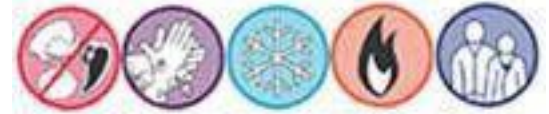
- We remain calm and confident when presented with a problem.
- We avoid conflicts and/or seek help when presented with a conflict.
- We bring matters of concern to our volunteer leaders in a constructive way.
- We recognize that our client families have the right to express their opinion and we listen to their concerns.

As volunteers



- We know who our volunteer leaders are.
- When presented with a dispute or concern, we look for positive ways to resolve the matter, seek help, and treat others the way we want to be treated.
- We recognize that there are special procedures if there is a conflict and we defer to our volunteer leaders if a problem arises who will help with the concern or complaint.

As volunteers



**Safer food
better business**

- We recognize that if we have not had training in the handling and distribution of food, we defer to our leaders who will help with the concern or complaint.
- We recognize that there are special requirements for handling food such as how the food is stored, transported and preserved.

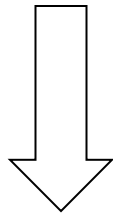
As volunteers


- We treat people the way we would like to be treated.
- We participate in volunteer activities and understand that training and information help us to protect the hard work we do each day in service to others and help us to be confident as a volunteer.

WE 
VOLUNTEERS



St. Vincent de Paul is a member agency of Hoosier Hills Food Bank. Some of the food we receive comes to us through the Emergency Food Assistance Program (TEFAP) which is a federal program that helps supplement the diets of low-income Americans by providing them with emergency food assistance at no cost. The United States Department of Agriculture (USDA) provides 100% American-grown USDA Foods and administrative funds to states to operate TEFAP. The poster on the following page is displayed at the pantry and informs us of additional care we must take to insure compliance as a location where TEFAP food is distributed. Make a note of it should there be questions or concerns brought to your attention.





AND JUSTICE FOR ALL



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Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotope, American Sign Language, etc.) should contact the responsible State or local Agency that administers the program or USDA's TARGET Center at **(202) 720-2600** (voice and TTY) or contact USDA through the Federal Relay Service at **(800) 877-8339**. Additionally, program information is available in languages other than English.

To file a complaint alleging discrimination, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call **(866) 632-9992**. Submit your completed form or letter to USDA by:

mail:

U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410

fax:

(202) 690-7442; or

email:

program.intake@usda.gov.

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Las personas discapacitadas que requieran medios alternos para que se les comunique la información de un programa (por ejemplo, braille, letra agrandada, grabación de audio, lenguaje de señas estadounidense, etc.) deberán comunicarse con la agencia estatal o local responsable de administrar el programa o el TARGET Center del USDA al **(202) 720-2600** (voz y TTY) o comunicarse con el USDA a través del Servicio Federal de Transmisión de Información al **(800) 877-8339**. La información del programa también está disponible en otros idiomas además del inglés.

Para presentar una queja por alegada discriminación, complete el formulario de quejas por discriminación del programa del USDA, AD-3027, que podrá encontrar en línea en http://www.ocio.usda.gov/sites/default/files/docs/2012/Spanish_Form_508_Compliant_6_8_12_0.pdf o en cualquier oficina del USDA o escriba una carta dirigida al USDA que incluya toda la información solicitada en el formulario. Para solicitar una copia del formulario de presentación de quejas, comuníquese al **(866) 632-9992**. Envíe su formulario o carta completos al USDA por

correo:

U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410

fax:

(202) 690-7442; o

correo electrónico:

program.intake@usda.gov.

Esta institución ofrece igualdad de oportunidades.

Please.....



- Please acknowledge that you have read this information by email or by signing the notebook at the Pantry.



If you have questions, you may
contact

Shirley Boardman at
sboardma@indiana.edu,
Phone 812-322-8605

OR

Jonathan Bolte at
bolte.jm@gmail.com,
Phone 812-325-5925

Thank you for helping us to help
others!

March, 2022