

Employee/Volunteer Manual

St. Vincent de Paul Thrift Store's intent of these policies and procedures is that employees/volunteers of the store operations will know their obligations and responsibilities.

Any such Policy Manual cannot contain a rule, regulation or policy to cover every situation, and this policy statement does not attempt to do so. Every effort has been made to state policy as clearly and completely as possible. This commitment will continue throughout any future provisions of these policies and procedures. This Policy Manual, therefore, may not be construed as an employment contract, but rather as a guideline for day-to-day practices. SVdP Thrift Store reserves the right to vary these policies and procedures to meet special needs.

Introduction

The Society of St. Vincent de Paul is a lay association of men and women volunteers freely gathered together to enhance their personal spiritual growth and development and, as a result of this growing spirituality, to act out their Faith commitment in service to one another and to the other needy of the community as a whole and of the Church.

Vincentians (members of the Society) are established in groups known as Conferences, usually but not always affiliated with a Roman Catholic parish. The Works of the Conferences are to give person-to-person service, assistance with problems of a spiritual nature, provision of temporary assistance in emergencies with funds raised from various resources, and diagnosis and referral to suitable professional agencies of individuals and families in more serious, long-term need.

General Personnel Policy

St. Vincent de Paul Thrift Store is an Equal Opportunity Employer. It is the policy of the Society's store operations to provide equal employment to all qualified individuals without regard to their age, race, gender, color, creed (or lack thereof), or national origin. These factors have no bearing in any personnel area including recruitment, evaluation, selection, promotion, compensation, and termination.

Volunteers

Volunteers are a very important part of the store operations. Volunteers are people who donate their time to do a job. Volunteers are not paid or compensated for their work. Volunteers and employees are to adhere to the St. Vincent de Paul Thrift Store's policies and rules.

The volunteer is to sign up for shifts using SignUp Genius. If the volunteer cannot work his/her scheduled shift, he/she is expected to call/text the manager before his/her shift starts.

Employees are hired and classified as one of the following:

- 1) **Full-time:** employees regularly working forty (40) hours a week
- 2) **Part-time:** employees, whether permanent or temporary, who work fewer than forty (40) hours a week
- 3) **Permanent:** full-time and part-time employees who have completed the probationary period
- 4) **Temporary:** employees hired for a limited length of time to perform a specific task
- 5) **Volunteer:** applies to persons who donate time to the organization and do not receive financial compensation for their service
- 6) **Student:** applies to students participating in the Federal Work-Study program

Policy

The Store Manager arranges work-time schedules, assignments, and days off.

The Federal Wage and Hour Law, and the State, require that the store operations maintain a complete and accurate record of hours worked. These records are kept by the use of the employee time clock. Each employee is personally responsible for his/her timecard and for personally clocking in and out at the beginning of the shift, lunch break, and close of shift. Any employee clocking in or out for another employee, or allowing another employee to do so, is subject to termination.

Any employee falsifying data on a timecard is subject to termination.

Employees must work the full day or part day for which they are scheduled. Employees must give written notification of a request to leave early or request a day off, other than a sick day, and must have approval from the Store Manager. All written requests must be sent to the Store Manager for approval. **If an employee leaves early or takes a day off, other than a sick day, without approval, the employee is subject to termination.**

Employees must notify the Store Manager or Manager on Duty and clock in and out when leaving your workstation for lunch. Employees must return on time from lunch. Violation of this policy is regarded as a Failure to Report.

Overtime: Overtime refers to the rate of pay granted to a non-management employee in return for additional work time over 40 hours per week. Overtime pay will be computed on the basis of the employee's regular hourly rate of pay. As a general policy, overtime is actively discouraged. It is not inclusive of paid holidays.

Absence, Failure to Report: Absence from work is considered time off. Employees must notify the Store Manager. The employee must call in each day he/she is off. If the employee is off five (5) days in a row, he/she must bring in doctor's note to return to work.

Failure to notify the Store Manager by the proper time and/or failing to report for work is considered "Failure to Report." The usual disciplinary procedure for "Failure to Report" is as follows:

- 1) First time: written warning
- 2) Second time: removed from schedule for one (1) week without pay
- 3) Third time: termination

Tardiness: Tardiness is defined as an employee not being at the workstation ready to work at the beginning of the shift. Frequent tardiness will also subject an employee to disciplinary procedure for "tardiness" as follows:

- 1) First: verbal warning
- 2) Second: written warning
- 3) Third: final written warning, one (1) week off without pay
- 4) Thereafter: termination without further notice

Paychecks: All paychecks must be cashed within 30 days of distribution. Lost, stolen, or misplaced paychecks must be reported immediately to the Store Manager. Employees are held strictly accountable for all employment and payroll records, including their true name, address, zip code, marital status, and withholding statements. Employees who make untruthful or misleading statements in these records will be subject to termination. Paychecks are given to the employees only or mailed to the employee's home.

Work Breaks: All full-time employees are required to take a one-hour lunch break each working day. Work breaks are a benefit, not a right. If authorized, breaks are fifteen (15) minutes each four (4) consecutive hours worked. These breaks should be taken about the middle of each work shift, preferably one in the morning and one in the afternoon. Work breaks cannot be accrued or accumulated.

VCU students are required to take a 30-minute unpaid lunch break if they work six (6) or more hours. If authorized, a student may take a fifteen (15) minute paid break if they work four (4) consecutive hours.

Termination and Grievance Procedures

Resignation: If it is necessary for an employee to resign, he/she is asked to submit a written notice to the Store Manager as follows:

- 1) Managers: 4 weeks in advance
- 2) Asst. Managers/Supervisors: 3 weeks in advance
- 3) All others: 2 weeks in advance

All benefits, with the exception of medical care, are terminated on the resignation date (medical care benefits terminate according to the specific policy).

Future references and some possible accrued benefits may depend upon the manner in which an employee terminates employment.

Disciplinary Actions: Appropriate managers are responsible for all disciplinary actions. All such actions must be confirmed in writing, signed by the appropriate manager and the employee, and filed in the employee's personnel folder. Disciplinary actions may include: warnings, suspensions, disciplinary time off, termination.

Terminations: Full authority for termination rests with the appropriate manager. Grounds for dismissal include, but are not limited to, the following:

- 1) Mistreatment of customers, clients, other employees, donors, guests, or volunteers.
- 2) Theft of anything from anyone, including items donated to the thrift store.
- 3) Willful damage to the store's property or the property of anyone else.
- 4) Committing or attempting to commit damage to company property by act or neglect.
- 5) Intoxication or other drug abuse on the job, or prior to the shift so as to impair the employee's ability to carry out the job.
- 6) Falsification of any record.
- 7) Insubordination.
- 8) Unsatisfactory job performance.
- 9) Conviction of a felony or serious misdemeanor.

- 10) Excessive absenteeism and/or excessive tardiness.
- 11) Violating company rules which will result in the loss of assets to the company.
- 12) Failure to work in harmony with fellow employees.
- 13) Fighting.
- 14) Endangering the health or safety of the customers, employees or volunteers.

Personal Property: Personal property brought into a thrift store, or onto the grounds, is the responsibility of the employee. While normal care will be exercised by SVdP Thrift Store, the store will accept no responsibility for personal property lost, stolen, or damaged. Further, employees are actively discouraged from bringing large amounts of money or personal valuables onto the work site.

Dress Code: All employees are expected to come to work in modest and clean clothes and comfortable shoes. The employee may wear their SVdP blue t-shirt or wear the SVdP blue vest over their regular clothes. Name tags should be worn at all times.

Confirmation of Reading St. Vincent de Paul Thrift Store's Employee/Volunteer Manual

By signing this form, I am confirming that I have read the terms of the employee/volunteer manual and have agreed to adhere to them.

Name (Printed): _____

Name (Signature): _____

Date: _____