

# Seed St. Louis Volunteer Handbook



## **Thank you for volunteering with Seed St. Louis!**

It is with great pleasure that we welcome you to Seed St. Louis' (formerly Gateway Greening) community of volunteers. Seed St. Louis recognizes the importance of volunteers, and we are delighted that you have chosen to spend your valuable time with us. It is not an exaggeration to say that we could not accomplish what we do without your contributions.

This handbook is designed to introduce you to Seed St. Louis and to provide a basic overview of the policies and procedures that give you guidance and direction. It is not to be construed as a contract or other legal document but rather as an opportunity to share with you a little of our history, philosophy, practices and policies.

No volunteer handbook can anticipate every circumstance or question that may arise. If you have any questions about your volunteer experience, you are encouraged to discuss them with the Director of Engagement who oversees the volunteer program. We believe you will enjoy your volunteer activities, Seed St. Louis staff and your fellow volunteers. We also believe you will find Seed St. Louis a satisfying place to volunteer and are confident that your association with us will be both fulfilling and rewarding.

Seed St. Louis is committed to an excellent work environment. We appreciate that our volunteers' commitment to excellence matches our own. In that spirit, we extend our sincere thanks for all you do to make our programs thrive for our community and youth garden constituents, visitors, volunteers, and staff.

Thank you!

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# **Mission & History**

## **Mission**

To empower people and communities to grow food.

## **Vision**

Equitable access to fresh, healthy food throughout the St. Louis region.

## **Purpose**

To provide the community with the education, resources, and a network to grow their own food.

## **Volunteer Program Mission**

To most effectively use and manage the services and skills offered by volunteers to complement, support and enhance the work of paid staff in order to better accomplish Seed St. Louis' overall mission.

## **Seed St. Louis History & Organizational Structure**

Formerly Gateway Greening, Seed St. Louis is a non-profit founded in 1983 by two community members as an all-volunteer organization building gardens on abandoned land. The organization received its 501(c)(3) status in 1984 and became an affiliate agency of the Missouri Botanical Garden in 1997.

In 2001, Seed St. Louis purchased its Demonstration Garden on Bell Avenue, a 1.8-acre garden, from the city of St. Louis. In the same year, Seed St. Louis also obtained its Carriage

House property, which was renovated into a community education center and workshop.

Building the Seed St. Louis Urban Farm in 2006 (formerly City Seeds Urban Farm), Seed St. Louis added new programming focusing on innovative job training and therapeutic intervention in urban horticulture and food production. Many program participants were dealing with homelessness, unemployment, substance abuse, mental illness, recent prison release or were a veteran. Due to redevelopment, the Seed St. Louis Urban Farm closed in 2017.

By 2012, Seed St. Louis had grown and decided to formerly separate from the Missouri Botanical Garden. Today Seed St. Louis has a strong staff who work hard to support its core programs.

### **Community Gardens**

Seed St. Louis supports a network of over 250+ community and school gardens. We provide infrastructure for new garden projects, yearly expansions, one on one staff consultations, volunteers, and resources for long term sustainability.

### **School Gardens**

Along with providing the same support as listed above for community gardens, we also provide resources specific to schools including our Seed to STEM Curriculum, garden contests, classes for educators, field trips and tours.

# **Seed St. Louis Policies**

## **Equal Employment Opportunity**

Seed St. Louis is an equal opportunity employer and is committed to the principles of equal employment opportunities for all employees as well as applicants for volunteer placement. Volunteer placement decisions will be made without regard or consideration of an individual's race, color, religion, sex (including pregnancy, childbirth, or related medical conditions), national origin, citizenship, age, sexual orientation, gender identity and/or expression, disability, marital status, veteran status, or any other basis prohibited by federal or Missouri law. Everyone is responsible for ensuring that discrimination on any of these protected bases does not occur at Seed St. Louis.

## **Discrimination/Harassment/Retaliation**

Seed St. Louis is committed to providing a work environment in which all individuals are treated with respect and dignity and strictly prohibits discrimination and harassment. Seed St. Louis requires all volunteers to report immediately any incidents of discrimination or harassment whether committed by another volunteer, employee, independent contractor, consultant, vendor, or visitor. All claims of discrimination will be promptly investigated.

## **Harassment**

Harassment consists of unwelcome conduct, whether verbal, written, physical or visual, that is based upon a

# Seed St. Louis Policies

## Harassment

person's protected status, and that unreasonably interferes with an employee's job performance or creates an intimidating, hostile, or offensive working environment.

Harassment can consist of, but is not limited to:

- Epithets, slurs or negative stereotyping
- Threatening, intimidating or hostile acts, jokes, or pranks that relate to the individual's protected status. Harassing conduct may take many different forms. Harassment based on race, color, religion, sex, ancestry, national origin, citizenship, age, sexual orientation, gender identity and/or expression, disability, marital status, veteran status, or any other basis prohibited by federal or Missouri law is a form of discrimination and will not be tolerated.
- Written, electronic, digital, or graphic material, including pictures, cartoons, drawings, posters, statements, or graffiti, that denigrates or shows hostility or aversion toward an individual or group because of their protected status, and that is placed on walls, screensavers, bulletin boards, computers, mobile devices, tablets, social media, or elsewhere on Seed St. Louis' premises, or is emailed or otherwise circulated in the workplace.
- The policy against harassment applies to all employees, interns, volunteers, independent contractors, vendors, and other professional service providers. Seed St. Louis will not tolerate harassment of its employees by visitors,

# **Seed St. Louis Policies**

nor will it tolerate its employees engaging in prohibited conduct against volunteers, clients, outside contractors or business partners.

## **SEXUAL HARASSMENT**

Seed St. Louis is committed to ensuring that no one, whether employee, applicant, or recipient of services, should suffer unwelcome sexual overtures, conduct or language.

While sexual harassment may take many different forms, it refers to behavior that is unwelcome, is personally offensive, lowers morale and therefore interferes with work effectiveness. Specifically, unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, may constitute sexual harassment when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of employment.
- Submission to or rejection of such conduct by an individual is used as a basis for employment decisions.

Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creates an intimidating, hostile or offensive working environment.

## **Reporting a Complaint**

If you receive a complaint or observe or believe you are a victim of discrimination or any form of harassment while

# **Seed St. Louis Policies**

performing your volunteer assignment, or at a Seed St. Louis- sponsored event, you should immediately report it to your supervisor or another Seed St. Louis staff member.

You are not required to report your concerns to anyone who is the subject of your complaint. In addition to reporting your concerns, if anyone at Seed St. Louis or at any Seed St. Louis-sponsored event engages in conduct that makes you feel uncomfortable, we encourage you to tell that person that the conduct is unwelcome, that you find it offensive and that it should stop immediately if you feel comfortable discussing it with them directly.

Complaints will be kept as confidential as possible. The volunteer supervisor will promptly investigate complaints of discrimination and/or harassment. All employees and volunteers are required to cooperate fully in any investigation.

## **Retaliation**

Seed St. Louis expects that all relationships will remain respectful and professional. Retaliation against volunteers for raising claims of discrimination or harassment or participating in an investigation will not be tolerated.

## **Workplace Violence Prevention**

Seed St. Louis is committed to creating a safe and secure work environment for employees and for those served by

## **Seed St. Louis Policies**

Seed St. Louis. As part of that commitment, intimidation, threats and acts of violence, with or without the presence of a weapon, will not be tolerated, even if made in a joking manner. Further, the possession of a gun or weapon of any kind within Seed St. Louis' facilities or vehicles is strictly prohibited.

Workplace violence includes physical, verbal or written threats, violent behavior, or any physical contact that interferes with or threatens an employee's safety.

Workplace violence may consist of, but is not limited to:

- The actual or implied threat of harm to any person or persons;
- Loud, angry, or disruptive behavior that a reasonable person would perceive as creating fear or anxiety in the workplace;
- Intentional destruction of the Seed St. Louis' or any individual's property;
- Committing any misdemeanor or felony crime on Seed St. Louis' property or while performing services for the Organization;
- Bringing weapons, ammunition, explosives, firearms, or any other illegal, dangerous, toxic, infectious, or hazardous items or materials of any kind on Seed St. Louis premises or while conducting its business; or
- Any other conduct or behavior that a reasonable person would view as threatening or potentially violent

# **Seed St. Louis Policies**

Any employee who feels threatened, is concerned about his/her safety or the safety of others, or is aware of any potential violations of this policy must immediately notify his or her supervisor, Director of Administration or the Executive Director.

Seed St. Louis will investigate all reports of violence or threatened violence and will take appropriate corrective action, including disciplinary action where appropriate. Appropriate action will be taken in incidents involving constituents or other non-employees. Seed St. Louis will not retaliate, nor will it tolerate any attempt at retaliation, against any person who reports possible violations of this policy or who assists in any investigation under this policy.

Violations of this policy, including failure to report or fully cooperate in Seed St. Louis' investigation, may result in disciplinary action, up to and including immediate termination.

## **Personal Property**

You are responsible for your personal property. Seed St. Louis does not accept responsibility or reimburse for lost, stolen, or damaged personal property.

## **Drug and Alcohol-Free Environment**

Seed St. Louis is committed to protecting the safety, health, and well-being of everyone at Seed St. Louis. We

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recognize that drug and alcohol abuse can threaten these goals. Therefore, we have established a Drug and Alcohol-Free Environment Policy to provide employees and volunteers with guidelines for handling the use of drugs, alcohol, and other controlled substances. This policy applies to all volunteers whether on or off Seed St. Louis property while representing or conducting Seed St. Louis business during your volunteer shift, during Seed St. Louis-sponsored events, and in meetings.

## Prohibited Behavior

It is a violation of our Drug and Alcohol-Free Environment Policy to:

- manufacture, sell, distribute, dispense, possess, use, trade, offer for sale, or offer to buy illegal drugs or otherwise engage in the illegal use of drugs on or off the volunteer assignment;
- report for your volunteer assignment with illegal drugs (e.g., marijuana, cocaine, opiates, amphetamines, and phencyclidine) or other intoxicants (e.g., glue) in your system;
- report for your volunteer assignment under the influence of or impaired by alcohol.

Legally prescribed and over-the-counter drugs or medicines are permitted provided the medications will not impair your ability to perform your assignment safely and efficiently. Reporting to or being at your volunteer assignment while

## **Seed St. Louis Policies**

using prescribed or over-the-counter drugs where such use may prevent you from performing the duties of the assignment or present a safety hazard to you, other persons, or property is prohibited. If the use of a legally prescribed or over-the-counter medication could compromise your safety, the safety of other volunteers, employees or the public, it is your responsibility to notify your supervisor for consultation, or use appropriate safety procedures to avoid unsafe workplace practices.

### **Confidential and Proprietary Information**

Throughout your volunteer service with Seed St. Louis you may have access to proprietary and confidential information, which you are not permitted to disclose. You are expected to treat all non-public or unpublished information relating to Seed St. Louis as confidential. Confidential information includes all project plans and data, sales and marketing strategies, customer and volunteer lists, financial information, donation-related information, business model, and other information that is confidential and proprietary by nature, and not generally available to the public or to Seed St. Louis' competitors, that is disclosed or submitted, orally, in writing, or by any other media, to the volunteer. This includes but is not limited to Seed St. Louis database records, donor information lists, grant applications, and curricula. If there is a question of whether certain information is considered confidential, you should first check with your supervisor.

# **Seed St. Louis Policies**

## **Individuals with a Criminal Background**

Before volunteering in any function and at any Seed St. Louis site, volunteers must complete the “Volunteer Form” (or parental consent form if under the age of 18). In this form, interested volunteers must disclose if they have been convicted of a felony, the nature of the crime, date of conviction and the disposition. Conviction is not an automatic bar to volunteer service. Each case will be considered on its own merits. Volunteer and Internship applicants should also communicate any limitations or concerns they have about working with the various populations that Seed St. Louis serves and/or may come into contact with.

## **Media Inquiries, Interviews, Speeches and Articles**

Seed St. Louis’ Director of Development and Communications is responsible for dealing directly with the media which includes, but is not limited to, all news media outlets, national or local newspapers, magazines, journalists, authors, radio and television stations, and Internet-based media outlets.

If you are approached or contacted by a media representative, you should immediately refer the inquiry to the Director of Development and Communications to review prior to granting an interview or releasing any information.

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You should be cognizant of any situation where you may be identified by your affiliation to Seed St. Louis, so as to ensure that the integrity and reputation of the institution is not compromised and to prevent all conflicts of interest. If you are unclear as to whether or not your participation with a media outlet is permissible, you should promptly contact Seed St. Louis to obtain the Executive Director's approval prior to granting any external media interviews.

## **Solicitation**

To assure a productive work environment, Seed St. Louis forbids oral solicitations and distributions of information or materials on our premises. Employees and volunteers are not to solicit or be solicited during their working time for any purpose.

Additionally, Seed St. Louis assets including, but not limited to, bulletin boards, email, telephones, computers, copiers, stationery, and meeting rooms are not to be used for solicitation purposes.

## **Smoke-Free Environment**

Seed St. Louis maintains a smoke-free environment for the benefit of all employees, volunteers and visitors. Tobacco of any kind is strictly prohibited on all Seed St. Louis properties or in view of Seed St. Louis visitors. This includes the act of lighting, smoking, or carrying a lighted or smoldering cigar, cigarette, e-cigarette, or pipe of any kind. Violations of

# **Seed St. Louis Policies**

concerns should be brought to the attention of your supervisor. You must step off of Seed St. Louis property for a smoke break and wash your hands upon returning.

## **Social Media**

Seed St. Louis' Facebook, Twitter, and other social media accounts offer a unique and creative way for us to participate in authentic discussions with the public. By creating and engaging in social media, Seed St. Louis hopes to take a creative and proactive approach to assisting its constituents, donors, and the general public. Websites, blogs, and social media pages that serve as a public voice of Seed St. Louis will be created and managed by Seed St. Louis fundraising and communications staff. Just as you are expected to follow Seed St. Louis' policies "in person", you are also expected to abide by the policies of this handbook in any online postings you make which are in any way related to Seed St. Louis or your work with Seed St. Louis.

## **Children**

Children are permitted at the Demonstration Garden. You must directly supervise any children you bring with you to the Demonstration Garden at all times and may not operate power tools when a child is in close proximity. Please remember that Seed St. Louis may not be used in lieu of child care.

# **Volunteer Procedures & Responsibilities**

Volunteers and staff are considered to be partners in implementing the mission and programs of Seed St. Louis, with each having a complementary role to play. Each partner should understand and respect the needs and abilities of the other. Your input is welcome; however, you should ultimately follow the direction of Seed St. Louis staff.

## **Volunteer Forms & Parental Consent**

All volunteers (both volunteer groups and individuals) **MUST** complete the Seed St. Louis Volunteer Form (or parental consent form if under the age of 18), before any volunteer activities may begin. In this document, volunteers should provide their contact information and important details such as their emergency contact information, felony disclosure and any physical activities that they should avoid in their service. By signing this form, volunteers give permission for emergency first aid (if needed), provides a photo/media release and a liability waiver for the organization. The parental consent form must be completed for each volunteer under the age of 18 and should be signed by a legal guardian. Seed St. Louis has the right to refuse individuals from volunteer service with or without cause. You may be released from your assignment due to, but not limited to, substandard performance, failure to adhere to the policies and procedures of SEED ST. LOUIS, or misconduct. Seed St. Louis has the right to ask you to leave its property immediately.

# **Volunteer Procedures & Responsibilities**

## **Volunteer Perks**

### ***Access to fresh produce***

Regular Demonstration Garden volunteers have access to a fair share of produce harvested from demonstration vegetable beds. Please take only what you need in order to reserve shares for others and donations. Volunteers who plan to take produce are requested to bring a bag or other container from home for transport.

### ***Learning opportunities***

You will benefit from hands-on learning opportunities in garden settings working alongside knowledgeable staff.

### ***T-shirts***

All active volunteers completing a minimum of 40 hours per year will receive an honorary Seed St. Louis T-shirt.

### ***Recognition Events***

All active volunteers completing a minimum of 20 hours per year will receive an invitation to the annual Volunteer and Major Donor Appreciation Holiday Party.

## **Orientation**

The Demonstration Garden's individual volunteers must attend an orientation session prior to beginning service.

Short-term volunteers, including service-learning students are not required to attend an initial orientation.

# **Volunteer Procedures & Responsibilities**

## **Background Checks**

For individual volunteers interested in working with youth gardens on a regular basis they must first complete the appropriate procedures for the specific site. Often, this entails a background check submitted directly through the sponsoring school. The school administrative staff should alert the volunteer when the background check has been cleared and the volunteer has been approved for volunteer service. Please refer to the specific policy set by each educational facility.

## **Community Service Volunteers**

Short-term, court-ordered, community service volunteers may obtain community service hours through volunteering with Seed St. Louis but must abide by all policies and procedures described herein. Court-ordered and community service volunteers are required to attend an initial volunteer orientation and must schedule their service date/s in advance with the Director of Engagement.

## **Dress and Appearance**

Appropriate dress and personal hygiene play an important part in promoting a positive, professional Seed St. Louis image. Volunteers are expected to wear work and weather-appropriate clothes and protective equipment, including closed-toed shoes, hats, sunscreen, layers or rain gear, depending on the weather and season. Notwithstanding

# **Volunteer Procedures & Responsibilities**

the requirements and prohibitions of this policy, Seed St. Louis will make reasonable religious accommodations involving dress and appearance.

Seed St. Louis recognizes that personal appearance is an important element of self-expression. However, the following attire is not acceptable: spandex; bare feet; open toe or open heel shoes; political clothing and campaign buttons; pants, shorts, or skirts worn significantly below the waistline; gang affiliated clothing; sexually provocative clothing; clothing featuring profanity, nude or semi-nude pictures, advertisements for alcohol, tobacco or drug related material, or sexually suggestive slogans, cartoons, or drawings; and the observable lack of or exposed undergarments.

If you fail to adhere to Seed St. Louis' dress code guidelines, you will be asked to initiate appropriate solutions or return home to change clothes. Please consult your supervisor if you have questions as to what constitutes proper attire in your area.

## **Attendance**

The positions volunteers fill are critical to Seed St. Louis. You are expected to arrive on time for each volunteer shift you have agreed to fill. If you are unable to report to volunteer, or if you will arrive late, please contact your supervisor. Give

# **Volunteer Procedures & Responsibilities**

your supervisor as much time as possible to arrange for someone else to cover your position.

## **Hours Reporting**

It is vital that Seed St. Louis has a record of your time. Your hours show that we have community support and are used for grants and proposals. Discuss the record-keeping procedure for your area with your supervisor. Normal travel time to and from Seed St. Louis is not to be recorded as creditable time.

## **Personal Information**

Please promptly notify the Director of Engagement of any address, name, or phone number changes. Also let us know if there is a change in your emergency contact information.

## **Personal Conduct**

You are expected to maintain an environment that fosters mutual respect, cooperation, and teamwork, and promotes civil and congenial relationships among employees, volunteers, and visitors, and is free from all forms of harassment, discrimination and violence.

## **Appropriate conversations**

Seed St. Louis seeks to provide a positive environment and expects you to refrain from lewd and inappropriate conversations. Seed St. Louis expects you to serve as positive influences for clients.

# **Volunteer Procedures & Responsibilities**

## **Minimum Cell Phone Usage**

Seed St. Louis understands that you may occasionally need to use your cell phone for personal and work-related reasons. Seed St. Louis expects that calls, texts, and other cell phone usage be kept to a minimum. Notify your supervisor at the start of your shift if you are expecting an important call that may interfere with your volunteering efforts.

## **Listening Devices**

Seed St. Louis expects you to refrain from using iPods, MP3 players, and other listening devices. Rather Seed St. Louis prefers that you engage in your work by interacting with other staff, volunteers, and clients.

## **Use of Property**

Seed St. Louis will provide you with the appropriate equipment needed to perform your volunteer assignments. Because this equipment is Seed St. Louis', you are expected to use this equipment solely for Seed St. Louis business purposes. Seed St. Louis property is defined as any piece of equipment, furnishing, vehicle, building, or supply leased, owned, donated, or in the custodial care of Seed St. Louis. When using Seed St. Louis' property, you are expected to adequately safeguard it, exercise care and follow all operating instructions, safety standards, and guidelines. Please notify your supervisor if any equipment appears to be damaged, defective, or in need of repair, and do not

# **Volunteer Procedures & Responsibilities**

continue to use it.

Personal use of all Seed St. Louis property and business equipment, including but not limited to telephone systems, computers, and copy/fax machines should be reasonable and kept to a minimum.

## **Emergency Closings and Inclement Weather**

At times, emergencies (such as severe weather, fires, power failures, earthquakes, etc.) can disrupt Seed St. Louis operations. While it is our policy to remain open during most periods of inclement weather and maintain normal work hours whenever possible, where extraordinary circumstances warrant, Seed St. Louis reserves the right to close owned and leased properties, including the Demonstration Garden, the Carriage House, and the main office, to the public, its employees and/or volunteers. If a decision is made to close Seed St. Louis during normal hours of operation, your supervisor will be responsible for promptly notifying you.

## **Shelter Locations**

- The Carriage House: Move to the basement and bathroom.
- Seed St. Louis office: Move to the back room.
- Community & Youth Gardens: Move to the lowest level of institution affiliated with garden, if applicable. If no building is available, drive to the nearest public building and take shelter

# Volunteer Procedures & Responsibilities

You are responsible for your own safety in the event of severe weather and are expected to take reasonable steps to protect yourself.

## Safety

Safety is a top priority of Seed St. Louis and you have a key role in keeping Seed St. Louis safe. We strives to provide work environments that are safe for everyone and to maintain procedures designed to prevent injuries. This is achieved through a strong awareness and personal commitment to the safety and well-being of other volunteers, employees and visitors. Your site supervisor will share specific safety information as necessary. You are expected to immediately report any unsafe conditions to your supervisor.

## Reporting a Work-Related Injury, Illness, or Accident

All injuries, regardless of how minor the injury may be, must be reported to your supervisor immediately, and if necessary, should be attended to by a physician as soon as possible. Your supervisor will assist you in completing a Volunteer Accident/Injury Report.

- In the event of a serious medical illness or injury, CALL 911, IF LIFE THREATENING (e.g., anything beyond basic first aid).

# Volunteer Procedures & Responsibilities

- For non-life threatening incidents, you should immediately contact your supervisor. If medical attention is needed for a non-life threatening incident, your supervisor will assist in coordinating medical care with either a nearby medical facility or your primary care provider.
- Generally, for a less serious illness or injury, you are required to arrange your own transportation to an appropriate medical facility.
- You should assist your supervisor in completing a Volunteer Accident/Injury Report within a reasonable time following all injuries.

## Hours

You are permitted to volunteer only during designated site specific hours as indicated by the Director of Engagement. Any questions or concerns may be addressed during main office hours.

## Holidays

Seed St. Louis employees observe the following holidays:

New Year's Day, Labor Day\*, Martin Luther King, Jr. Day, Thanksgiving Day, Day after Thanksgiving, President's Day, Memorial Day\* Christmas Eve, Christmas Day, Independence Day

# **Volunteer Procedures & Responsibilities**

\*Demonstration Garden is closed the Saturday prior to Memorial and Labor Day. Check with your supervisor regarding your schedule on and around all holidays.

## **Discipline & Conflict Resolution**

### **Discipline and Corrective Action**

You may be placed on corrective disciplinary action for significant behavioral or performance deficiencies, which are determined to be within your ability to correct. Seed St. Louis' corrective action process provides a framework for you and your supervisor to resolve concerns related to unsatisfactory performance, poor attendance, inappropriate/unprofessional conduct, and any violation of the procedures set out in this handbook.

Based upon the severity or totality of the concerns, Seed St. Louis may choose to bypass any or all corrective action steps and immediately end your volunteer assignment, or may do so if you fail to demonstrate immediate and sustained improvement.

When a concern arises, your supervisor will determine the appropriate action to take depending upon the circumstances and may document the issue in one of the following ways: Verbal warning, written warning, final written warning, suspension of volunteer service – you may

# Discipline & Conflict Resolution

be temporarily suspended from volunteer service while a serious matter is investigated (e.g., theft, fraud, violent or threatening behavior, security concerns, etc.); or

- release from volunteer service – either immediately or after a form of corrective action has been issued.

## Conflict Resolution Procedures

Seed St. Louis recognizes that conflicts or misunderstandings may arise in the course of working relationships and wishes to be responsive to you and your concerns. Therefore, if you are confronted with a problem, you may follow the procedures outlined below to resolve or clarify your concerns.

*Step One:* You are encouraged to initially direct your concerns to your immediate supervisor, whether or not the complaint involves your supervisor. You are encouraged to schedule an appointment with your supervisor to directly discuss the problem that gave rise to the concern. Volunteers and supervisors are generally able to directly resolve most volunteer service-related issues.

*Step Two:* If the discussion with your immediate supervisor does not resolve the problem to you and your supervisor's mutual satisfaction, or if your supervisor does not respond to the complaint, you should submit a written summary of the complaint to the Director of Engagement.

# Discipline & Conflict Resolution

Your written complaint should include the following information:

- the problem and the date when the incident occurred;
- the date that you met with your immediate supervisor and a summary of your immediate supervisor's response; and
- suggestions on ways to resolve the problem.

If you submit a written complaint, you should provide as much detail as possible. Upon receipt of the written complaint, the Director of Engagement should schedule a meeting with you to discuss the complaint, and should provide a decision to you.

*Step Three:* If you are dissatisfied and wish to appeal the decision received in step two, you should submit a written summary of the complaint to the Seed St. Louis Executive Director to investigate the complaint. The written summary should include:

- the problem and the date when the incident occurred;
- the date that you met with your immediate supervisor and a summary of the immediate supervisor's response;
- the date you met with the Director of Engagement and a summary of the decision; and
- suggestions on ways to resolve the problem.

The Executive Director may meet with you and any other involved parties to facilitate a resolution and may gather

# **Discipline & Conflict Resolution**

further information from you, the supervisor(s) involved, and any other relevant individuals as applicable.

If you fail to appeal from one level to the next level of this procedure, the problem is considered settled on the basis of the last decision, and the problem submitted by the volunteer will not be subject to further consideration. No volunteer will be retaliated against for filing a complaint in good faith under this procedure.

## **Resignation**

While we hope both you and Seed St. Louis will mutually benefit from your continued volunteer service, we realize it may become necessary for you to leave your position. If you anticipate having to resign from Seed St. Louis, you are expected to notify your supervisor and with as much advance notice as possible.

## **Release from Volunteer Service**

Seed St. Louis has the right to release you from service with or without cause. You may be released from your assignment due to, but not limited to, substandard performance, failure to adhere to the policies and procedures of Seed St. Louis, or misconduct. Seed St. Louis has the right to ask you to leave its property immediately.