



Welcome to

The Arc Minnesota & Arc's Value Village

Intern & Volunteer Handbook





Our Mission

The Arc Minnesota promotes and protects the human rights of people with intellectual and developmental disabilities, actively supporting them and their families in a lifetime of full inclusion and participation in their communities.

Our Vision

Individuals with intellectual and developmental disabilities and their families will have the hope, confidence and knowledge they need to live a life they choose, and equitable systems will support them where they live, learn, work and play.





Our Beliefs

Systems and social change must be

- Lead by people who have disabilities, especially those who are Black, Indigenous and People of Color
- Focused on freeing people who have disabilities from discrimination



• Connected to all other movements for freedom and justice.





We Will

- Learn from people who have diverse lived experiences
- · Challenge ourselves and others to confront racism and ableism
- Be allies in disability and racial justice movements led by people who have disabilities
- Fight for justice in society and systems
- Fight injustice within and across





Core Values

Human and Civil Rights

- Central to all public policy advocacy efforts
- · Alongside and on behalf of people with intellectual and developmental disabilities
- All people are entitled to human and civil rights, dignity, self-determination, voting, and opportunities to decide where they live, learn, work, worship, & play

Self Advocacy and Self Direction

- · Reverse the history of overprotecting and involuntarily segregating people
- · Create opportunities for individuals to receive respectful support
- · Gain/retain decision making, exert control and advocate on own behalf





Core Values Cont.

Equity and Belonging

- Must maximize inclusion and true belonging
- Robust informal supports
- Self directed formal supports with help from trusted people in their lives

Disability and Racial Justice

- Lesbian, gay, bisexual, & transgender rights, racial & environmental justice & other work to end oppression
- · People who have disabilities are included as leaders in all justice movements
- Disability justice is all work to create positive change. It's called cross-movement solidarity.
- Movements must be "intersectional" so all parts of people's lives are honored and respected.
- Change systems at the same time to address different challenges & barriers people experience.





Program Strategies

- Champion Inclusion, Diversity & Equity within The Arc Minnesota and the disability community to reflect the diversity of Minnesota.
- Provide Individualized Information, Navigation & Referrals on disability issues and systems, and offer personalized advocacy intervention needed to achieve individual outcomes across the lifespan.
- Inform Individuals and Families of the Spectrum of Choices for informed decision-making, quality services and supports, self-advocacy, employment, and housing, and support implementation of the Minnesota Olmstead Plan.





Program Strategies Cont.

• Use Our Unique Position to Offer Planning Services so individuals and families are able to envision a positive future for people with intellectual and developmental disabilities through the lifespan.

 Engage in Policy Advocacy alongside grassroots advocates that engages decision-makers at the local, state and federal levels to drive systems change.







Our Programs and Services



Arc Help Desk



Abuse Prevention



Community Engagement



Education





Government Benefits



Informed Decision Making



Health Care Assistance



Housing & Housing Access Services



Planning Services



Self Advocacy





Arc's Value Village & Autos for Arc

- Provide significant financial and community support to The Arc Minnesota and its mission.
- · Accepts donated items which are sold to happy customers.
- Volunteers are critical to our stores. They keep costs low so more funding goes to The Arc's programs.
- As of 2020, has raised \$27.5 million & more than 1,000,000 volunteer hours have been contributed.

Be a villager.





Arc's Value Village Thrift Stores

Store Locations

Richfield – opened in 1982 6528 Penn Ave S

New Hope – opened in 1992 2751 Winnetka Ave N

Bloomington - opened in 2014 10546 France Ave S

Store Hours

Daily from 10am - 7pm

For holiday closures & store phone numbers, click https://www.arcsvaluevillage.org/locations



Be a villager.





Policies & Procedures





Americans with Disabilities Act

- The Arc offers equal intern and volunteer opportunities to qualified individuals with disabilities.
- We use the Americans with Disabilities Act definition for our application, hiring, termination, and training processes.
- The Arc will work with individuals with disabilities to provide reasonable accommodations that will not cause undue hardship to The Arc.







Americans with Disabilities Act Cont.

- The goal is, where possible, to have individuals with disabilities participate in the application process.
- We want people with disabilities to enjoy the benefits and privileges of volunteering or interning with The Arc.
- The Arc will not discriminate because of physical or mental disability for any position for which the individual is qualified.







Americans with Disabilities Act Cont.

- The Arc will use affirmative action to treat qualified individuals with disabilities without discrimination based on their physical or mental disability.
- The Arc will comply with the rules and relevant orders of the Minnesota Department of Human Rights and the Minnesota Human Rights Act.





The Arc.

Arc's Policy for Reporting Suspected Abuse or Neglect

- To support Arc employees/interns in providing a victim/survivor with necessary information so they can make an informed decision to disclose or not to disclose abuse or neglect.
- Designed to support the safety of individuals with intellectual & developmental disabilities through a person centered & trauma informed approach.
- This approach supports individuals with intellectual and developmental disabilities to gain control over their own lives, including their right to safety and freedom from abuse or neglect.





- Under Minnesota law, certain jobs at The Arc are required by statute (MS 626.5572) to report suspected or known abuse or neglect of a vulnerable adult (MS 626.5572, subd. 21).
- The Arc's policy allows us to follow applicable statutory requirements.
- Definition: Victim/survivor means that someone has experienced abuse or neglect. Some people call themselves a victim of abuse or neglect. Other people call themselves a survivor of abuse or neglect. People can use the term they want, so we always use victim/survivor.



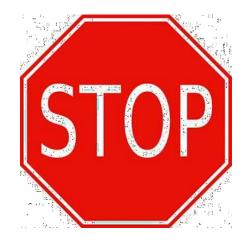


- If your internship requires you to be a mandated reporter, your direct supervisor will notify you.
- If you are a mandated reporter because of a license or school program, notify your direct supervisor at The Arc. We need to know of the responsibilities utilized by your school or licensing body.
- Other job functions do not require mandatory reporting. If a person gives consent, a report may be made to appropriate authorities when there is a concern for the individual's right to safety.





- The intent of this policy is to guide Arc employees/interns in supporting victim/survivors in situations where there is known or suspected abuse or neglect.
- When an employee/intern is a mandated reporter, it is their duty to inform the victim/survivor of the mandated reporting requirements at the beginning and throughout their work with the victim/survivor.







- · Mandated reporters will explain
 - why there is concern for the victim/survivor's safety
 - how the victim/survivor can be involved in the reporting (if they choose)
 - next steps and resources
- While a victim/survivor may lose some control when a mandatory report is made, this loss may be lessened when they understand what is about to happen and the resources that will be available to them.





Dress Code

- What we wear communicates a message about The Arc to the people we serve, reflects pride in the organization and our respect for others.
- Supervisors and managers define what is an acceptable dress code.
- Supervisors and managers are responsible for monitoring their staff/interns attire and will take corrective action when Arc standards are not met.
 Dress_Code.
- Anyone violating this policy may be sent home to change.



Dress Code Cont.

- Jeans may be worn. They must be clean & appropriate for a work place.
- The following cannot be worn at Arc at any time.
 - Undergarments worn as clothing
 - Tank, tube or midriff tops, sweat suits, work out or exercise clothing
 - · Worn out, patched or tattered clothing
 - Dirty or worn athletic shoes
 - Ripped/torn jeans/pants worn around hips revealing the stomach or undergarments
 - Apparel promoting alcohol, cigarettes, political agendas & candidates, secular & religious themes or other graphics reflecting personal tastes, habits or beliefs





Work Environment Expectations

- The Arc is committed to respecting diversity, providing positive, accessible environments and a workplace free of discrimination.
- · You will meet people with different background and lived experiences.
- Staff and volunteers will treat each other with respect and dignity.
- Everyone has their own beliefs. It is best to not talk about politics, religion, appearance or morality.







Work Environment Expectations Cont.

- The Arc does not tolerate harassment or abuse.
- Harassment is behavior that interferes with a person's work performance. It can also be an unwelcoming, threatening, or abusive work environment.
- Harassment is based on
 - Race, color, creed, religion, national origin, gender, sexual orientation, disability, age, marital status or public assistance status







HARASSMENT

ZONE

Work Environment Expectations Cont.

- Individuals subjected to harassment or violence should report it to the store manager, human resources or volunteer manager immediately.
- Charges of harassment are serious and will not be tolerated.
- This policy applies to managers, supervisors, employees, volunteers, customers, donors and program participants at The Arc Minnesota.





Work Environment Expectations Cont.

- Use People First language. This language describes the person first, then the disability.
- Some people prefer Identity-first language. Identity-first language emphasizes that disability is a part of who the person is.
- Identity-first language strengthens disability as being positive.
- Identity-first language is generally preferred by self-advocates in the autistic, deaf, and blind communities.



Arc Code of Ethics

- · I will act in an ethical and honest manner.
- I will not knowingly misuse my position to obtain money, goods, business resources, rewards points or other products and services.
- I will be open and honest with my supervisor(s). I will share any problems that may jeopardize the agency and its businesses.
- I understand and agree to avoid conflicts of interest.
- Failure to follow our Code of Ethics is serious and may lead to dismissal.





Conflict of Interest

- A conflict of interest happens when you influence a decision resulting in a personal gain for you, your family members or friends.
- Where a conflict or appearance of a conflict of interest exists, you must complete an Arc Conflict of Interest Form
- Volunteers and staff can only purchase items from Arc's Value Village for personal enjoyment. They cannot resell or repurpose and sell.
- You should not engage in activities that may be in direct competition with The Arc.





Confidentiality

- You may receive private information about individuals we support, donors, volunteers and staff.
- This might be contact information, files, notes, records, financial information, verbal information or work materials. It is also Arc work processes and practices including Arc computer login information.
- · Do not share this information with any one or organization.
- Failure to keep Arc information confidential will be grounds for termination.



Political Campaigns

- Arc is non-partisan. We don't endorse candidates or political parties.
- Do not use Arc's email, phones or equipment for any political activity unless required per your internship.
- If you involve in a political campaign, make it clear you are acting personally and not on behalf of The Arc.
- Respect other staff and volunteer choices on candidates or party affiliation.



Accepting Gifts

- Staff, Volunteers & Interns are not to receive gifts from families & supporters
- Accepting gifts makes it appear:
 - We charge fees or require donations to receive help, which we do not
 - · We accept bribes or gifts to influence our decisions and priorities
- If you receive cash, a gift card, certificate or other item, turn in to Finance
- Food or flowers may not be easily returned. Share them with your colleagues.
- For clothing/household items, donate them to Arc's Value Village.



Remote Work

When interns and staff work remotely, they agree to:

- · Consistent work hours so they can be reached during business hours.
- To be responsible for expenses involved in a home office. This includes computer, upkeep, utilities and supplies like printer ink.
- Paper and electronic files must be protected to keep data safe.
- Files with sensitive information are not be removed from The Arc.



Remote Work Cont.

When interns and staff work remotely, they agree to:

- Only access files utilizing secure WIFI (password required) or Arc protocols. Electronic files are treated with the same seriousness and confidentiality as paper files.
- If using Arc equipment, will only use for work purposes, not personally.
- Is responsible if Arc equipment is lost, stolen or damaged. They will replace the equipment or pay for replacement. Payment to replace lost, stolen or damaged equipment may take the form of all or part of a stipend.





Communication Protocols

Prohibited verbal, written, print & email communication include:

- Insults, mocking, ridicule or smearing of any person or entity
- Use of language that is offensive, harassing, vulgar, obscene or threatening including those based on protected status
- Creating, distributing, viewing or soliciting sexual messages or images, unwelcome sexual advances any unwelcome behavior





Communication Protocols Cont.

Prohibited verbal, written, print & email communication include:

- Distribution or printing of copyrighted materials
- · Exchange of trade secrets or information that is private or confidential
- Anything that violates Arc expectations and the law
- Be respectful, inclusive & considerate to other people





Communication Protocols Cont.

- Technology and communication tools provided by The Arc are for business purposes only including Arc's e-mail and phone system.
- · We can't guarantee confidentiality of communications.
- The Arc reserves the right to monitor and review usage on its system for purposes, not limited to:
 - Excessive personal use
 - Effectiveness with customers
- Inappropriate conduct or behavior
- Compliance with company policy





Communication Protocols Cont.

- All Arc email communication must be sent by an Arc provided email address
- Email from Arc addresses can be viewed as an agency position or viewpoint.
- Care must be used when sending messages to ensure they are appropriate, mission correct and legal.
- Some information is sensitive & requires special care (or elimination) when used in e-mail/voicemails. They include:
 - Participant, donor and other applicable information
 - Employment/intern/volunteer information
 - Trade secrets, business practices & practices and related work process/product information
 - Attorney-client privileged information





The Internet & Technology

Foundation Technologies supports all of Arc's tech needs. Contact them at helpdesk@fndtn.com with questions/concerns.

When interns and staff work remotely, they agree to:

- Ask their Supervisor and Technology before installing programs.
- Access and utilize information from the internet properly.
- Protect intellectual property, copyrights, trademarks and software licenses. Failure to do may lead to termination.







The Internet & Technology

- If using Arc equipment, you agree to monitoring for possible inappropriate or illegal activity.
- The Arc restricts user access to internet sites not limited to:
 - Sexual material, illegal activity, gambling, militancy, racism, violence and personal ads
 - The Arc reserves the right to restrict future categories
 - Displaying, archiving copying editing, distributing or recording restricted information
 - Using flash drives on Arc equipment as they can contain viruses





The Internet & Technology Cont.

- Use the internet consistent with your duties; do not expose The Arc to avoidable risks.
- Do not purchase or install software or download files without tech approval. Files obtained from outside The Arc may have computer viruses that damage The Arc's network.
- If you need a software program Arc does not have to do your work, it must be pre-approved by management, finance and your supervisor before purchasing. There is no guarantee of purchase reimbursement without prior approval.





The Internet & Technology Cont.

- If you get e-mail from unknown sources, update Tech before opening. E-mail is a favorite way to spread viruses and cyber attacks.
- Do not open unknown or surprising e-mail attachments. If you believe a virus has been launched into The Arc's network, notify Tech immediately.
- Should you need technology help or have questions, contact Foundation Technologies at helpdesk@fndtn.com.



Media Relations

- Send requests & questions from media to The Arc's Director of Marketing
 - Volunteers should not present their personal opinions as those of The Arc
 - If you post about The Arc, be clear that the opinions are yours and not Arc's
- Share only positive statements & posts about The Arc, our supporters & competitors
 - If you view negative posts, share them with the marketing department to address
 - If your social media compromises The Arc, we can ask you to stop the comments, remove them or provide corrective action including termination
 - Only post pictures of staff & volunteers with their consent





Physical Security

- Volunteers/interns should not handle safety and security issues alone; report unsafe conditions to your supervisor.
- Thrift members must wear a name tag when working. If someone is not wearing one, please advise the store manager.
- Inform your supervisor or store manager of security and safety concerns, especially dangerous materials.
- The Arc is not responsible for lost or stolen personal property.





Firearms

Are not permitted while:

- On or off The Arc's property
- Operating company machinery, equipment or vehicles
- Engaging in any company business



Alcohol & Drugs

- Individuals are not allowed to have, share, give, sell and use unauthorized drugs and alcohol.
- They can not work under the influence.





All work areas are Non-Smoking.

- No carrying of lighted cigars, vapes or smoking equipment
- Smoke only in outside designated areas



the store

Workplace Safety

- Remove obstacles that can cause a trips or falls
- Store materials properly and ensure they will not hurt someone
- Be aware of corners, cubicle walls, isles or other office hazards at the workplace
- If you see someone acting in an unsafe manner, let manager or your supervisor know





Emergency Procedures

- In an emergency, dial 911. Report the incident to your supervisor, volunteer manager and store manager.
- Report all accidents and injuries that occurs during volunteering.
- During dangerous weather, the store manager or Human Resources will direct the team
- Please do not exit the building during unsafe weather



Intellectual Property Rights

- Intellectual property are things like program materials, graphics, brochures, processes and procedures created and utilized by an organization.
- It also include technical information, know-how, copyrights, models, data analysis, drawings, specifications, prototypes, inventions and software.
- The Arc owns all rights and titles to property created when someone is performing duties or work for or on behalf of The Arc.
- Interns/volunteers are allowed to share with potential employers work they created on behalf of The Arc to demonstrate their skills but must clearly state The Arc owns the work and that it is designated as Arc intellectual property.





Accommodations

- The Arc will ensure equal opportunity, benefits and privileges to everyone.
- Notify your supervisor, volunteer manager or store manager if an accommodation is needed. We will make every reasonable effort to accommodate everyone.
- Some people are allergic to fragrance. Please be sensitive and choose which scented products to use carefully.







Work Breaks

- Take breaks as needed
- Coffee and water are complimentary in Arc offices and stores
- Refrigerators and microwaves are available for use
- Break time should not be excessive or disrupting others





Whistle Blower Policy

- If you believe a policy, practice or procedure of The Arc Minnesota is in violation of law, you can submit a written complaint.
- The complaint must be filed with the department of human resources, the CEO or the board chairperson.
- Reports of violations will be kept confidential as much as possible while an adequate investigation occurs.







Whistle Blower Policy

- The Arc will not retaliate against anyone who in good faith makes a complaint against a practice of The Arc Minnesota, an individual or entity The Arc Minnesota has a business relationship with, based on their reasonable belief the practice violates law or a clear mandate of public policy.
- The Arc will not react negatively against anyone who discloses a supervisor, public body, activity, policy or practice of The Arc the individual believes violates law, rule, regulation, mandate or public policy concerning the health, safety, welfare or protection of the environment.





Causes of Termination

- Theft (may include reasonable suspicion or dishonesty)
- Arrest and conviction for criminal offenses
- Misconduct affecting the ability to fulfill duties
- Instances or omissions that break the bond of trust
- Having, sharing, giving, selling or using unauthorized drugs and alcohol or working under the influence of them
- Threats or acts of violence in word or action, intimidation, disrespectful treatment or insubordination in an inappropriate manner
 - Carrying or possessing firearms while working on Arc premises







Causes of Termination Cont.

- Not following safety rules or performing work in an acceptable manner
- Harassment, verbal or physical abuse of The Arc's employees or volunteers
 - Sharing confidential information or falsifying records, information, your volunteer sign in log, misuse or unauthorized manipulation of data
 - Excessive absences, lateness or leaving early without prior approval
 - Conduct tarnishing the image and standing of The Arc in the community
 - Violation of agencies/store policies







- Volunteering/interning is a mutual agreement between you and The Arc:
- Volunteer shifts can be one time, episodic &/or continuous
 - · Internships are summer, semester or school year in length
 - You and The Arc can end your volunteering/interning at any time
 - Please give 2 weeks notice if you can so we can wrap things up with you
 - Individuals can be terminated for misconduct or violating the handbook
 - See the next 2 slides for examples of that could lead to termination





Hours Completed Verification

- Let us know if we need to provide verification of learning goals being met or hours completed for your school or community service requirements.
- Inform us know what format this verification will be (i.e., document on company letterhead, email, online form, etc.)
- Some companies offer financial grants to employees and retires when they volunteer. We appreciate those opportunities and will be happy to provide necessary documentation to make this happen.





Closures

- Sometimes The Arc and Arc's Value Village close due to bad weather, mechanical problems or other reasons
- If you can't volunteer for any reason, please contact the store manager/your supervisor
- If your location closes, Arc staff will notify you by email, phone or in person
- Make sure your contact information is updated to receive these notices



Internship Stipends

- Only interns are eligible for stipends
- Stipends are not based on work or hours worked but are given to offset expenses
- Stipends are prorated if an intern leaves. They are provided upon completion of 25% or more of the original agreement







Personal Risk & Liability Disclosure

- In return for participating in The Arc Minnesota's volunteer activities, I release and agree not to sue the The Arc, its officers, directors, employees, subcontractors, agents and affiliates from all present and future claims.
- This includes any claim that may be made by me, my family, estate, heirs or assigns. It includes property damage, personal injury or wrongful death arising as a result of my participation in Arc volunteer activities wherever, whenever or however they may have occurred.
- I understand and agree The Arc is not responsible for any injury or property damage arising out of volunteer activities, even if caused by negligence or otherwise.





Personal Risk & Liability Disclosure Cont.

- I understand participation in The Arc's volunteer activities involves certain risks. This includes, but is not limited to, serious injury and death.
 - I am voluntarily participating in The Arc's volunteer activities and acknowledge that danger may be involved. I agree to accept all risks of participation.
 - I also agree to indemnify and hold harmless The Arc for all claims arising out of my participation in their volunteer activities.
- I understand this handbook is intended to be as broad and inclusive as permitted by Minnesota law. I agree if any portion of this disclosure is invalid, the remainder will continue in full legal force and effect.





Personal Risk & Liability Disclosure Cont.

I also acknowledge The Arc has not arranged and does not carry insurance of any kind for my benefit or that of volunteers (if volunteer is under 18), my parents, guardians, trustees, heirs, executors, administrators, successors and assigns.

I signify, to my knowledge, I am in good health and suffer no physical impairment that would or should prevent my participation in Arc volunteer activities.

I also understand that this disclosure is a contract that grants certain rights to and eliminates the liability of The Arc.





Meet The Team

Contact Us at 952-920-0855 for questions.

Chief Human Resources Officer

Dustin Smith

dustinsmith@arcminnesota.org

Human Resources Specialist

Jennifer Wold

jenniferwold@arcminnesota.org

Volunteer Development Manager

Michelle Theisen

michelletheisen@arcminnesota.org



Achieve with us.