



MACC
DEVELOPMENT

48214 CARE

Volunteer Handbook

Effective May 2022

7900 Mack Avenue, Detroit, MI 48214


313-732-9302

"MACC Development exists to seek the holistic revitalization of Detroit's 48214 zip code, block by block, neighbor by neighbor."



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Welcome!

We are so glad that you have decided to volunteer with MACC Development!

This handbook is designed to introduce you to MACC Development and to provide a basic overview of 48214 CARE and the practices and procedures which provide all of us – employees and volunteers – with guidance and direction. As volunteerism within the organization grows and changes, there may be a need to modify the practices, procedures, and other information described in this handbook. When such changes occur, you will be notified by an announcement or update. It is your responsibility to keep your handbook current and stay informed about practices and changes that affect you.

If you have any questions or need any clarification of the information contained in this handbook, please contact the Program Manager.

A Message from Our Executive Director

Dear New Volunteer,

On behalf of the residents of 48214, our Board of Directors, and our dedicated team of staff and volunteers, I want to welcome you to MACC Development. You have decided to join an organization committed to holistic, Gospel-centered community development, one that equitably and thoughtfully integrates care and concern for the spiritual, physical, and social conditions of our neighborhood for the glory of Jesus Christ.

We work exclusively in the 48214 zip code on Detroit's east side. We live here, raise our families here, and will remain here to promote the community's value, dignity, and worth.

No matter the program you are volunteering for, it holds these hallmarks:

1. Commitment to excellence,
2. Dignity for all people and
3. Compassion for our neighbors

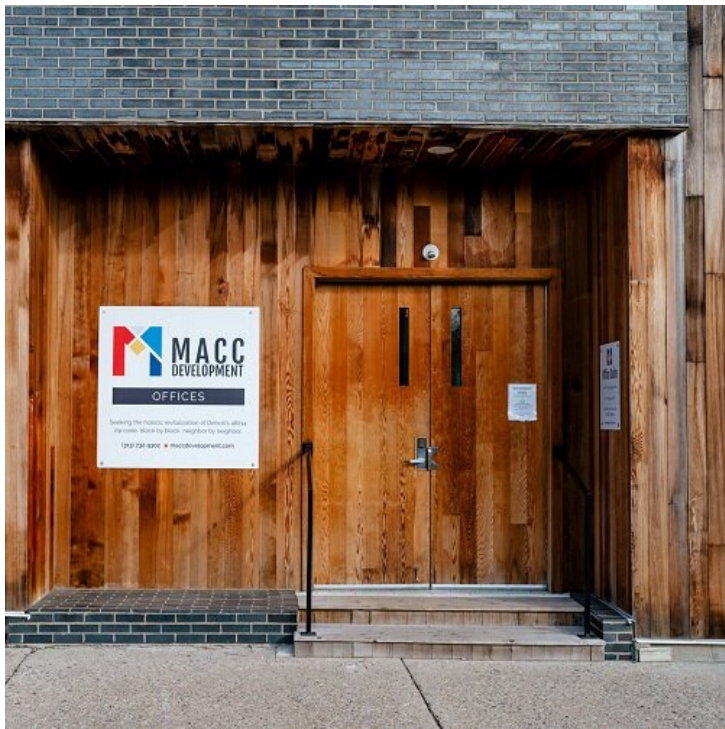
I trust you hold these same values in high regard, and we are honored to welcome you to our dynamic team!

Sincerely,

A handwritten signature in black ink that reads "Antoine Jackson". The signature is written in a cursive, flowing style.

Antoine D. Jackson
Executive Director
MACC Development

Who is MACC Development?



History

MACC Development was founded by the Mack Avenue Community Church in 2010 to be the hands and feet of the church, and to carry out the vision both organizations share to become one of the most innovative nonprofits in Detroit.

Our Values

1. We are committed to holistic, Gospel-centered community development, one that equitably and thoughtfully integrates care and concern for the spiritual, physical, and social conditions of our neighborhood for the glory of Jesus Christ.
2. We work exclusively in the 48214 zip code on the east side of Detroit. We live here, raise our families here, and will remain here to promote the value, dignity and worth of the 48214.
3. We affirm that community development happens best when organizations step outside of top-down approaches and onto the front porches of neighboring. To that end, we strive to celebrate the uniqueness of every block and every neighborhood in the 48214.
4. We believe that community development begins and ends with the empowerment of the families and individuals. We are not merely about ideas, initiatives, plans or projects: we are first and foremost about glorifying God through loving his people.

48214 CARE's Mission

Our mission is to confront the COVID-19 pandemic and post-pandemic era in Detroit's 48214 community by connecting neighbors in need with other neighbors, partners, and services that can provide physical, spiritual, and emotional, and other forms of relief.

"Love the Lord your God with all your heart and with all your soul and with all your mind and with all your strength.' The second is this: 'You shall love your neighbor as yourself.' There is no other commandment greater than these."

Mark 12:30-31



About 48214 CARE

48214 CARE is a “mutual aid” platform organized at the height of the COVID-19 outbreak in Detroit.

We are a collection of neighbors—nonprofit professionals, businesses owners, church leaders, block club presidents, and community leaders—working together to connect neighbors in our 48214 community who have been affected by the pandemic with other neighbors and partners with the time, talent, and capacity to help.

Our task force works to match 48214 neighbors in need of assistance with a wide variety of volunteer services. Many of our volunteers are also our neighbors, and the staff working behind the scenes of 48214 CARE work and live in the 48214 community.

48214 CARE
COLLABORATIVE ACTION for RESIDENTS of the EASTSIDE



Identify the need.



Build a team of supporters.



Match the need with the support.

Roles and Responsibilities

Our organization could not exist without volunteers. Volunteers are an important part of our team and are essential to providing the best possible care for our neighbors.

Your role as a volunteer:

As a volunteer, there are many opportunities for you to serve and support the community, such as and not limited to:

- Picking up groceries and dropping them off on a neighbor's porch or having them delivered.
- Running errands for a neighbor who cannot safely or efficiently leave their home.
- Helping a neighbor with laundry services at the Commons.
- Providing transportation for clients who are without transportation.
- Providing landscaping services for clients.

Most volunteers offer their services regularly.

Volunteering with MACC Development is a positive experience delivering:

- job satisfaction
- a positive and personal contribution to the community
- social interaction with new people
- the opportunity to mix with different age groups
- the chance to make new friends
- and simply, the chance of accomplishment.

Roles and Responsibilities Cont.

What MACC Development asks of you:

We ask you to treat our clients with dignity and kindness and respect their rights.

Specifically, your responsibility is to:

- be dependable and helpful
- perform your specified duties
- be committed to the organization
- undertake training as requested
- ask for support when you need it
- give sufficient notice when you are not able to volunteer on your rostered day
- give sufficient notice before you leave the organization
- value and support other team members
- be trustworthy and respect client confidentiality
- conduct the work you have agreed to do responsibly, safely, and ethically.

It is also essential that you conduct your role by the MACC Development policies and procedures requirements and follow instructions from the program manager. Any safety or hazard issues should be raised with the program manager for action.

Roles and Responsibilities Cont.

What to expect from MACC Development:

As a volunteer, you will:

- Know that your efforts contribute to the organization's objectives
- Receive the necessary orientation, training, and supervision
- Learn how to improve your skills in the work you're doing
- Be treated with respect
- Be appreciated for the work you have done
- Ask questions and make suggestions about the work you're doing

"Dear friends, let us continue to love one another, for love comes from God. Anyone who loves is a child of God and knows God. 8 But anyone who does not love does not know God, for God is love."

1 John 4:7-8



Participation Guidelines

Drug-Free Policy: The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is not allowed in MACC Development program sites. Additionally, volunteers may not be impaired by any substance while serving. Such action may result in your immediate dismissal from the volunteer position. The unlawful manufacture, distribution, dispensation, possession, or controlled substance use is not allowed in MACC Development program sites. Additionally, volunteers may not be impaired by any substance while serving. Such action may result in your immediate dismissal from the volunteer position.

Property Policy As a volunteer at MACC Development, you will respect the property of MACC Development and the private property of other volunteers and staff.

Driving Policies If you are transporting clients as a volunteer driver, a Michigan State Department of Motor Vehicles check and a criminal background check must be completed before your start. MACC Development reserves the right to accept or deny you as a volunteer driver based on the findings of these checks. You must be twenty-one or over to be a volunteer driver and follow all state and federal traffic laws. All passengers must wear seat belts. When volunteers are transporting clients, no additional passengers are allowed in the vehicle unless the program has authorized them for safety and confidentiality reasons. Also, you are not permitted to use your cellular phone while the motor vehicle engine is running. You must be providing service within the scope of your volunteer service description and have your automobile liability and physical damage insurance. We encourage you to consult with your insurance agents regarding the extension of your insurance to include community volunteer work.

Personal Involvement with Clients If your volunteer position involves collaborating directly with clients, it is essential to maintain boundaries and keep your relationship professional, not private.

Participation Guidelines Cont.

Confidentiality Policy MACC Development recognizes confidentiality as a living principle based on the sanctity and dignity of the human person. Therefore, the agency will respect the privacy of the personal information of those it serves or employs. You maintained the confidentiality of all information to which you are exposed while serving as a volunteer. This information involves staff members, volunteers, clients, or other people or the overall program or agency business. Failure to maintain confidentiality may result in termination or other corrective action.

Harassment Policy MACC Development is committed to a work environment that is professional and harassment-free for all employees and volunteers. Harassment includes, without limitations, verbal, physical, visual, and innuendo. It also includes unwelcome sexual advances, requests for sexual favors, sexually motivated physical contact and other verbal or physical conduct, or graphic forms of harassment of sexual nature when submission to such conduct is either explicitly or implicitly made a term or condition of employment or is used as the basis for unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment for employees and volunteers. Volunteers should report any issues to their supervisors.

Dress code: As a volunteer, you are responsible for presenting a positive image to clients and the community as a representative of MACC Development. You should dress appropriately for the conditions and performance of your duties.

Photo Release: An appropriate media release form must be signed before you begin volunteering. With this form, the organization receives the right to use the volunteer's image or likeness for commercial or promotional purposes.

Participation Guidelines Cont.

Expense Reimbursement: As a volunteer, it is your responsibility to submit an expense reimbursement form accurately. It shall include a receipt of what was purchased, when and where the expense occurred, and the business purpose of the cost. All payments must be approved before purchasing.

You must have the executive director's written authorization before incurring any expense on behalf of MACC Development. To be reimbursed for all costs authorized, you must submit an expense report accompanied by receipts and approved by the program manager.

Gift Policy & In-kind Donations: MACC Development solicits and accepts gifts that are consistent with its mission. Donations will generally be accepted from individuals, partnerships, corporations, foundations, government agencies, or other entities, without limitations. Certain types of gifts must be reviewed prior to acceptance due to the special liabilities they may pose for MACC Development. If you would like to donate, please inform the program manager prior.

Background Checks: As part of the selection process and by COA standards, all volunteers must undergo a background/criminal records check before beginning service. MACC Development reserves the right to accept or deny you as a volunteer based on the findings of these checks.

Volunteer Registration Form: To have all of the applicable information needed to begin volunteering, an appropriate registration form needs to be completed.

Waiver and Release Form An appropriate waiver and release form must be signed before you begin volunteering.

Confidentiality Form An appropriate confidentiality form must be signed before you begin volunteering.

Recruitment: MACC Development uses a variety of different methods to recruit volunteers. We may reach out to potential volunteers via our agency website, MACC church, other internet volunteering sites, social media platforms, print publications, and word of mouth. We also encourage you to let your friends and family know about our volunteering opportunities.

Participation Guidelines Cont.

Unable to Perform Duties: You will be called on an as-need-basis as a volunteer. Please be punctual and reliable. If you cannot fulfill your commitment, don't hesitate to contact the program manager. If you no longer wish to volunteer, please contact the program manager, and you will be made inactive. You remain in our database so that if you want to continue volunteering later, you can be made active again. If you sign up for an offsite event, we ask that you be present and on time. If you cannot make it, please contact the program manager.

Open Door Policy: MACC Development wants to maintain a positive and pleasant environment for our staff and volunteers. To help us meet this goal, our company has an open-door policy, by which employees and volunteers are encouraged to report work-related concerns. If something about your job is bothering you, or if you have a question, concern, idea, or problem related to your work, please discuss it with the program manager as soon as possible. If, for any reason, you do not feel comfortable bringing the matter to your supervisor, feel free to raise the issue with the executive director. We encourage you to come forward and make your concerns known to the company.

Termination and Resignation As a volunteer, you are under no contractual obligation to continue services at MACC Development. Please notify the volunteer coordinator of your decision if you decide to resign.

Reasons for involuntary termination include, but are not limited to:

- Distribution of any slanderous comments about MACC Development (including, but not limited to e-mails, Facebook, Twitter, blog sites, and verbally)
- Sexual harassment of any kind
- Reporting for duty under the influence of alcohol or other substances
- Utilizing MACC Development property for any illegal purposes
- Theft in any form
- No Call/No Show for scheduled shift three times per one-year period
- Non-compliance with rules and regulations of MACC Development

Volunteer Protocols

●DOs:

- All volunteers must wash their hands and/or use appropriate hand sanitizer to participate.
 - After leaving a public space, you must wash your hands for at least 20 seconds or until hand sanitizer containing at least 60% alcohol has completely dried.
 - You must wash your hands after ringing the doorbell.
 - We highly recommend that you wash your hands before you eat.
- Distance yourself 6 feet away from individuals while serving in the community
- If grocery shopping, only purchases the items on the grocery list. If a brand is not specified, buy an option that is both healthy and economical.
- If you are picking up a prescription, make sure the individual in need calls their pharmacy to permit you to pick it up on their behalf. Please also make sure that the individual provides payment over the phone.
- Encourage individuals to utilize any assistance services they qualify for and offer them 48214 CARE's list of resources.
- Encourage individuals to wash their produce before consuming it.

●DO NOTs:

- Do not assemble in groups of 10 or larger when volunteering.
- You may not enter the home of the individual. You must drop off the supplies at the doorstep and ring the doorbell.
- Avoid touching your eyes, mouth, or nose with unclean hands.
- If you are sick, stay home and do not volunteer.

Background Check Disclosure

In the interest of maintaining the safety and security of our customers, employees, and property, **MACC Development** will order a "consumer report" (background report) on you in connection with your employment application, and if you are hired, or if you already work for the company, we may also order additional background reports on you for employment purposes if necessary.

The background check company, **MACC Development**, will prepare the background report for the Company. The background check company is located at **7900 Mack Avenue, Detroit, MI 48214**, and can be reached by phone at **(313) 732-9302**, email at **hello@mackave.com**, and online at **www.maccdevelopment.com**.

The background report may contain information concerning your character, general reputation, personal characteristics, and mode of living.

The types of information that may be ordered include but are not limited to Social Security number verification; criminal, public, educational, and as appropriate, driving records checks; validation of prior employment; reference, licensing, and certification checks; and drug testing results

The nature and scope of the most common form of investigative consumer report is an investigation into your education and/or employment history conducted by the Background Check Company or another outside organization.

You may request more information about the nature and scope of an investigative consumer report by telephoning **MACC Development** at **(313) 732-9302**.

Contact Information

We truly appreciate your willingness to volunteer with MACC Development! For more questions about the program or more information about this handbook, please contact the program manager or executive director.

Antoine Jackson, Executive Director
antoine@mackave.com

AlexSaundra Clark, Program Manager
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48214CARE

COLLABORATIVE ACTION for RESIDENTS of the EASTSIDE

HOURS OF OPERATION

CALL CENTER:

MONDAY & WEDNESDAY

9AM-4PM

VOLUNTEER HOURS:

MONDAY-FRIDAY

9AM-4PM

CONTACT INFORMATION

PHONE: (313) 482-9449

EMAIL: 48214CARE@GMAIL.COM



Our Partners



FOOD RESCUE US

The Simple Solution to Ending Local Hunger and Food Waste

