



VALUE VILLAGE
THRIFT STORE & DONATION CENTER



Welcome to The Arc Minnesota & Arc's Value Village

*We believe in choices for everyone;
We focus on what people can do.*

Achieve with us.



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Our Mission

The Arc Minnesota is a **non-profit organization** that *promotes* and *protects* the human rights of people with intellectual and developmental disabilities. The Arc's roots in this community began **70 years ago** with families and educators who got together to discuss their hopes and dreams for children with disabilities. These disabilities include but are not limited to:

Down syndrome

Autism

Cerebral palsy

Fragile X

We serve and support them and their families in a lifetime of full inclusion and participate in the community

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Our Present



Parents help The Arc movement and guide our society to **understand and embrace** basic human rights, such as living, learning, working and playing in our community.

Our Future



People with disabilities are **important members** of our society. The Arc Minnesota will continue to support individuals with disabilities and their families.

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What The Arc Minnesota Does

- Answer questions and provide resources
- Help people with disabilities and their families to access necessary services, navigate systems, pursue their rights and resolve problems
- Strengthen families and connect them with services and other parents, siblings, spouses or caregivers is an important focus of The Arc's work



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Our Programs and Services

The Arc provides information, resources, connections to individuals and families in the following components:



Ask an Advocate



Abuse Prevention



Community Engagement



Education



Guardianship



Planning Your Future



Health Care Assistance



Housing & Housing Access Services



Government Benefits



Employment

• *Microgrant Partnership*

• *Regional Quality Council*

• *Self-Advocacy*



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Core Values

The Arc Minnesota has adopted a set of vital and timeless guiding principles called “Core Values”. These core values define our culture and how we expect employees to show up each day at work.

- **We Value Each Person.** Every person has unique strengths and deserves a chance to use them. We welcome each person. We treat each person with fairness and respect. We believe trust is freely given, not earned.
- **We are Connectors.** We serve as ambassadors and change the world through our collaboration. We unite people to build relationships and generate opportunities. Our work and advocacy is life changing and we move communities forward. We believe in and practice teamwork.
- **We are Courageous.** Our work requires that we always speak the truth to protect human rights. Our beliefs inspire us to go above what is accepted. We welcome change as progress and opportunity. Fear of failure doesn't stop us. We are tenacious and overcome obstacles.
- **We are Accountable.** Integrity, discipline, and quality define our work. We are personally responsible for our goals, actions and to deliver results. We are resilient and will stay the course in the face of obstacles and setbacks. We are consistent active, and engaged contributors.



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The Arc's Value Village's Purpose and Vision

- Provide **financial** and **community support** to meet the needs of The Arc Minnesota which serves people with intellectual and developmental disabilities and their families
 - **25% of The Arc's revenue** comes from the 3 Arc's Value Village Thrift Stores
- Be the Twin Cities' Best Thrift Stores through excellent services, great store experiences, continuous improvements, environmental impacts, and commitments to The Arc's mission

Be a villager.





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Arc's Value Village Thrift Stores Impact

- As of 2019, has raised \$26.5 million with **more than 1,000,000** volunteer hours contributed
- Volunteers account for **30% of the work force** at each store
- **More than 100,000 hours** of service are contributed at our stores annually

Richfield was opened **in 1982**

Bloomington was opened **in 2014**

New Hope was opened **in 1992**

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The Arc Minnesota

Address

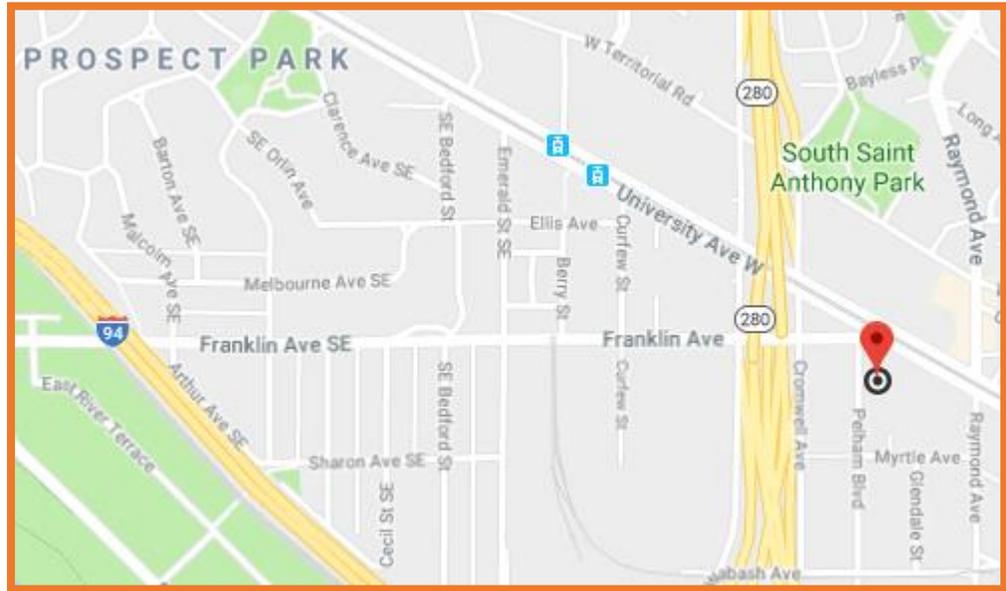
2446 University Ave. West, Suite 110
Saint Paul, Minnesota 55114-0855

Hours

8:30am-5:00pm, Monday-Friday

Phone

952-920-0855
Toll-free: 833-450-1494



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Arc's Value Village Thrift Stores

Store Locations*

Bloomington

- 10546 France Ave S.

New Hope

- 2751 Winnetka Ave N.

Richfield

- 6528 Penn Ave S.

Hours*

Monday - Friday: 9am - 9pm
Saturday - Sunday: 10am - 6pm

*For special holiday hours, full addresses, and stores' phone numbers, please see the link below:

<https://www.arcsvaluevillage.org/locations/>

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Policies & Procedures



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Americans with Disabilities Act

- The Arc offers equal intern and volunteer opportunities to qualified individuals with disabilities, as defined by the Americans with Disabilities Act, with respect to application procedures, hiring, termination, and training
- The Arc will work with individuals with disabilities to provide reasonable accommodations which do not cause undue hardship to The Arc. The goal is to, where possible, enable individuals with disabilities to participate in the application process and to enjoy the benefits and privileges of volunteering or interning with The Arc
- The Arc will not discriminate because of physical or mental disability in regard to any position for which the individual is qualified. The Arc agrees to take affirmative action to treat qualified individuals with disabilities without discrimination based upon their physical or mental disability
- The Arc agrees to comply with the rules and relevant orders of the Minnesota Department of Human Rights issued pursuant to the Minnesota Human Rights Act

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Code of Ethics

Failure to follow The Arc's Code of Ethics will be addressed seriously and may lead to dismissal

- I will act in an ethical and honest manner
- I agree to inform The Arc Minnesota's Volunteer Manager and my supervisor immediately if I have had an Arc keycard, laptop or other equipment damaged, lost or stolen
- I will not knowingly misuse my position in regards to money, donated merchandise, business resources, rewards programs or other products and services
- I will maintain an open and honest relationship with my supervisor(s) and inform any problem that may jeopardize the integrity of the agency and its businesses
- I understand and agree to avoid any conflict of interest: see next page for more details





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Work Environment Expectations

During your work, you will encounter people with different backgrounds. Remember to:

- Use **People First** language, meaning we describe the person first, then the disability
EXAMPLE: Amy is a great volunteer who is sight impaired
NOT: Amy is the blind volunteer
- Refrain from talking about **politics, religion, morality** or **personal appearance**
- Treat each other with **respect** and **dignity**





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Confidentiality

- You may have access to **private information** about individuals we support, members, contributors, donors, employees, volunteers and Arc protocols and processes including financial information.
- **Do not share** this information with any one or any organization
 - This includes contact information, documents, notes, files, records, financial information, verbal information, work product materials and related work processes.
 - Failure to keep Arc information and work protocols and practices confidential will be grounds for termination.





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Harassment

The Arc is committed to providing all individuals with a workplace free from all forms of discrimination and one in which everyone is treated with dignity and respect. To that end, The Arc has adopted a “zero tolerance” policy against harassment to anyone at any level.

- Any behavior that interferes with an individual’s **work performance** or creates an **intimidating, hostile** or **offensive** work environment
- Harassment might be based on:
 - Race, color, creed, religion, national origin, gender, sex, sexual orientation, disability, age, marital status or status regarding public assistance
- Members who believe they have been subjected to any form of harassment or violence, are urged to report it to the store manager, human resources or volunteer manager immediately
- Charges of harassment are considered serious and will be treated as such. Harassment at The Arc Minnesota will not be tolerated. This policy applies to all managers/supervisors, employees, volunteers, customers and program participants at The Arc Minnesota.





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Conflict of Interest

- A conflict of interest happens if you are able to **influence a decision** that results in a personal gain for you and/or your family members and friends
- Where a conflict or the appearance of a conflict of interest may exist, that person must complete an Arc Conflict of Interest Form
- Volunteers and staff **are not allowed** to purchase merchandise at the Value Village Thrift Stores to be resold or recreated then sold. You can purchase items for **personal enjoyment only**
- You **should not engage** in activities that may be in direct competition with The Arc

**CONFLICT
OF
INTEREST**



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Accepting Gifts

While supporting The Arc, individuals, families or organizations might thank you by giving you a gift:

- If you receive **cash, a gift card, certificate or other item**, turn in to The Arc's Finance Department immediately
 - Staff, Volunteer & Interns **aren't to receive gifts** from families & supporters per company policy
 - Accepting gifts creates an appearance that we charge fees or require donations in order to receive help, which is not the case
 - We also don't want to appear to accept bribes or other gifts to influence our decisions and how we support the community
- Perishable items such as food or flowers may not be easily returned; when possible they should be shared with your colleagues.
- For clothing/household items, donate them to the program office/Arc's Value Village





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Political Campaigns

The Arc is a **non-partisan** organization, meaning we don't endorse one candidate or political party over the other

- **Do not use** The Arc's email, phones or equipment for any political activity unless required per your internship
- If you involve in any political campaign, make it clear that you are **acting personally and not on behalf of The Arc**
- **Respect** the right of other staff and volunteers to choose their candidates or party affiliation





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Policy for Reporting Suspected Abuse or Neglect

The Arc Minnesota values a person centered & trauma informed approach to supporting individuals with intellectual and developmental disabilities. This approach supports individuals to gain control over their own lives, including their right to safety that includes freedom from abuse or neglect. Under MN law, certain job functions at The Arc are required by Minnesota statute (MS 626.5572) to report any suspected or known abuse or neglect of a vulnerable adult (MS 626.5572, subd. 21).

If your internship requires you to be a mandated reporter, your direct supervisor will notify you. Other job functions do not require mandatory reporting, but a report may be made to appropriate authorities when there is a concern for the individual's right to safety if they give consent.

If you are a mandated reporter because of a license or school program, notify your direct supervisor at The Arc of those responsibilities as prescribed by your school or licensing body.



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Policy for Reporting Suspected Abuse or Neglect Cont.

The intent of this policy is to assist you in supporting victim/survivors in situations where there is known or suspected abuse or neglect. When an employee is a mandated reporter, it is the employee's duty to inform the victim/survivor of the employee's 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 process (if they choose), and the next steps and resources.

While a victim/survivor may lose some control when a mandatory report is made, the loss of control may be lessened when the victim/survivor understands what is about to happen and the resources that will be available to them.



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Policy for Reporting Suspected Abuse or Neglect Cont.

The intent of this policy is to guide Arc employees in supporting victim/survivors in situations where there is known or suspected abuse or neglect. When an employee is a mandated reporter, it is the employee's duty to inform the victim/survivor of the employee's 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 process (if they choose), and the next steps and resources.

While a victim/survivor may lose some control when a mandatory report is made, the loss of control may be lessened when the victim/survivor understands what is about to happen and the resources that will be available to them.



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Policy for Reporting Suspected Abuse or Neglect Cont.

The policy and procedures will support Arc employees to provide a victim/survivor with the necessary information so the victim/survivor can make an informed decision about whether or not to disclose abuse or neglect.

The policy and procedures are designed to support the safety of individuals with intellectual and developmental disabilities through a person centered and trauma informed approach while adhering to 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 say victim/survivor.

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Physical Security

- Volunteers/interns **should not handle** safety and security issues alone; report unsafe conditions to your supervisor immediately
- **Thrift members** are required to wear a name tag while working. If someone is not wearing one, please advise the store manager
- Inform your supervisor, volunteer manager or store manager for any security and safety concern, especially related to hazardous materials
- The Arc and Arc's Value Village **are not responsible** for lost or stolen personal property





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Firearms



Any firearm is **Not permitted** while:

- On or off the organization's premises,
- Operating company machinery, equipment or vehicles
- Engaging in any company business



Alcohol & Drugs

To maintain a safe and welcome environment:

- Volunteers **are prohibited** to possess, distribute, dispense, sale and use unauthorized drugs and alcohol **nor can they work** under the influence

Tobacco



All work areas are **Non-Smoking**:

- Do not carry a lighted cigar, vapor or other smoking related equipment
- Smoking only in **outside** designated areas



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Workplace Safety

- **Remove obstacles** that can cause a trip over in the hallways
- **Store materials properly** and ensure that they will not fall on someone
- Please **be aware of** blind corners, cubicle walls, isles or other office hazards at the workplace
- If you see guests acting in an unsafe manner, please let the store manager or volunteer manager know





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Emergency Procedure

- If it's an emergency, dial 911 and report the accident to your supervisor, volunteer manager and store manager
- Report any **minor** or **severe** accident and injury that occurs during volunteering
- The store manager and Human Resources at the program office will direct the team during dangerous weather situations
- Please **do not exit the building** during unsafe weather





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Interning or Volunteering Remotely

When individuals intern/volunteer remotely, they agree to the following:

- Regular hours of interning/volunteering so the individual can be reached during business hours.
- The intern/volunteer is responsible for expenses involved in a home office. This includes a computer, hardware upkeep, utilities and supplies such as printer ink.
- If an intern/volunteer is provided Arc owned equipment, they must use the equipment in an appropriate manner for business and not for personal use.
- Theft or damage to Arc provided equipment is the responsibility of the intern/volunteer. This includes the intern/volunteer replacing lost, stolen or damaged Arc equipment or payment to do so. **Payment to replace lost, stolen or damaged equipment may take the form of all or part of a stipend forfeiture.**
- Paper and electronic files must be protected to secure data. Files containing sensitive information are not be removed from The Arc.
- Interns/volunteers should only **access files at home or at other points of remote access utilizing Arc or secure WIFI.** Arc electronic files will be treated with the same degree of consideration and confidentiality as paper files.



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The Internet & Technology

Access and utilize information from the internet properly, including using Arc or secured WIFI only and by protecting intellectual property, copyrights, trademarks, and software licenses. Failure to do so may lead to termination.

By utilizing The Arc's equipment, you knowingly and voluntarily consent to being monitored for possible inappropriate or illegal activity and agree to the following technology and internet policies:

- To use Arc and/or secure (password required) WIFI only
- The Arc **restricts** user to access internet sites including, but not limited to:
 - Sexually explicit material, Promotion of illegal activity, Gambling, Militancy, Racism, Violence, Personal ads
 - The Arc reserves the right to determine future categories of information to be restricted
 - Individuals should not display, archive, copy, edit, distribute, or record this information
- Do not use flash drives at The Arc as they can contain viruses
- Talk to your Supervisor and the Technology Department before installing programs





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The Internet & Technology Cont.

Email communication using Arc equipment can be interpreted as an agency position, policy or viewpoint. **Care must be taken** when transmitting messages (business and personal) to ensure appropriate, mission correct and legal messages are sent.

Certain kinds of information are especially sensitive and require special handling (and in some cases elimination) from use in e-mail/voicemails. The following requires special handling and treated carefully with respect to lawful and confidentiality considerations:

- Client, member, donor records and other pertinent information
- Employment/intern/volunteer information
- Trade secrets and other confidential business, business practice and work process/product information
- Attorney-client privileged information





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The Internet & Technology Cont.

- Ensure your use of the Internet is consistent with your official duties and does not expose The Arc systems or information to unacceptable risks.
- Do not purchase and/or install software or download files without management approval. Files obtained from sources outside The Arc may contain computer viruses that damage The Arc's computer network.
- If an intern needs a particular software program to complete their Arc work, all purchases need to utilize The Arc's credit cards with preapproval. The intern's direct supervisor and the finance department must pre-approve purchases. There is no guarantee of purchase reimbursement without prior approval from The Arc.
- Should you receive e-mail from an unknown source, inform the IT department before opening it. E-mail is a favorite method of distributing viruses, worms, Trojan horses, and/or any other possible electronic attack.
- Do not open unknown or unanticipated e-mail attachments. If you suspect a virus has been introduced into The Arc's network, notify the IT department immediately.
- Should you need technological help or support, please contact your supervisor or the Volunteer Manager.



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Email & Internet

- Contact **technology staff** if you receive an unknown email or attachment
- Email & Voicemail are for **business purposes only**
- Deleted emails & voicemails are often **stored**, meaning people outside The Arc might be able to access it

Phone & Voicemail

While working, calls or texts are permitted.
But:

- **Avoid overusing** it and **causing distractions** at work





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Communication Protocols

- All Arc email communication must be sent via an Arc provided email address
- Technology and communication tools provided by The Arc are for **The Arc's business purposes only** and not for personal use
 - This include internet, e-mail and voicemail
 - We can't guarantee the confidentiality of all communications
- The Arc reserves the right to monitor and review all usage on its system for purposes, including but not limited to:
 - Excessive personal use
 - Effectiveness with customers
 - Investigating inappropriate conduct or behavior
 - Compliance with company policy

**NOT FOR
PERSONAL USE**



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Communication

The following types of verbal, written, print and email communication are **prohibited**:

- Slander, defamation, disparagement 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 sexually oriented messages or images, unwelcome sexual advances or other unwelcome conduct of a sexual nature
- 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
- **In short, be respectful, inclusive & considerate to other people**





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Media Relations

Refer all requests and questions from the media to The Arc's Director of Marketing

- Volunteers should not present their personal views/opinions as those of The Arc & Arc's Value Village
- If you post about The Arc or Arc's Value Village, **make it clear** that the opinions are yours and not ours

Please **avoid making negative statements and posts** about The Arc, our supporters and competitors

- If you view negative posts, pass them to the volunteer manager or to the marketing department to deal with

Only post pictures of other staff and volunteers with their **consent**

If your social media is seen as **compromising** The Arc or Arc's Value Village, we can:

- Request you to stop the commentary, ask you to remove it and/or provide disciplinary action including termination





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Intellectual Property Rights

- The Arc owns all rights and titles to any intellectual property created by volunteers/interns while they are performing duties for or on behalf of The Arc.
- Intellectual property includes, but is not limited to, materials created, written, designed, or expressed, such as technical information, know-how, copyrights, models, programming, drawings, specifications, prototypes, inventions and software.
- 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.





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Dress Code

The impression of The Arc is the total of individual impressions created by each and every person, whether we are meeting with others or not.

While jeans may be worn at Arc, they must be clean and appropriate. Interns/volunteers are not permitted to wear the following:

- Undergarments worn as clothing
- Sweat suits
- Worn out, patched or tattered clothing
- Dirty or worn athletic shoes
- Work out or exercise clothing
- Tank, tube or midriff tops
- Ripped or torn jeans or pants worn down around the hips that reveal the stomach or undergarments
- Apparel featuring logos that promote alcohol, cigarettes, political agendas and candidates, secular and religious themes or other graphics that reflect personal tastes, habits, or beliefs





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Accommodations

- The Arc and Arc's Value Village 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 fragrant products, please be sensitive and choose which scented products to use carefully





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Whistle Blower Policy

- If you believe a policy, practice or procedure of The Arc Minnesota is in violation of law, a written complaint must be filed with the department of human resources, the CEO or the board chairperson
- Reports of violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation
- The Arc will not retaliate against individuals who in good faith made a complaint against some practice of The Arc Minnesota, of another individual or entity with whom The Arc Minnesota has a business relationship with, on the basis of a reasonable belief that the practice is in violation of law or a clear mandate of public policy
- The Arc will not retaliate against individuals who threaten or disclose a supervisor, a public body, activity, policy, or practice of The Arc the individual believes is in violation of law, rule, regulation mandated pursuant to law or is in violation of a clear mandate or public policy concerning the health, safety, welfare or protection of the environment



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Work Breaks

- Take breaks as needed
- **Coffee** and **water** are complimentary in the break room
- **Refrigerators** and **microwaves** are available for use
- Break time **should not be** excessive or disrupting others





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Hours Completed Verification

- Let us know if we need to provide verifications for your school or job for **skills learned**, **hours volunteered** or **learning goals met**
 - Inform us what format this verification will be (i.e., paper form, email, call, etc.)
- Some companies offer **financial grants** to their employees and retirees volunteer in the organization. We appreciate those opportunities and will be happy to provide necessary documentation





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Length of Volunteer Service

Volunteering/interning is a mutual agreement between you and The Arc:

- **Volunteer shifts** can be 1 time, episodic & continuous
- **Internships** typically last a summer, semester or school year
- Both you and The Arc have the option to end your volunteering/interning at any time
 - You are vital to The Arc mission so please keep your commitment if you can
 - Please give us **2 weeks notice** if you need to end early so we can wrap things up with you
- Generally, individuals are **terminated for misconduct or violating issues in the handbook**
 - See the next 2 slides for examples of misconduct that could lead to termination





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Dissolution Of Service

- Theft (may include reasonable suspicion, verification or dishonesty)
- Arrest and conviction for criminal offenses
- Misconduct that may affect the volunteer's ability to fulfill job duties
- Instances or omissions that break the bond of trust between Arc & a volunteer
- Possession, sale, manufacture, consumption, distribution, work under the influence of any substance or unauthorized use of prescribed medication
- Threats or acts of **violence** in word or action, intimidation, discourteous treatment of others or insubordination in an inappropriate manner
- Carrying or possessing **any firearm** while working with The Arc or on The Arc premises





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Dissolution Of Service Cont.

- Failure to observe safety rules
- Verbal or physical abuse of The Arc's employees or volunteers
- Any harassment prohibited by agency policy
- Failure to perform work in an acceptable manner
- Sharing confidential information
- Falsifying records, information, your volunteer sign in log, misuse or unauthorized manipulation of data
- Excessive absences, lateness and/or leaving early without prior notification to a supervisor
- Conduct which tarnishes the image and standing of The Arc Minnesota in the community
- **Violation** of any other agency policy





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Closures

Sometimes The Arc and Arc's Value Village **have to close** due to bad weather, mechanical problems or other reasons

- If you can't attend your regular shift times due to any reason, please notice the store manager or your supervisor

If your location has to close, Arc staff **will notify** you by email, phone or in person

- Make sure your contact information is updated to receive these notices





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Travel

- According to the IRS in 2018,
 - “You can deduct the cost of gas and oil that are directly related to getting to and from your volunteer site. If you do not want to figure your actual cost, you can deduct 14 cents for each mile. You must keep reliable written records of you car expenses.”
- Consult your **tax advisor** or **the IRS** for more detailed information.





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Internship Stipends

- Stipends **are not based on work completed or hours worked** but to offset expense incurred
- **Interns only** are eligible for this
- Stipend is **prorated** upon completion of 25% or more of the original services agreement





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Arc's Value Village Thrift Stores Discount

- Active regular volunteers and staff who work **8 or more hours per month** receive a 20% off discount
 - **Interns** who are interested in the store discount, please see volunteer manager for more information
 - **Not valid with** new products (orange or white tags) or other discounts (half-off or \$1.29 items)
 - **Only one discount** per purchase
 - The discount is **non-transferable**
- **Volunteer and employee purchases** must be completed by a Lead Sales Associate, Supervisor or Manager





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Personal Shopper

We offer guests the opportunity to shop with a stylist:

- Service is **free**
- Appointments are **about 75 minutes**
- Your personal shopper selects clothing and accessories based on your personal profile
- There is **no obligation to buy anything**
- Appointments can be made through here:
<https://www.arcsvaluevillage.org/shop/personal-shopping-service/>



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Arc's Value Village Store Privileges

You may exchange or return a purchase for store credit provided:

- A **valid** Village Reward\$ Card
- The **tags** are attached
- The item is returned **within 7 days of purchase** along with the **original** receipt



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Arc's Value Village Reward Program

Program Details:

- 10 points for each \$1 spent
- Up to 400 points monthly for donating
- 1000 – 2000 points monthly at Village Rewards volunteer events
- When earn 2500 points, \$10 Village Rewards discount on next shopping trip; cannot be used on orange/white tags
- Earn 1250 points, \$5, birthday bonus
- Return privileges on small household items, clothing & accessories (no jewelry) for store credit.



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Guest Speaker

- If you would like to invite someone from The Arc **spea**k to your **civic**, **church**, or **employee group** about our organization or volunteering opportunities, please let the store manager or the volunteer manager know and make arrangements





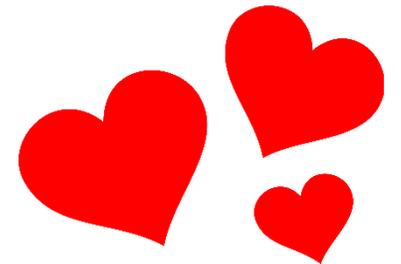
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Appreciation

- We **recognize our volunteers** at appreciation and events celebration throughout the year
- Volunteers who contribute **300 or more hours annually** are recognized with a special distinction
- Intern Reunion holds in March annually

We thank you and appreciate ALL YOU DO!





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Meet The Team

Contact Us at 952-920-0855 for questions

Human Resources Director

Dustin Smith

dustinsmith@arcminnesota.org

Human Resources Specialist

Lindsey Brady

lindseybrady@arcminnesota.org

Volunteer Development Manager
Program Services

Michelle Theisen

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HELLO!

