



# Ignatian Spirituality Project Volunteer Handbook

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## Welcome Message

Dear New ISP Volunteer,

On behalf of all of us at the Ignatian Spirituality Project (ISP), welcome and thank you for joining the ministry! You are now a member of an exciting and growing movement of over 600 volunteers serving across the U.S.

ISP's most valuable resources are volunteers who are committed to working with people transitioning out of homelessness and breaking the cycle of addiction. Simply put, volunteers make the ministry possible: ISP could not exist without the dedication and commitment of people like you. Together, we can make an incredible difference.

There are a variety of volunteer opportunities through ISP. Volunteer Leadership Team, retreat facilitator, spiritual reflection leader, mentor, and hospitality roles are available with flexible schedules. We hope that you find volunteering with ISP a positive and rewarding experience.

This Handbook was created to provide you with information to help guide and enhance your volunteer experience. Please take the time to read through it and refer back to it as questions arise. As always, feel free to contact your local team Coordinator/Leadership Team or Regional Director for additional information.

Once again, welcome to the Ignatian Spirituality Project.

Lord, teach me to be generous.  
Teach me to serve you as you deserve;  
to give and not to count the cost,  
to fight and not to heed the wounds,  
to toil and not to seek for rest,  
to labor and not to ask for reward,  
save that of knowing that I do your will.  
~St. Ignatius Loyola

Sincerely,

Christine Curran  
Executive Director  
Ignatian Spirituality Project

## Handbook Description

This Handbook was prepared to give you some essential information about the policies and expectations of ISP, and thus serve as a guide to a successful volunteer experience. The handbook has been organized by topic to help you find information you need.

ISP Volunteers agree to promote the values of our program and to encourage one another to grow in their faith. Much of what is expected is a matter of common sense and sound judgment. While it is not anticipated, it is important to note that negligence or disregard of the policies and guidelines contained in this Handbook may result in dismissal from the volunteer team and prohibit future volunteer opportunities with ISP.

You are also encouraged to talk with your local team Coordinator/Leadership Team or Regional Director if you have any questions about the content of this Handbook.

ISP reserves the right to modify the policies in this Handbook without prior notice. The policies herein replace all prior policies, handbooks or policy guidance provided. Please note that the terms “Team Member” and “Volunteer” are used interchangeably throughout this handbook.

Thank you for giving your time and talents to the ISP ministry. We are grateful!

Ignatian Spirituality Project  
205 W. Monroe Street, Suite 317  
Chicago, IL 60606

## ISP History & Mission

### Our Mission

The Ignatian Spirituality Project invites people recovering from homelessness and addiction to encounter God's love, hope and healing through spiritual companionship that transforms lives. Inspired by the Spiritual Exercises of St. Ignatius and the 12 Step recovery program, ISP programs help to lay a foundation of hope and healing to support long-term personal transformation.

### Brief History

The ISP story begins in 1998 when Bill Creed, SJ and Ed Shurna felt a call to make the Ignatian Spiritual Exercises available to men living in shelters and transitional housing facilities in Chicago. Together, they developed a retreat format that drew upon the 500 year-old tradition of Ignatian spirituality expressed in the contemporary language of 12 Step recovery.

In 2005, ISP was invited to apply for a founding grant that allowed the emerging organization to become a nationwide Network. Subsequently, ISP incorporated as a 501(c)3 and in 2008 hired its first full-time staff. Today, the ISP program includes overnight retreats, one-day retreats, and spiritual reflection programs that care for the interior and spiritual lives of those in recovery from homelessness and addiction. Over the years, the ISP Network has grown tremendously, with hundreds of ISP programs now being offered annually in dozens of cities across the U.S.

### Goals and Philosophy

At the core of the Ignatian Spirituality Project mission is a commitment to spiritual community as an important source of recovery from the cycle of homelessness and addiction. While there are many organizations that provide necessary material resources (housing, employment, drug treatment, etc.), the ISP program was founded on the belief that outer transformation is built upon inner transformation. We believe that developing an authentic, lived spirituality within a caring community is an important step toward a new way of life.

The great majority of our program participants have had their lives sabotaged by substance use addiction. A spirituality that focuses on awareness of, and freedom from, compulsions and obsessions can help all of us draw closer to, and develop a life-giving relationship with, God/our Higher Power. ISP programs are founded in the Ignatian (Jesuit) spiritual tradition. Ignatian spirituality, while sharing much in common with other Christian spiritualities, is noteworthy for two primary characteristics: 1) it approaches God as One who is present among us

(not distant from humankind) and 2) it focuses on reflection upon our concrete, lived experiences (we grow in our faith by reflecting on God's presence in our everyday lives).

ISP's primary program, the overnight retreat, is designed as an introductory experience. Over 90 percent of participants have never before made a spiritual retreat. It therefore has a gentle rhythm that invites and challenges the retreat participant to bring his or her self to a God who is receptive and encouraging. This is a profoundly new experience for many. It is traditionally small, involving just a handful of facilitators and about a dozen participants to help encourage honest and reflective sharing. The format has been designed to allow participants to claim, or reclaim, God's presence in their lives and thus experience the hope and strength that allows them to continue in their journey of transformation.

### Our Approach

- We offer spiritual retreat programs, inspired by and rooted in Ignatian spirituality, which invite individuals into communities of hope and belonging.
- We are a network of volunteer teams building relationships with one another and creating welcoming spaces for all.
- We empower people who are in recovery from homelessness and addiction to become leaders on our teams and in our organization.
- We collaborate with other ministries and organizations in the communities where we serve to achieve and further our mission.

### Connection to the Society of Jesus (Jesuits)

ISP maintains a strong connection to the Society of Jesus and is recognized as an apostolic work of the Midwest Jesuit Province, which means that the Province plays a critical role in sponsoring our ministry and offering key institutional oversight. While the Society of Jesus maintains general oversight of the ISP ministry, we are a separately incorporated 501c(3), federally recognized, charitable program.

## Organizational Structure

The ISP Network office, located in Chicago, IL, provides substantial volunteer training and formation programs and financial and administrative infrastructure to support ISP chapters.

### Network Staff Descriptions

Executive Director:

Christine Curran (ccurran@ispretreats.org)  
Directs the work and vision of ISP

### PROGRAM STAFF

Director of Programs:

Matthew Meyers  
(mmeyers@ispretreats.org)  
Leads RD team and oversees ISP programs  
& network formation

Regional Directors:

OPEN  
Regional Director—Midwest

Jim Broderick-King  
(jbroderickking@ispretreats.org)  
Regional Director—South

Claire DesHotels  
(cdeshotels@ispretreats.org)  
Regional Director—Upper Midwest

### ADVANCEMENT & COMMUNICATIONS STAFF

Director of Advancement:

Catherine Ruffing Drotleff (cruffingdrotleff@ispretreats.org)  
Oversees advancement team and directs fundraising and  
communications strategy for ISP ministry

Director of Marketing  
& Communications:

José Sánchez (jsanchez@ispretreats.org)  
Leads and implements marketing & communications strategy

Chapter Development  
& Grants Manager:

Allison Loecke (aloecke@ispretreats.org)  
Writes and manages grants & coordinates Chapter  
communications & fundraising

Bookkeeper/Bus. Manager:

Wil Brant (wbrant@ispretreats.org)  
Oversees accounting and business operations



## ISP Engagement Model

There are two primary ways ISP partners to offer our ministry:

- Chapter: ISP volunteer ministry teams work together to provide retreat and reflection programs in their city. With the help of the Network development office, volunteer teams are responsible for fundraising to support and sustain their local ISP programs. Chapters operate under ISP's 501c(3) designation. Volunteers in Chapters are covered under ISP's insurance liability plan while volunteering on behalf of ISP programs.
- Institutional Affiliate (IA): IAs are organizations (retreat centers, parishes etc.) that partner with ISP to offer ISP retreat and spiritual programs as part of their ministry. These organizations are responsible for covering the direct costs of their ISP programs and for providing their own fundraising and financial support. Institutional Affiliates pay the ISP Network an annual fee to cover training, formation, and license costs. IAs agree to provide insurance and liability coverage for volunteers engaged in their sponsored ISP programs.

While their organizational and financial models are different, Chapters and Institutional Affiliates are identical programmatically in terms of types of ISP programs offered. Furthermore, the ISP Network office provides both chapter models the same high level of formation and program support, and the volunteer training and formation expectations remain the same.

### ISP cities (year founded):

Bay Area (2006)

Boston (2006)

Chicago (1998)

Cincinnati (2006)

Cleveland (2006)

Dayton (2010)

Detroit (2013)

Denver (2008)

Houston (2009)

Ignatius House Retreat Center, Atlanta  
GA (2006)\*

Mt. St. Francis Center for Spirituality

Louisville, KY (2014)\*

New Orleans (2009)

Oklahoma City (2018)

Our Lady of Mt. Carmel Church,  
Ridgewood, NJ (2017)\*

Orange County (2014)

Providence (2015)

St. Louis (2007)

San Diego (2015)

Twin Cities—Minneapolis/St. Paul  
(2011)

Washington, D.C. (2009)

\*Institutional affiliate

## Programs Description

### Our Community

Ignatian Spirituality Project programs are designed for men and women who are in recovery from homelessness and substance use addiction. Though we recognize that our ministry model, inspired by Ignatian spirituality and the 12 Step approach, might be effective with a wide audience, ISP has chosen to focus our work specifically at the intersection of homelessness and addiction.

#### ‘Homelessness’

ISP serves men and women who are in the process of transitioning from homelessness and are currently living in sheltered housing. This includes those residing in substance recovery homes, transitional housing programs, 30/60/90-day treatment facilities, short and long-term affordable housing, group-based and independent supportive housing, “halfway houses,” prison reentry programs, and emergency shelters. Because of the need for a minimum level of housing stability and a place to return upon completion of the retreat, ISP does not work with individuals who are unsheltered, i.e. “living on the street.” ISP teams rely on relationships with case managers/social workers at partner agencies to refer appropriate candidates for our programs. Staff members who know the ISP program as well as the prospective candidate are in a good position to discern an individual’s maturity and readiness for an overnight retreat. For this reason, nurturing strong relationships with staff at local partner agencies is crucial to building an effective ISP ministry.

#### ‘Recovery’

To be eligible to attend an ISP overnight retreat, prospective participants should be in recovery from alcohol or drug use AND in most instances at least 3 months sober, i.e. abstinent from alcohol and illegal substances. Though ISP recognizes that recovery and addiction take many forms, the ISP program is specifically designed for individuals with alcohol and/or substance use addiction, and is not appropriate for those struggling with other compulsions or addictions.

ISP, while based in the 12 Step approach, recognizes that “recovery” may take a variety of forms. Though a 12 Step background is certainly helpful, individuals need not be actively working a 12 Step (AA/NA) program to engage in ISP programs. That said, prospective candidates should be informed of our 12 Step approach and open to engaging these principles while participating in ISP programs.

For the sake of creating a culture of safety and spirituality on our retreats as well as for liability reasons, participants who are still actively using alcohol or drugs may not attend an overnight retreat. These individuals are welcome to participate in ISP spiritual reflection programs, if offered in their area.

Individuals who are taking medication assisted treatment (“MAT”), i.e. methadone, suboxone, etc. prescribed as part of their recovery program, may attend an overnight retreat if they are recommended by their case manager and meet certain guidelines. (For more detailed information on this and other best practices, see ‘Alcohol & Substance Use Policy’ under Organizational Policies.)

Any questions about Who We Serve should be addressed to your local Coordinator/Leadership Team or the Regional Director.

## ISP Programs

### ISP Retreat

- **Overnight Retreat:** Our primary and foundational program, intended as an introductory experience  
This is our standard ISP retreat format. The overnight retreat typically begins mid-morning on Day 1 and ends with lunch on Day 2. A full description of this retreat can be found in “Format for an ISP Overnight Retreat.”
- **2-Night Retreat:** Adapted version of our overnight retreat. Includes all movements of the overnight retreat plus extra reflection exercises and activities. Retreat typically begins in mid-morning of Day 1 and ends with lunch on Day 3. Only a small minority of chapters currently offer this retreat. The Network office can share 2-Night Retreat best practices upon request.
- **1-Day Retreat:** Adapted version of the overnight retreat. Includes most of the movements of the overnight retreat, adapted to fit an 8-10 hour time frame. Can work well in situations where participants aren’t able to stay out overnight, or for new chapters or chapters on a limited budget. Description of this retreat can be found in “Format for an ISP One-Day Retreat.”

Day of Reflection (“Follow Up”):	Follow up experience that regathers overnight retreat participants, typically 3-4 weeks following retreat. Allows participants to reflect on what has happened since the retreat and how God has been present to them. Description of Follow Up and best practices can be found in <i>“ISP Follow Up Format.”</i>
<i>ISP Journey</i> Mobile App:	ISP’s mobile app that provides ongoing formation, resources, and community. Designed as an accessible way for alumni to stay connected and become leaders in our ministry.
Spiritual Reflection:	Ongoing program engagement following or prior to overnight retreat experience. Spiritual Reflection can take the form of regular faith sharing group using the <i>ISP Journey</i> mobile app or other resources of the team’s choosing. Materials and best practices can be found on the <i>ISP Journey</i> app.

## Team Structure

### History

From our beginnings, our founders and early collaborators agreed that the ISP Network should be flexible to allow programs to adapt to local needs while operating under a structure and guidelines that allow ISP programs to maintain their integrity.

Today, the ISP Network office exists to provide program, fundraising and administrative support to local ISP teams in their ministry efforts. This includes providing mission-focused formation, training and resource materials, sharing guidance and best practices, and taking the lead on development and communications outreach in the cities we serve.

Below are some primary ISP volunteer roles (and definition of terms) to help you discern how you might wish to serve as an ISP team member.

### Program Roles

- **ISP Program Participant:** Individual in recovery from homelessness and addiction who participates in an ISP program.

- **ISP Team Member:** Individual who volunteers with a local ISP chapter. Prospective volunteers come to ISP through a variety of avenues. We strongly encourage alumni (previous participants) who have had a positive experience to consider joining their ISP team. ISP team members may serve in leadership, direct service, or support roles.

#### Leadership Roles

- The Local Coordinator is a team member with a special role of leading their local ISP chapter. The Regional Director works closely with the Coordinator as they develop their local ISP ministry and empower their ministry teams. Some chapters may choose to form a Leadership Team to share the Coordinator role among multiple team members.
- Institutional chapter Representative (IAs only): Organizational lead for the ISP partnership. As the official representative of the sponsoring Institution, he/she agrees to serve as the formal liaison with the ISP Network office and assumes responsibility for recruiting, and supervising, local Coordinators.

#### Direct Service Roles

Team members who interact directly with program participants by facilitating ISP retreats and spiritual programs.

- **Witness:** Team member in recovery from homelessness and addiction who has previously made an ISP retreat and returns on subsequent retreats to share his or her story for the benefit of participants. Witnesses serve a specialized role on the retreat team.
- **Facilitator:** Team member who volunteers in direct-service capacity to care for the spiritual needs of ISP program participants. Facilitators may serve in multiple roles:

- Retreat Team: A small group of facilitators plus a witness that together lead an ISP retreat.
- Spiritual Reflection Leader: Team member who takes responsibility for organizing and/or facilitating ongoing spiritual reflection programming.
- Community Liaison: Team member who works with partner residences/ recovery homes to build relationships with case managers and encourage retreat participation. The Community Liaison builds rapport with case managers and potential retreat participants.
- Alumni Mentor: Team member who serves a special role in discerning with and accompanying new alumni team members. This person might also train Witnesses for an overnight retreat.
- Team Formation Leader: Team member who provides pastoral support to the ISP team by facilitating team formation gatherings and, in some cases, helping the team prepare for and debrief ISP programs.

### Support Volunteer Roles

Team members who assist their local ISP ministry in a support role.

- Driver: Team member who transports participants to ISP retreats and programs.
- Hospitality/supplies coordinator: Team member responsible for coordinating retreat supplies or gifts for participants (gift bags/quilts/art supplies, etc.).

While these are some common volunteer roles, ISP ministry teams may be organized in a variety of ways and not every team has designated individual(s) for these roles or may include roles not listed above. In general, ISP chapters tend to develop more specialized opportunities as they grow and develop. Please speak with your local Coordinator/Leadership Team or Regional Director for more information on volunteer opportunities in your ISP chapter.

### Formation for Mission

To ensure that participants have the best possible experience, ISP takes seriously the preparation of our volunteers. Retreat participants arrive with a certain vulnerability that demands volunteers proceed in a careful and thoughtful way. For this reason, ISP prepares its volunteers in two primary ways:

1. Every team member creates an account on *ISP Journey*, ISP's mobile application, which provides:
  - a) New volunteers access to the Volunteer Orientation Program (see pg. 15);

- b) ISP program materials and best practices for facilitators
  - c) Team formation resources for use at the local chapter level.
2. ISP Network-led team formation opportunities (see pg. 16)

## Volunteer Orientation & Orientation

- New Volunteer Process

1. Prospective volunteer completes ISP Volunteer Application (accessed via website).
2. Regional Director forwards application to relevant local Coordinator/Leadership Team.
3. Regional Director or local Coordinator/Leadership Team contacts and discerns with prospective volunteer.
4. ISP Staff sends official welcome email to volunteer, which includes instructions to download and access ISP Journey Mobile App
5. Volunteer completes Volunteer Orientation on ISP Journey
6. New volunteer shadows veteran team members on ISP retreat or spiritual reflection.

- Volunteer Orientation

The Volunteer Orientation Program can be accessed via the ISP Journey Mobile App. This program is divided into 4 modules (Ignatian Spirituality; Homelessness; Addiction & Recovery; ISP Mission & Ministry) to help orient new volunteers to the ISP ministry. Upon completion of the training program, become eligible to serve in a pastoral capacity.

The following volunteers are required to complete Volunteer Orientation before participating in ISP programs:

- Those who will have direct, pastoral contact in any ISP retreat program (This includes all Direct Service roles such as Coordinator/Leadership Team, Facilitator, Community Liaison, Spiritual Reflection Leader, Alumni Mentor, etc.)

The following are encouraged, but not required to complete Volunteer Orientation:

- Those in a Support Volunteer role (such as Drivers and Hospitality/Supplies Coordinators)

[Note: Alumni team members (men and women who have engaged with ISP as retreat participants) who wish to volunteer with ISP in direct service roles are invited to attend the Network Facilitator Retreat. Ask your Regional Director for more information.]

## Local-Led Formation

- Team Formation gatherings are local-led meetings that help team members grow in their pastoral skills and understanding of the ISP mission and ministry. These can be facilitated by a team member or Regional Director. Our hope is that teams make a point of gathering on a quarterly basis. Teams can develop their own content for these gatherings, or use one of the Team Formation resources created by the Network (found on ISP Journey under Volunteer Community/ Formation)
- Witness Training is a local-led training designed to train retreat alumni as ISP witnesses (found on ISP Journey under Volunteer Community/ Formation).

## Network-Led Formation

- Spirituality & Recovery Conference: an annual speaker series open to the public designed to deepen understanding, perspective, and reflection on spirituality and recovery.
- Network Leadership Conference: an annual leadership and formation conference for ISP volunteer team leaders
- Network Facilitators Retreat: a two-day retreat to orient and train alumni volunteers who want to become ISP retreat facilitators.
- Ambassadors of Hope: an 18-month formation program that trains and empowers alumni team members who wish to serve as ISP leaders on the Network level.

## Organizational Policies

### General Liability Information

#### Chapters

The Midwest Jesuit Province maintains general liability insurance that covers ISP Chapter volunteers during ISP retreats and programs who are operating within the scope of their volunteer role for ISP. The coverage liability insurance excludes actions of willful and criminal intent, gross negligence, or flagrant indifference to the rights or safety of others.

#### Institutional Affiliates

ISP Institutional affiliates agree to provide basic insurance and liability coverage for ISP programs as a term in their annual contract. If you are a volunteer serving in an ISP Institutional affiliate, you are covered under your sponsoring organization's insurance



policy. Please ask the Regional Director for more information on your sponsoring organization's policies regarding car insurance and volunteer liability.

Regardless of whether you volunteer in a Chapter or Institutional Affiliate, ISP requires all retreat participants to complete an ISP Waiver & Emergency Contact Form (found on ISP Journey) prior to engaging in an overnight or follow up retreat. This document is designed to protect the ISP Network office from legal responsibility should an incident occur on retreat. For this reason, it is imperative that this be signed at the earliest opportunity, preferably at the participant's residence, prior to being transported to the retreat center.

As voluntary adults, all prospective retreat candidates must be free to attend and able to take responsibility for their own physical and mental health in order to participate in an ISP retreat. ISP team members may not take legal responsibility for a participant's health, behavior or overall well-being as a condition of engagement in our program. Any individual who needs a waiver to release him or her into another's care by court or medical order may not participate in an ISP overnight retreat.

ISP does not provide or procure childcare, eldercare, pet care or other related services as part of our program. Prospective program participants who are parents/guardians of minor children or primary caretakers for other dependents are responsible for making their own arrangements for those under their care in order to attend ISP programs.

## Transportation & Insurance Information

### Chapters

Though the Province maintains automobile liability insurance that will extend to ISP volunteer drivers, the volunteer's car insurance is the first and primary insurance to be claimed in the event of an incident. For this reason, drivers are required to purchase and maintain at least the minimum amount of insurance required by the State. ISP expects that all volunteers who are involved in transporting participants maintain a valid driver's license and insurance coverage.

Due to liability concerns, the ISP Network office discourages use of Uber, Lyft or other ride-sharing services to transport participants to and from ISP programs. In the event your team must rely on a ride-sharing service, any participant(s) to be transported must sign an ISP waiver prior to getting in the vehicle to protect ISP and volunteer team members from legal responsibility in case of accident or incident during transport.

## Institutional Affiliates

ISP liability and insurance policy does not extend to volunteers serving in ISP IA programs. Please ask your local Coordinator for more information on your sponsoring organization's policies regarding transportation policies and insurance coverage.

## Alcohol and Substance Use Policy

### Team Members

Pursuant to the Drug-Free Workplace Act of 1988, and in special consideration of the population which ISP accompanies, alcohol and substance use will not be tolerated during ISP programs. Team members are prohibited from using, distributing, dispensing, or possessing alcohol, marijuana or intoxicating substances during ISP programs.

### Participants

Use of alcohol or other intoxicating substances are strictly prohibited on ISP overnight retreats. Anyone found to be using or distributing alcohol or non-prescription controlled substances will be asked to leave the retreat immediately. Though rare, it is important to be aware and prepared for a situation. (See Emergency Protocols for appropriate protocol.) Medical or recreational marijuana is prohibited during all ISP programs due to its potential triggering effect on others.

Historically, ISP has partnered primarily with sober-living facilities which prohibit clients from engaging in any alcohol or drug use as a condition of their residence. Many sober-living programs are steeped in 12 Step recovery principles, which dovetail well with the ISP approach. In recent years, however, as transitional housing and recovery programs across the country have adopted a 'Housing First' approach, ISP teams may find themselves encountering individuals who are still using substances, or are sober/abstinent but in a program or living environment that does not prohibit substance use. In these situations, the following guidelines apply:

- In general, individuals should be 3+ months sober from alcohol and illegal substances to attend an ISP overnight retreat. For the sake of creating a culture of safety and spirituality on our retreats as well as for liability reasons, ISP cannot allow anyone actively using alcohol, marijuana or other intoxicating substances to attend an overnight retreat.
- Individuals undergoing "medication assisted treatment" (MAT) as part of their recovery program (methadone, suboxone, etc.) are welcome to attend an overnight retreat if:

- A case manager recommends the individual as mature and stable in his or her recovery.
  - The individual may safely and responsibly bring their medication with them (and do not need to leave the retreat facility during retreat to take their meds)
  - The individual takes responsibility for self-administering his or her prescription. ISP team members may not take responsibility for holding or dispensing any medication on retreat.
- Individuals not eligible to attend an overnight retreat may be invited to attend on-site ISP spiritual reflections. This decision remains at the discretion of team members and should be made in conjunction with his or her local team coordinator. Team members may not transport these individuals off-site at any time due to liability concerns.
  - Individuals engaged in “harm reduction” based treatment programs that do not strictly prohibit use of alcohol/substances may participate in on-site spiritual reflection programs so long as the group is informed in advance and their presence does not distract or trigger other members. This decision remains at the discretion of team members and should be made in conjunction with an agency representative or case manager. Team members may not transport these individuals off-site at any time due to liability concerns.
  - As voluntary adults, all prospective retreat candidates must be able to take responsibility for their own physical and mental health while participating in an ISP retreat. ISP team members may not take legal responsibility for a participant’s health, behavior or overall well-being as a condition of engagement in our program. Any individual who needs a waiver to release him or her into another’s care by court or medical order may not participate in an ISP overnight retreat.
  - ISP team members are not required to be trained in EpiPen administration or opioid overdose reversal drug administration (Naloxone). In case of emergency, call 911. See Emergency Protocols for more information.

## Non-Discrimination Policy

ISP does not discriminate in program or volunteer admission based on race, color, sexual orientation, gender, national origin, age, disability, or any other protected characteristic. ISP is founded and rooted in the Catholic tradition of the Society of Jesus; our program has a distinct heritage, however, individuals of all faith perspectives are welcome and encouraged to participate.

ISP will make reasonable accommodations for qualified individuals with known disabilities as long as the accommodation does not impose undue hardship on ISP.

Any team member with questions or concerns about any type of discrimination while volunteering with ISP should bring these issues to the attention of their Regional Director or directly to Christine Curran, Executive Director. See the Anti-Harassment Policy for more information.

## ISP Brand & Communications

### ISP Brand

ISP team members have an obligation to guard the ISP “brand” with integrity and therefore may not use ISP’s name, logo, endorsement, services, or property for their personal advantage or for the advantage of others without the express written consent of ISP.

### Communications

ISP is committed to clear and consistent messaging across the Network, and as such works with chapters to ensure communications pieces have a uniform tone, voice, and visual identity.

### Chapters

In collaboration with chapter leadership, ISP will provide design and printing of the following: brochures, fliers, business cards, event invitations, and a city-specific web page. Regional Directors are responsible for creating materials needed for special audiences or events, print or e- newsletters, or other electronic communications. Volunteers may not create ISP- related social media (i.e. “Facebook”) or other web pages without the express consent of the Network office.

### Institutional Affiliates

Upon request, the Network Office will provide the IA with ISP branded materials, logos and/or promotional materials and a copy of the ISP Style Guide in order to assist in development of co-branded communications devices. IA programs may

not design their own ISP logo or “co-brand” by incorporating the ISP name or logo into a new brand identity.

Institutional chapters are strongly encouraged to communicate with the ISP Network Office when applying for national or regional grants in order to avoid the possibility of multiple, competing ISP grant applications.

## Media Inquiries

ISP will provide a response to media inquiries as soon as possible, generally within 24 hours of receipt. Volunteers should forward requests for information or comments from local media to José Sanchez, Director of Marketing & Communications.

It is imperative that ISP speaks with one voice when responding to the media. Only designated staff members or Volunteers so designated by the Executive Director are to handle requests for interviews.

## Team Member Policies

### Appropriate Boundaries

ISP team members are expected to maintain appropriate boundaries among fellow team members, program participants, ISP staff, and other colleagues. This includes, but is not limited to: 1) awareness of potential power imbalance between ISP participants and volunteers; 2) acting in an authentic manner consistent with ISP mission and values; 3) engaging with participants in a respectful and professional manner. Appropriate boundaries must always be maintained in the volunteer-participant relationship to safeguard our participants, and the integrity of the ISP program. If any concerns or questions arise, promptly contact your Regional Director.

Moreover, ISP team members must always abide by all policies of referring agencies and facilities in which ISP operates. Failure to abide by these guidelines may result in dismissal from the volunteer team and prohibit future volunteer opportunities with ISP. (For more helpful information on boundary-related issues, see ‘Creating Right Relationships & Boundaries’ in the Mission & Ministry section of the Volunteer Orientation on ISP Journey.

### Exchange of Money, Gifts or Services

In order to ensure appropriate ministerial boundaries, ISP team members are prohibited from giving, or accepting, money from program participants for any reason. Team members may not provide any special goods or services to program participants (individual gifts, money,

items of value) that are not offered to all participants equally as a standard part of ISP programs (such as toiletries, quilts, gift cards, etc.) This policy is designed to protect the integrity of our programs and to avoid potentially inappropriate or exploitative situations.

Due to safety concerns, ISP team members may not provide or help to procure childcare, eldercare, pet care, or any other related services for program participants as part of their ISP volunteer service. Program participants who are parents of minor children or primary caretakers for other dependents are responsible for making their own arrangements for those under their care in order to attend ISP programs. (See also 'General Liability Information'.)

Any questions about Volunteer Boundaries should be addressed with the Regional Director.

## Transportation

As stated in the Liability and Insurance section of this document, all ISP team members who intend upon transporting retreat participants in their personal vehicles must: 1) have a current and valid driver's license; and 2) maintain at least minimum levels of personal insurance coverage as required by his or her State of residence. The team member must indicate and attest to this coverage as part of the application process. If a person is unwilling or unable to provide this information, he or she shall not transport individuals to a retreat or any ISP program.

## Standards of Conduct

### Mission and Values

ISP team members are expected to conduct themselves in a way consistent with ISP's guiding mission and program goals. This at a minimum is to include: 1) honoring the dignity of participants, ISP staff, and other volunteer team members; 2) maintaining appropriate levels of confidentiality and privacy; 3) maintaining collegial relationships with fellow team members, ISP staff, and staff members at referring agencies; 4) maintaining responsible relationships to different communities of faith; 5) representing ISP in a way that maintains our mission and program integrity.

As representatives of ISP, team members are expected to guard the reputation of the organization, to portray a positive image of ISP, and to address issues and solve problems with respect and thoughtfulness. All interactions on behalf of ISP must portray the highest level of professionalism and integrity.

### Confidentiality

ISP team members are expected to maintain the confidentiality and privacy of all program participants and other team members by 1) protecting the identity of the participant and 2) keeping confidential all oral and written matters arising during the retreat program. This confidentiality policy does not apply when team members become aware of ongoing or impending physical harm to oneself or others, child abuse or elder abuse. In these cases, ISP team members are obliged to report program participants and/or volunteers engaged in such activities and may provide testimony to the proper authorities. (See Safety & Safe Environment.)

ISP volunteer team members are required to respect the confidentiality of any information to which they may have access by virtue of their position as an ISP volunteer. Volunteers may not disclose any confidential information to anyone not authorized to receive such information or to use any such information without the express consent of ISP. Confidential information includes, but is not limited to, internal communications, information about and communications with ISP employees and volunteers, its business plans, contributor lists, mailing lists, marketing materials, or information about parties having business dealings with ISP.

### Safety & Safe Environment

In the event a volunteer experiences a threat to one's personal safety, inform the local authorities immediately (Call 911). Inform ISP Director of Programs as soon as possible. Please see Emergency Protocols for guidance on managing other potential safety concerns.

ISP is committed to providing a safe environment and culture of safety where all are valued and honored as an individual created in the image and likeness of God. In rare cases, ISP team members may become aware through participant testimony of abuse of vulnerable persons.

The following testimony should be immediately reported to the ISP Director of Programs:

1. Impending harm, including credible plans involving physical harm to self or others
2. Current abuse of a minor, elder or vulnerable person

Stories of abuse that participants disclose about themselves that happened in the past can and should be held confidentially as a sacred part of the ISP retreat or chapterd program. If the team member reasonably suspects that something needs to be reported, he or she should take this course of action and proceed as directed:

1. Tell another member of the retreat team (ideally your local coordinator) and report what has just been disclosed.
2. Inform the Director of Programs directly by email or phone.
3. Call the participant's referring agency and inform them of what has been disclosed.
4. Call the appropriate national hotline and make a report.

ISP team members are strongly encouraged to contact their Regional Director or the Director of Programs if ever unclear about whether what they've heard or experienced constitutes an abuse or reportable offense.

### Conflict Resolution

ISP team members are encouraged to work respectfully with fellow colleagues and to give suggestions, improve processes, promote ethical conduct and report unsafe, unacceptable or illegal practices without fear of retaliation. As with any human community, disagreements and conflicts can potentially arise during participation on your ISP team. Volunteers are encouraged to resolve disagreements informally whenever possible. Except in the case of fraud, gross negligence, or other criminal activity, team members are encouraged to first bring any issues to his or her local leadership team. If no resolution is forthcoming, you may contact your designated Regional Director.

### Anti-Harassment Policy

ISP strives to promote a productive and safe work and volunteer environment and does not tolerate unlawful harassment, including verbal or physical conduct, which harasses, disrupts, or creates an intimidating, offensive, or hostile environment, especially if such conduct concerns gender, sex, race, color, marital status, religion, ancestry, age, disability, national origin, sexual orientation, or veteran status.

Sexual harassment is specifically defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature and can take many forms, including verbal, nonverbal, physical, visual or textual/electronic.

Any ISP team member who believes himself or herself to be the object of sexual harassment or who observes another person being subjected to sexual harassment, is encouraged to bring the incident to the attention the local ISP team leader, their Regional Director, or directly to Christine Curran, ISP Executive Director. Any ISP team member who is found to have violated the prohibition on sexual harassment, or knowingly makes a false report regarding sexual harassment, will have their volunteer status terminated immediately.

### Social Media Use

ISP realizes that many of its volunteers may participate in social media as a way to share their life experiences and thoughts with family, friends, and colleagues. [Social media includes all means of communicating or posting information or content on the Internet, including to a



volunteer's own or someone else's 'blog,' journal or diary, personal website, social networking or affinity website, web bulletin board or chat room, whether or not associated with ISP, as well as any other form of electronic communication.]

ISP requires its volunteers to use all forms of social media in a responsible manner. A volunteer may never:

- post photos or other personal information about ISP participants on social media without the express consent of the ISP Network office.
- use social media to post complaints or criticisms about ISP programs, staff, participants or fellow team members. Examples of such conduct might include posts meant to intentionally harm someone's reputation or made on the basis of race, sex, national origin, sexual orientation, disability, religion, or any other status protected by law or ISP policy.

If ISP is a subject of a team member's social media content, that team member must be clear about the fact that s/he is a volunteer and that his/her views do not represent those of ISP.

As use of social media involves certain risks, ISP requires all volunteer team members to exercise certain responsibilities. Thus, any volunteer's social media conduct that adversely affects his or her service as an ISP volunteer, the work of other volunteers or staff, or any individuals who work on behalf of or in connection with ISP, such as housing programs and facilities, suppliers, vendors, etc., may result in disciplinary action up to and including termination as a volunteer.

## Financial Policies

Participation within ISP is considered, unless uniquely specified at the written discretion of the Executive Director, to be entirely voluntary. By completing the application and acknowledging the receipt of this Handbook, team members agree that they will not receive compensation for work in support of ISP. Contributions (e.g., "dues") are not required by ISP to participate in any programs.

## Chapters

Team members are expected to be good stewards of ISP resources as our finances arise from the generosity of ISP benefactors. Team members, like participants, shall not benefit financially or commercially as the result of the team member's status with ISP. Team members shall not lend money or give gifts (monetary or otherwise) to participants.

Fiscal oversight and maintenance of ISP fiscal agency is generally considered the task of the ISP Network Office. Solicitation of funds and financial reporting should only be done in

conjunction with, and at the discretion of, the Director of Advancement, or Executive Director, or Regional Director.

#### Reimbursement Policy (for Chapters only)

ISP will make every reasonable effort to cover out of pocket expenses incurred by team members on an overnight retreat or spiritual reflection program (e.g. travel, food, etc.). With the approval of the Regional Director, and as allowed for in the City chapter's annual ISP budget, costs paid directly by a team member may be reimbursed by the ISP Network Office. Team members are expected to submit expenses to their Regional Director in a timely manner with appropriate receipts attached. Expenses submitted more than six weeks (45 days) after the expense was incurred, or without appropriate documentation, cannot be reimbursed.

If necessary and appropriately requested, ISP will reimburse for transportation expenses incurred in support of a retreat or spiritual reflection program. ISP will reimburse at the current IRS rate for miles driven in support of a charitable program (at publication, rate is 14 cents per mile).

Team members may make "in-kind" donations, the monetary value of which will be applied to the City chapter's budget. When making "in-kind" donations, team members must provide appropriate receipts/documentation within six weeks of the donation in order to receive a letter for tax purposes and for credit to be applied to their local chapter.

#### Institutional Affiliates

Team members volunteering within ISP Institutional affiliates are not eligible to receive reimbursement from ISP for any expenses incurred during ISP retreats or spiritual reflection programs. Such reimbursements fall under the purview of the ISP sponsor organization and their financial policies with respect to volunteers. Please ask your local coordinator or Institutional chapter Director for more information.

#### Dismissal and Voluntary Withdrawal

##### Dismissal

ISP reserves the right to dismiss anyone from the program at any time, at the discretion of the Executive Director. Dismissal from ISP includes removal from, and immediate cessation of, any ISP programs, and prohibits future involvement with any ISP programs or associated programs.

A volunteer may be dismissed from participation in ISP programs for one or more of the following reasons, which includes but is not limited to:

- Conducting oneself in a manner deemed as morally or ethically offensive.
- Disregarding the guiding philosophy and mission of ISP or any programs/agencies with which ISP is associated.
- Demonstrating a pattern of failure to conduct oneself in a way commensurate with ISP's guiding philosophy, mission, and generally agreed upon best practices.
- Having any serious physical or emotional problems which inhibit one from being able to reasonably engage with the mission of ISP.
- Decision by the Executive Director that the volunteer is not upholding or observing the policies and standards of ISP as outlined in this Handbook.

### Voluntary Withdrawal

If an ISP team member is considering leaving ISP due to concerns about his or her team or the program, s/he is encouraged to discuss their concerns with their local coordinator first to see if a solution or accommodation might be possible. Regardless of reasons for withdrawal, participation with ISP is considered entirely voluntary; ISP in no way compels a volunteer to remain connected with the team and ISP will respect the final decision of the volunteer.

## Emergency Protocols

Situations requiring emergency intervention have occurred in extremely rare circumstances. While ISP does not anticipate any of the situations described below, team members are encouraged to prepare for and understand how to respond in any potential crisis that may emerge during participation in an ISP Retreat or associated program.

### Medical

In the event an acute medical emergency occurs on an ISP retreat or spiritual reflection program involving a participant or team member other responsible team members should:

1. Assess the situation and determine the most appropriate course of action.
2. Call 911 to summon an ambulance if necessary. If the person is unresponsive, it will be important to inform the EMTs/medical authorities of any prescriptions, medical conditions or allergies listed on the individual's "Emergency Contact Form."
3. Remain calm; assist authorities as much as possible by following their directives; and document as much of the situation as possible.
4. Inform ISP Director of Programs as soon as possible.
5. When appropriate, the ISP Director of Programs or your local coordinator will inform the designated Emergency Contact.

ISP team members are not required to be trained in EpiPen administration, or opioid overdose reversal drug administration (Naloxone). In case of suspected overdose, call 911.

## Weather-Related

In the event of a severe weather emergency, fire or other natural disaster, follow the broadcasted advice of authorities (e.g., “take cover”), or otherwise follow posted evacuation plans. When appropriate, and as soon as possible, inform your local coordinator and the ISP Director of Programs of the emergency.

## Transportation

In the event an accident occurs while transporting a participant to or from an ISP retreat or other program, follow these procedures:

1. Assess the situation and inform the proper authorities (Call 911) with any immediate medical emergencies.
2. Call the local Police Department and request a report be taken.
3. Exchange insurance information with the driver of the other vehicle.
4. Call other team members and referring agencies to inform them of the situation.
5. Call the ISP Regional Director and provide the following details:
  - a. Police report number, including any citations which were issued
  - b. Date, Time, Location of Incident
  - c. Persons involved
  - d. General description of incident

## Alcohol/Substance Use or Non-Compliance

Use of alcohol, marijuana or other intoxicating substances are strictly prohibited on ISP overnight retreats. Anyone found or suspected of using or distributing alcohol or controlled substances or otherwise acting in a disruptive, non-compliant manner must be transported home immediately. To ensure the safety of our volunteers, we require that two team members be present in the vehicle when transporting a participant home early for reasons of substance use or non-compliance. Team members should alert the referring housing/recovery program of the situation so they are aware and ready to greet the individual upon arrival.

In the rare event a participant becomes disruptive on an overnight retreat, it is strongly advised to remove the participant from the retreat as soon as possible. If immediate transport isn't possible, the participant should be asked to stay in their room until departure; he or she may not join in any retreat activities, including meals. Food can be brought to the participant's room if necessary.

To ensure the safety of our volunteers, we require that two (2) team members be present in the vehicle when transporting a participant home early for behavioral or non-compliance issues. (This is not required when transporting a participant home early due to physical illness.) The lead team member should alert the referring housing/recovery program of the situation so they are aware and ready to greet the individual upon arrival. In general, ISP team members should use their best judgment whether it is safe and reasonable to transport participants who become problematic. As an ISP team member, you have the right to refuse to drive an individual if you

feel uncomfortable doing so. In this case, it is appropriate to call the referring agency to see if they will come and pick up the individual.

If a participant becomes verbally abusive or begins acting in a violent or threatening way, the lead team member should call 911 and have the individual removed by the police. The participant's referring agency should be notified immediately.

## Volunteer Waiver of Liability and Consent to Release

As a volunteer team member, I consent to participation in ISP retreat and spiritual reflection programs and voluntarily and willingly assume responsibility for all risks and dangers associated with my participation. I understand that there is general liability insurance that may cover me as a volunteer participant while operating within the scope of my ISP role, subject to certain exclusions, as outlined on pp. 16-17 of this Handbook. I acknowledge that I am responsible for any costs related to these exclusions.

I consent and give permission to ISP to photograph or otherwise use my likeness in connection with any ISP activities for promotional purposes. I agree to waive my rights with respect to any such photographs or likenesses including compensation, copyright, and privacy rights and any right to inspect or approve such photographs that may be used in connection with them.

I acknowledge that I have received a copy of the ISP Handbook. I have read and understand the contents of this Handbook and will act in accord with these policies and procedures as a condition of volunteering with ISP.

Please read this Handbook carefully before you sign this document.

**Volunteer Name (Please Print)**

**Volunteer Signature**

**Date**