

A circular stained glass window with a large blue 'V' shape in the center. The 'V' is filled with a blue, textured glass. Behind the 'V' is a red heart shape, also filled with a red, textured glass. The background of the window is a mix of blue, green, and yellow glass. The text 'Handbook for Our Volunteers!' is overlaid on the window in a white, serif font.

*Handbook for Our
Volunteers!*

Center for Spiritual Living San José
May 1, 2018

Volunteer Handbook

Center for Spiritual Living San José - May 2018

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Welcome to the Center for Spiritual Living San José!

We are delighted to have you as a member of our volunteer team! We appreciate your willingness to share some of your valuable time to supporting our Community and our Spiritual Home.

Volunteer service is the life-blood of our Community! Your time and commitment allows our community to thrive and flourish. We appreciate your dedication and service – Thank YOU! Together, we are working to fulfill our VISION: a world that works for everyone!

About this Handbook

This handbook introduces you to volunteering at the Center for Spiritual Living San José. These guidelines are intended to help create a joyous and effective volunteer experience for all who participate. We are committed to providing our Volunteers with training and leadership as well as recognizing their invaluable service to our community. We are also committed to providing a safe and comfortable environment in which to serve.

If you have any questions, or need further clarification of the information contained in this handbook, please contact our Business Operations Manager or the Team Lead. Our current staff and team lead directory can be found on our website:

www.cslsj.org/staff-lead-directory

Service as Spiritual Practice

In addition to helping our Center operate effectively, Volunteering is an excellent way to practice being in Service which is one of our five, core spiritual practices (prayer, meditation, *service*, education, and circulation). Your Volunteer service actively contributes to fulfilling our Vision, our Mission, and our Purpose!

Our Vision is a *World that Works for Everyone*

Our Mission is to *Ignite Transformation through Spiritual Living*

Our Purpose is to *Transform Lives, Build Dreams and Reveal God*

We have also articulated our Community's top ten values (see Appendix C) in our [Strategic Plan](#). This document includes a definition of each value and gives examples of how these values are demonstrated in, and around, the community. Service is embedded in all of those values!

Who We Are

The Center for Spiritual Living San José is a member of the [Centers for Spiritual Living](#), a global, non-profit spiritual organization dedicated to spiritual growth and to teaching the Science of Mind philosophy. Founded by Dr. Ernest Holmes as the “Institute of Religious Science,” Centers for Spiritual Living has over 450 affiliated member communities in 30 countries. The organization offers an accredited Master’s Degree in Consciousness Studies, publishes [Science of Mind Magazine](#) and a variety of books, sponsors various annual events. It supports over 4000 Ministers, Practitioners and teachers of New Thought Principles all over the globe. This philosophy has influenced many popular authors, television personalities, and self-help professionals.

For a brief history of the San José community, please see the History of Center for Spiritual Living San José section of this handbook, page 11.

Volunteer Policies and Procedures

The Center for Spiritual Living San José has instituted various policies and procedures to help guide and harmonize the efforts of our Volunteers. These guidelines are intended to provide a foundation to help our Volunteers operate effectively and to share their joy of service and connection.

These policies and procedures exist within the context of our [Volunteer Bill of Rights and Responsibilities](#) (see Appendix A). We also ask that our Volunteers adhere to our guidelines for [Guidelines for Respectful Communication](#) (Appendix B).

While we hope our Volunteers experience joy and connection during their volunteer service, we request that Volunteers treat their commitment seriously – your Volunteer team, the community, and our staff are depending on you! Once you have chosen a commitment, it is important that you fulfill it or find a fellow teammate who can support the team in your stead.

Safety & Emergency Procedures

The safety and health of everyone in our facility is our top priority. Our many Volunteers are an important information resource for our small Staff. Please familiarize yourself with the information below and inform a Staff member right away if you observe any unsafe conditions.

Youth and Family Area

Our Youth and Family Ministry (YFM) wing should only be accessed by YFM authorized staff during Sunday YFM hours (9 am - 12:30 pm) or during special youth events. If you need to access any of the YFM rooms (such as the Supply Room or the Chair Room) during YFM hours, please check-in with the staff at the YFM check-in table at the entrance to the YFM wing before entering the area.

Medical Emergency

In the event of medical emergency, please call 9-1-1 as soon as possible; also report the situation to a Staff member as soon as possible. All incidents that result in injury, no matter how slight, must be reported to Staff as soon as possible.

The first aid kit is located in the kitchen on the counter between the microwave and the stove.

All incidents for which treatment may be needed, whether immediately or at an unknown future date, require the timely completion of an incident report. If you were a witness to an incident or provided assistance, please contact a Staff member as soon as practical to begin the incident report process. Once any needed emergency and staff resources have been engaged, please notify relevant team members and/or team leads.

Fire/Earthquake

In the event of a building emergency, such as a fire or earthquake, all volunteers should evacuate the building in a calm and orderly fashion. To the extent consistent with your own safety, please help others evacuate the building in a similar manner through one of our five emergency exits:

- 1) Main Entrance
- 2) Bookstore/Restroom Area
- 3) Parking Lot/Side Entrance
- 4) Youth Wing
- 5) Choir (near the piano)

These exits are also clearly labeled on the Center for Spiritual Living San José Room Diagram. Please direct those evacuating to exit the building and to exit the property, away from emergency vehicle approaches from both Clark Street and Delmas Avenue.

The Center maintains nine (9) fire-extinguishers. Fire extinguishers can be found in the following locations within the building which are also indicated on our Room Diagram.

- 1) Kitchen
- 2) Near Front Office/Parking Lot entrance
- 3) Youth Wing Entrance
- 4) Youth Wing hallway, ground floor, near Martin Luther King room
- 5) Main Foyer near Main Entrance
- 6) Fellowship Hall near the Bookstore
- 7) Family Loft near the staircase
- 8) Top of the stairwell between the Holmes and Emerson rooms

9) Youth Wing hallway, second floor, near Golda Meir room

Attendance

As a volunteer, we appreciate and depend on all the work that you do. If you foresee a schedule conflict, please take the initiative to recruit a teammate to cover your scheduled time. Trading shifts is usually an easy way to both accommodate other plans (we all have them!) and simultaneously fulfill your commitment to your team. In the event that you are not able to make a scheduled shift on short notice, or if you are expecting to be late, please inform your team and/or appropriate staff as soon as possible. If you have an ongoing schedule conflict, please work with your Team Lead to schedule your shifts at times that are truly workable for you or work with the Volunteer Coordinator to identify other volunteer opportunities that better fit your schedule.

Communications Agreement

Each Volunteer Team is strongly encouraged to create and agree upon an explicit communications agreement to clarify expectations and to help facilitate how team members work together and communicate with each other.

A sample team agreement is below. While each team is welcome to create their own agreement, the headings below may provide useful guidelines for discussion. Each team should create an agreement that fits their team. That may or may not include terms similar to the sample.

Sample Team Communications Agreement

Timely Meetings - We commit to starting and ending our meetings on time.

Attendance - Regular attendance at team meetings is expected. Meeting times and places should be communicated at least one week before the meeting.

Missing a meeting - We all lead busy lives and missing a meeting is likely at some point in your participation. If one of us misses a meeting, it is the responsibility of the one who missed the meeting to follow-up with the meeting facilitator and/or the Team Lead to catch up.

Agenda - The meeting facilitator will develop the meeting agenda with input from the team. To help the team prepare for the meeting, the agenda will be emailed to team members at least two days before the meeting.

Keep Commitments - We agree to complete the work we've been assigned and have accepted in a timely manner. If completing work on the agreed schedule is not feasible, or if the work needs to be reassigned, we agree to communicate that change as soon as possible to the team leader and to other team members with whom we are working.

Response time - We agree to acknowledge receipt of any email and respond as requested within 3 days. If a deadline is involved, please include the requested response date in the subject line of the email along with the general topic. For instance: "Team Meeting - please RSVP by Wednesday, April 25, 2018"

Departure - If you choose to cease your participation, you need only communicate your intention to the team leader and your team members. No explanation is required - volunteering only works if the volunteer's time is freely given.

Meeting notes - We will rotate the responsibility for taking and distributing meeting notes.

Harassment

The Center for Spiritual Living San José is committed to maintaining an environment free of unlawful harassment. Harassment is prohibited based on sex, gender, race, religion, creed, color, national origin or ancestry, physical or mental disability, medical condition, marital status, age, sexual orientation or any other status protected under federal or state law or local ordinance or regulation. This policy applies to all persons attending or working at the Center for Spiritual Living San José including employees, supervisors, volunteers, members, and visitors.

Conflict Resolution

When a group of people work and volunteer together, differences may arise. It is important for all of us and for our community that such differences are resolved in a respectful, timely, and effective manner. We encourage everyone to attempt to resolve differences directly with the other person(s) involved. Please see our [Guidelines for Respectful Communication](#).

We recognize, however, that not all differences are easily resolvable in that manner. If you are experiencing an issue with another volunteer, or with a Staff member, please feel free to contact the appropriate Team Lead, Volunteer Coordinator, Associate Minister, Business Operations Manager, or other Staff member.

Volunteer Information

Volunteer contact information and service records will be kept in our database and used only for the Center for Spiritual Living San José. We will never disclose your information to an external organization or to an unauthorized individual.

Volunteers (e.g., Concierge, Event Sales, Team Leads, etc.) that might work with, or have visibility to, confidential information will be required to sign a Confidentiality Agreement before being granted access to confidential information.

Smoking

In response to state and local laws and building codes, smoking is not permitted within the building. Smoking is allowed on the property in a specific area of the parking lot. Our smoking area is near the tall standing ash tray/butt disposal receptacle. Please dispose of used cigarette butts appropriately (no littering)!

Substance Abuse

The possession, use, or sale of illegal drugs on our property will not be tolerated. In the event that a volunteer is suspected of abuse while on company property, disciplinary action may occur. We promote the treatment of substance abuse and will evaluate each case on an individual basis.

Attire

We request that our Volunteers follow a business casual dress code or, if more appropriate, clothing more appropriate to the work for which you are scheduled. For example, while helping the Facilities team with maintenance and repairs, wearing clothing that is comfortable, safe, and durable would be appropriate.

Gifts, Donations, and Payments

Only Volunteers specifically trained and authorized in Center for Spiritual Living San José's gift/donation/payment protocols should accept payments (cash, check, credit card) of any kind. If anyone attempts to hand you cash, check, or credit card information), please introduce them directly to a Staff member or authorized Volunteer. If someone hands you some form of money and leaves immediately, please hand it directly to a Staff member or authorized Volunteer right away and briefly explain the situation.

Ending Your Volunteer Service

You may resign from your volunteer service at any time. We request that you notify your Team Lead and/or the appropriate Staff member as far as possible in advance of your departure to minimize any disruption to the team and to the community.

Reassignment

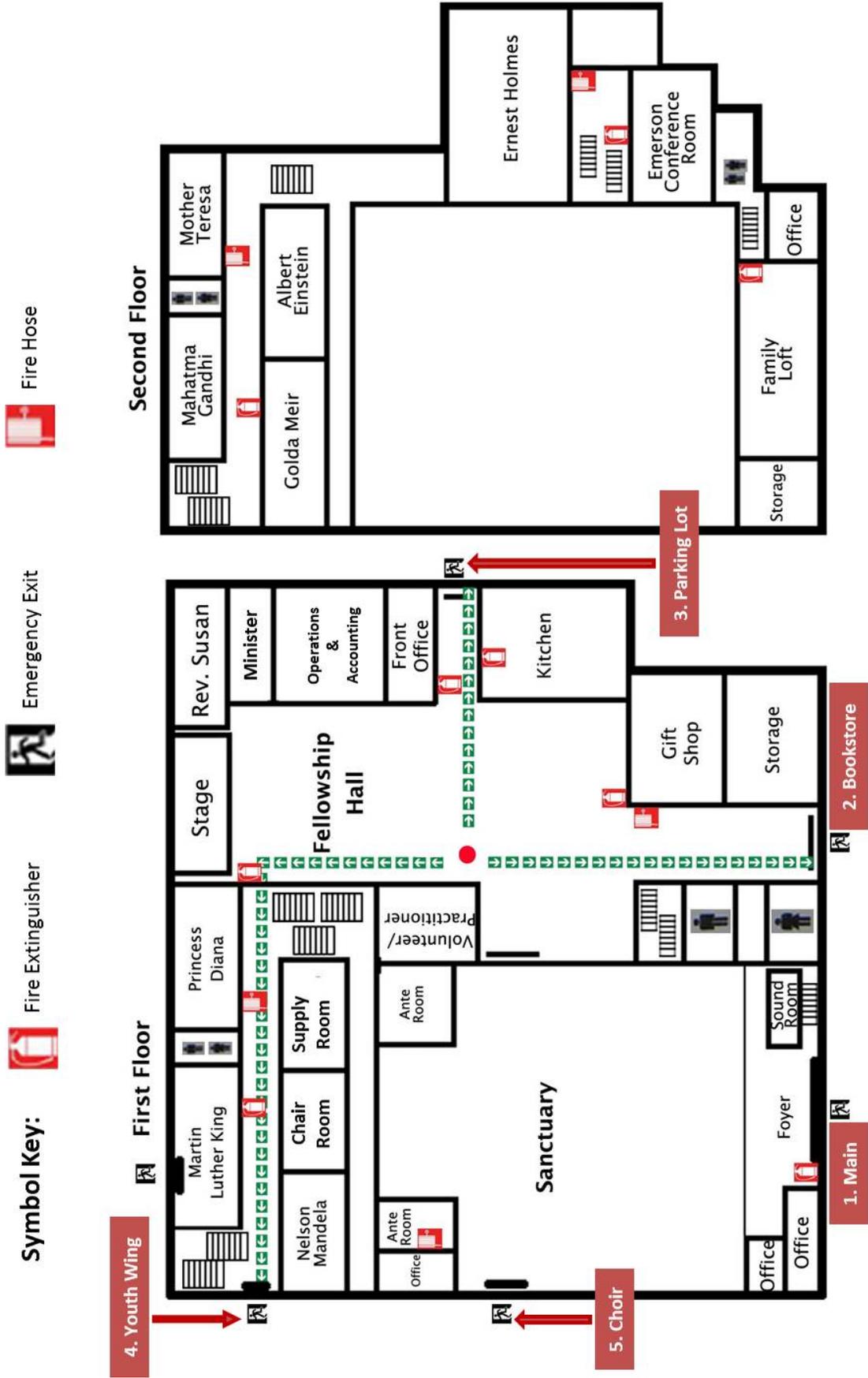
Volunteers may request to serve on other teams or simply discontinue volunteering with appropriate notice to the Team Lead. Volunteers, on rare occasions, may be asked to consider serving in other areas if her/his skills, interests, or availability may be more suited to another area.

Our Physical Home - 1195 Clark Street

Our building has many different areas and rooms with which Volunteers should become familiar. Please see the *Room Diagram* on the following page. Areas of particular interest to volunteers:

- Volunteer Office (Volunteer, Practitioner, and Board of Trustees' mail boxes, copier/printer, general office supplies (pens, staplers, copier, white board markers, tape, etc.)
- Front Office (Executive Staff mail boxes)
- Location of all restrooms
 - Main restrooms near the Bookstore
 - Youth Wing, ground floor
 - (between Martin Luther King, Jr. and Princess Diana rooms)
 - Youth Wing, second floor
 - (between Mahatma Gandhi and Mother Teresa rooms)
 - Family Loft/Emerson Room (second floor)
- Boiler Room
- Janitor's Closet
- Chair Room
- Supply Room
- Youth and Family Ministry (YFM) wing
- Kitchen (linens/dirty linens, recycle bins, water)

Center for Spiritual Living San José - Room Diagram



History of the Center for Spiritual Living San José

The Early Years (1950s - 1970s)

The First Church of Religious Science of Greater San José, currently known as the Center for Spiritual Living San José, began its life in 1954 as the Science of Mind Fellowship. Originally, the group gathered to listen to the talks given by Dr. Dan Custer each Sunday morning. These talks were transmitted by phone line from the Geary Theater in San Francisco.

Soon, however, the congregation prevailed upon Dr. Custer to send his assistant minister, Dr. Wayne Kintner, to preach to the congregation each Sunday. As attendance grew, a headquarters was established at 142 West San Carlos Street, by-laws were drawn up, and Dr. Kintner became the church's founding minister. Soon the church requested affiliation with the United Church of Religious Science and it was chartered October 25, 1956.

Attendance continued to grow, and the search began for a permanent location. On Christmas day, 1958, the congregation held its first service at its new location - 945 Willow Street. Dr. Kintner continued to lead the congregation until 1965. At that time Dr. Robert Scott became the church's new minister. The church moved to its current location at 1195 Clark Street in 1974.

Continued Expansion (1980s - 1990s)

In 1981 Dr. Scott founded the School of Ministry in San José with his friend Dr. Jack Holland. He continued to lead both the church and the School of Ministry until he made his transition in 1985.

Rev. Carole Price began her work at the Center in September 1985. She thus became the third minister to serve the First Church of Religious Science of Greater San José in its then-32-year history. Under her direction, the Center became one of the largest churches in the denomination, and reached out to the community with the message of Religious Science. Rev. Carol Price left the San José ministry in 1992.

March 1993 marked the arrival of the fourth minister, Dr. Lloyd George Tupper. Subsequently, Rev. Bonnie Apps filled the minister position at Center for Spiritual Living from May 1996 through June 1999. Rev. Dr. David Bruner became the sixth minister - Senior Minister and Spiritual Director - on December 19, 1999. At that time, the Center had a staff of three.

The New Century (2000 - 2017)

Significant growth and many positive changes have occurred since 1999. Average

Sunday attendance, average Sunday donations and membership have steadily increased. Several significant remodels were undertaken in 2001, 2006, 2009, 2011 and 2013 involving Fellowship Hall, sanctuary, office areas, Ernest Holmes room, conference room, and bookstore. The creation of the Sacred Space Garden and labyrinth was completed in 2013. In addition, new projectors, screens, chairs, paint, flooring, windows, sound systems and stage lighting were installed. Technology milestones include the installation of Center-wide wireless wifi in 2008, launch of Livestreaming in 2013, and installation of solar panels in 2015.

Also in 2015, the Center sold property on Delmas Avenue, allowing the Center to pay off the minimal debt that existed, and to establish the Center's first Facilities Reserve Fund. Subsequently, a reserve study was conducted of the entire property toward developing a 20-year plan for the building and facilities.

By early 2017, the Center had a substantial full- and part-time staff including, Senior Minister Dr. David Bruner, Associate Minister Reverend Susan Overland and four Staff Ministers. In addition, the Center is supported by many licensed Religious Science Practitioners (RScP) and approximately 200 active volunteers.

Appendix A - Community Values

In 2014, The Center for Spiritual Living San José participated in a denomination wide survey to clarify our community's values. The ten values that received the most support from our community are listed below. Many other worthy values were expressed and strongly supported in the survey – the values below are just the top ten.

Spiritual Living

We practice the spiritual principles of our faith consistently, through which we experience the presence of Source in, around and through ourselves, each other, and the entire planet. We cultivate a personal relationship with Source that we may know our own Divinity.

Accountability

Accountability is the outward expression of our integrity. We clearly define and articulate expectations and measures of success, and openly evaluate and share results, communicating in a non-judgmental and respectful manner.

Coaching and Mentoring

We help each other explore varied options and perspectives to uncover our own wisdom, build confidence and feel empowered to create our best life possible. We share our experience, expertise and knowledge in a safe and supportive environment to help each other learn, develop and grow.

Community Collaboration

We embody the spirit of teamwork to share resources, achieve desired results, and continuously improve. We share a common vision, mission, and goals, focusing on the highest possible good for the Community and our Center.

Community Service

We demonstrate our loving intentions and care for others through service to our Center and neighboring communities. We gratefully express our talents, we love doing good work, and we enjoy the satisfaction of teamwork and accomplishment.

Continuous Improvement

We identify opportunities and take action to reach our full potential, spiritually and practically, individually and as a community. This transformation expands individual consciousness, constantly evolving and improving a Center that works for everyone.

Education

As a life-long learning community committed to personal growth and spiritual transformation, we provide classes, workshops, activities and events that help us live, powerful, purposeful and prosperous lives.

Humor & Fun

We practice the art of lightheartedness, welcome playful enjoyment, and cultivate a positive outlook, reminding us that nothing needs to be “fixed,” and all is well.

Integrity

Integrity is our personal, internal compass. Our thoughts, feelings, words and actions are visibly and consistently aligned, demonstrating to one another our principles and values, and how we want to be remembered.

Love

God is Love. We are God/Source expressing as Itself. Therefore, we are Love. When we come from Love as our most basic foundation, we co-create a community and a world that works for everyone.

Appendix B - Volunteer Bill of Rights & Responsibilities

The Center for Spiritual Living San José gratefully recognizes that our volunteers' time is a tremendously valuable gift!

Our Volunteers have the Right to:

- feel safe, including time and space to choose involvement – or not – without fear or guilt
 - to choose to NOT participate, no explanation required
- feel valued and to be treated with respect
- be heard and to feel free to make suggestions
- have opportunities to participate in planning
- provide feedback about their experience
- ask questions about your volunteer role or project, including a clear job description that outlines role responsibilities and the estimated time needed fulfill them
 - training to enable volunteers to fulfill responsibilities with confidence and skill
 - leader(s) who can answer questions and provide volunteers with direction, appreciation, tools, and communication
 - ask the appropriate Staff member questions about our work
 - learn about the impact of volunteering for the community

Our Volunteers have the Responsibility to:

- honor their own spiritual practices through service to their team, their community, and themselves!
- follow through on obligations and commitments
 - say “No” – no explanation required - if the task/job/role doesn't fit you, your schedule, your interests, etc.
 - not promise what you can't deliver
 - advise your team, in advance, if you will not be able to attend/fulfill commitment
- conduct themselves in a respectful manner, exhibit good sporting conduct, and be a positive role model
- represent the Center with professionalism, dignity, and pride
- communicate their needs, goals, and aspirations
- ask for help when they need it
- address challenges or problems to person(s) with the ability to help resolve them

Appendix C - Guide to Respectful Communication

- If you have a problem with me, come to me (privately).
- If I have a problem with you, I'll come to you (privately).
- If someone has a problem with me and comes to you, send them to me. (I'll do the same for you).
- If someone consistently will not come to me, say, "Let's go the minister together. I am sure he will see us about this." (I will do the same for you).
- Please do not interpret me - I would rather you ask me what I meant. On matters that are unclear, do not feel pressure to interpret my feelings or thoughts - I would rather you ask me.
- I will be careful how I interpret you and if I am unclear, I will ask you what you meant.
- If it is confidential, don't tell me.
- If it is confidential, don't ask me to tell you.
- I do not read unsigned letters or notes.
- I do not respond to unnamed complaints, some of which begin with, "I have heard several people saying . . ."
- Please do not hint to me, hoping I will understand your need or know what you intend me to hear - I prefer you to say exactly what you mean.
- I will not hint to you, hoping you will understand my need or know what I meant you to hear - I will try to say exactly what I mean.
- 'Parking-lot' or 'hallway' griping is poisonous. If you need to complain, please do it only with the intention of healing it - and even then - tell only the one who can do something about it. (I will do the same)
- When in doubt, just say it. The only dumb question is the one that doesn't get asked.
- Please believe that my intent is honorable and in the best interest of the Center. Do not take what I say personally.
- You may not understand why I say and do some things. Because of confidentiality, trust that everything is working for the highest good



VOLUNTEER HANDBOOK ACKNOWLEDGEMENT

I, _____ acknowledge that I received a copy of The Center for Spiritual Living San José's Volunteer Handbook. I have been provided the opportunity to review the handbook and ask any questions regarding the contents of the handbook, the Volunteer Bill of Rights & Responsibilities, and the Guidelines for Respectful Communication.

I understand this handbook is not intended to cover every situation that may arise and, if I have additional questions, I will bring them to the attention of the team lead.

Signature of Volunteer

Date