



## STLHELP Background Check Policy

### **Purpose**

STLHELP is committed to maintaining a safe environment for clients, volunteers, and staff while aligning screening practices with the organization's service model and level of risk.

### **Service Model Context**

STLHELP provides services through a centralized warehouse and community-based distribution sites. Staff and volunteers do not provide in-home services and do not engage in unsupervised care of minors or vulnerable individuals.

### **Policy**

Given the nature of its services, STLHELP does not routinely conduct criminal background checks for staff or volunteers.

### **Risk-Based Approach**

STLHELP evaluates screening needs based on role and level of responsibility. Background checks may be implemented in the future for roles that involve:

- Unsupervised interaction with vulnerable populations
- Access to sensitive personal information beyond standard intake
- Significant financial or organizational control

### **Supervision and Safeguards**

To ensure safety without formal background checks, STLHELP maintains:

- Staff oversight of volunteer activities
- Controlled service environments
- Defined operational procedures for client interactions

### **Confidentiality and Conduct**

All staff and volunteers are expected to adhere to STLHELP's standards of conduct and respect for clients. Any concerns regarding behavior or safety are addressed promptly by leadership.

### **Compliance**

STLHELP complies with all applicable laws and will update this policy if operational practices or risk levels change.

Approved by Board of Directors, January 15, 2026



# STLHELP Privacy and Data Protection Policy

## Purpose

To protect personal information collected from clients, donors, volunteers, and partners.

## Scope of Information Collected

### STLHELP may collect:

Name and contact information

Basic service needs (equipment requested)

Limited demographic information for reporting purposes

## Important Clarification

STLHELP is not a healthcare provider and does not provide medical treatment or maintain protected health information under HIPAA.

## Data Protection Practices

Information is stored in secure systems (e.g., intake platforms, databases)

Access is limited to authorized staff

Paper records are secured when in use

## Use of Information

Information is used only to:

- Provide services
- Coordinate equipment distribution
- Meet reporting requirements

## Data Sharing

STLHELP does not sell or share personal information.

Information may be shared with partner organizations only when necessary to fulfill services.

## Retention

Information is retained only as long as necessary for operational and reporting purposes.

Approved by Board of Directors, January 15, 2026

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# STLHELP Grievance Policy

## Purpose

To provide a fair and transparent process for addressing concerns from clients, staff, volunteers, and community partners.

## Who May File a Grievance

- Clients or caregivers
- Staff
- Volunteers
- Community partners

## Process

### 1. Submission

Grievances may be submitted:

- In writing (email or form)
- By phone
- In person

### 2. Acknowledgment

STLHELP will acknowledge receipt within **3 business days**.

### 3. Review

The concern will be reviewed by leadership (Executive Director or designee).

### 4. Resolution

A response will be provided within **10 business days**, when possible.

### 5. Appeal

If unresolved, the concern may be escalated to the Board of Directors.

## Non-Retaliation

STLHELP prohibits retaliation against any individual who files a grievance in good faith.

Approved by Board of Directors, January 15, 2026