

# POLICY FORM

## VOLUNTEER AGREEMENT

We appreciate your willingness to devote time and effort as a Volunteer to the activities at the Downtown Rescue Mission (DRM). As a Volunteer, you have certain responsibilities to ensure that we have a good, cooperative, and productive relationship that meets both of our expectations.

1. As a Volunteer, you:
  - a. Can ask to change your area of service or terminate your Volunteer activity.
  - b. Can take any problems, criticism, or suggestions to the Director of Operational Support.
  - c. Will be equipped to accomplish your volunteer opportunity.
  - d. Will be provided a safe work environment to the best of our ability.
2. As a Volunteer, you make the covenant (promise) to:
  - a. Be punctual and conscientious. (If you are unable to fulfill your commitment, please notify the Director of Operational Support at least 24 hours in advance.)
  - b. Do not commit to more than you can deliver. Remember, we are counting on you to follow through with what you promise.
  - c. Sign up and receive confirmation of volunteer activities *prior to arriving* on our campus to volunteer. (We will not allow anybody on our campus who hasn't previously signed up.)
  - d. Sign in and out of each scheduled volunteer activity at either the Main Facility front desk (Entrance #2) or Owen's House front desk (Entrance #5).
  - e. Dress in a manner that is modest and appropriate. Please refrain from wearing tank-tops, midriff tops, short shorts, and any clothing that is tight, low-cut, or has inappropriate content on it. If you dress inappropriately, we will provide you with proper attire or you may reschedule.
  - f. Complete assignments and seek the direction of the volunteer supervisor when necessary.
  - g. Conduct oneself in a manner consistent with Christ-like moral, ethical, and interpersonal standards.
  - h. Group and individual photos are permitted as long as our Clients are not in the photo.
  - i. Refrain from filming any video while volunteering unless given approval from our Development Department.
  - j. Keep all information that is obtained directly or indirectly absolutely confidential.
  - k. Do not communicate with Clients via telephone, email, and social media.
  - l. Be wise! We want volunteers to get to know our Clients; however, be aware of being too naïve. Many times, people who are disadvantaged have learned to survive by becoming adept at using or manipulating others.
    - i. Do not give money to anyone.
    - ii. Do not give rides to anyone.
    - iii. Do not give personal information, such as telephone number or address, without first getting clearance with the Ministry Staff.
    - iv. Never be alone with anyone of the opposite gender.
    - v. Do not leave personal belongings unattended.
    - vi. Do not make any decisions for Clients; instead refer Clients to the Ministry Staff.
    - vii. Do not date Clients.
  - m. Former Clients must wait one year from the last time they were here to begin volunteering.
  - n. Point-of-contacts for families and groups are responsible for everyone in their group, including but not limited to their compliance with the contents of this form as well as ensuring no one is a registered sex offender.
  - o. Contribute to the overall purpose for the DRM. We are here to serve as a lighthouse in our community for the poor, homeless, and destitute in order to meet their physical and spiritual needs through the life-changing power of Jesus Christ.

