



## CITY MISSION VOLUNTEER POLICY

In keeping with the Christian foundation on which the City Mission was established, we request that our Christian Faith be respected. This restricts the making of any derogatory remarks, testimony or teachings, against Christianity. Likewise, to prevent any confusion or the creation of doubt, we reserve the right to limit any and all religious teaching that is contrary to this Faith.

### APPEARANCE

Please wear appropriate clothing for the potential of working with dirty items or having them stained. Low cut blouses for the ladies should not be worn. Shorts, men or women, should be no higher than 4" above the knee. Refrain from wearing tight clothing, or sheer clothing. Closed-toe shoes are best to protect your feet. Dress appropriate for the weather — a/c, heating or dry areas to work in are not always available.

### ATTITUDE

Bad and foul language are unacceptable. Maintain a positive, helpful attitude regardless of the other person's behavior.

### BEING RESPONSIBLE

Follow instructions, or make suggestions to staff team leader BEFORE completing a project "your" way.

Check in and check out with your assigned staff member upon arriving or leaving for the day.

If you cannot make the volunteer time you've agreed upon, call the City Mission as soon as you possible so we aren't waiting for your help to complete a job.

Be on time — we are depending upon you.

When you are given a task, make sure you leave enough time to clean up that task and put your tools away before departing for the day.

### THE "DO NOT'S" ON A PERSONAL LEVEL

We maintain a non-smoking policy. If you need to smoke, walk far away from the building so that others who have asthma can still breathe. However, you must also watch which way the wind is blowing to determine what is "far away". If you return from your break smelling of smoke, we will ask you to leave for the day—usually smokers can not smell the nicotine on their clothing and hair, but others can.

Should you be at an outreach site, do not give your telephone number or address to our guests no matter how "nice" they are or how "safe" you feel around them.

Do not, under any circumstances, give money, gifts, food, or cigarettes to our guests. If you would like to financially help, we will be happy to furnish you with a Mission envelope to mail in a donation.

If a problem arises, DO NOT take on the conflict, immediately seek the assistance of a staff member.

Volunteering is about giving back to the community and not about what you are “getting in return”. DO NOT ask for donations. If you are working at one of our yard sales, to be fair to all, you may only purchase what has been priced prior to your arrival.

If you volunteering, and are personally in need of food or clothing, you will be asked to speak to the Assistant Director. Volunteering is not about “doing” so you can “take” free. Our programs to the needy are already free.

If you are in need of our Family Food Box program, DO NOT volunteer to take your gasoline to deliver food boxes. Find out how to sign up to receive a monthly food box.

If you are caught stealing, your volunteering experience will be instantly over and you will not be asked to return.

DO NOT volunteer TIME to spend most of your TIME on personal cell phone calls.

## **UNDERSTANDING**

Feel free to ask questions and familiarize yourself with the program guidelines.

When asked a question by the guests, make sure you do not give an answer, OTHER THAN GENERIC ONES, unless you have been told to do so by the staff. Most guests will take your word as a promise from the Mission and will literally fight to get whatever you have promised.

Questions by donors should also be directed to a staff person.

Receipts for Gift-in-Kind donations must be given out by staff, unless you have been instructed to do so.

When we are serving food at the Outreaches, the food will always be served to guests first and if there are leftovers, the volunteers may also have a meal.

Mission phones are to only be answered, or used, by staff unless you have been instructed to do so.

Due to donor information being confidential, unless asked, volunteers should not be in the administration offices.

***Please sign & date that you have read and understand everything in this policy.***

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(Signature)

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(Date)