



## VOLUNTEER GUIDELINES

Thank you for your interest in partnering with Capital City Rescue Mission. This document is intended to provide guidance and answer questions relating to volunteering with our organization. If you have additional questions, please contact the Volunteer Coordinator.

◇ **Sign In/Sign Out:** You must sign in when arriving and sign out when leaving your service location.

◇ **Scheduling:** Volunteers must register to serve. Unregistered drop-ins will be asked to register. If all slots are taken, they will need to sign up for a future event. Event time frames should be respected.

◇ **Commitment:** Volunteers are expected to arrive on time and remain in your assigned service location. If you are unable to fulfill your volunteer commitments, please cancel your registration at least a day in advance of the time you were scheduled to serve. If cancelling for a Saturday or Sunday or due to an emergency, please let the front desk know at extension 0.

◇ **Approval to Volunteer:** Those wishing to volunteer must go through the volunteer approval process which includes an orientation tour. If you are a group leader desiring a group opportunity, please contact the volunteer coordinator.

◇ **Age Guidelines:** Volunteers under the age of 17 must be accompanied by an adult.

◇ **Attire:** Both men and women should dress in modest attire. For example, no short shorts, no exposed midriff, no low cut blouses, no tight clothing, and no tank tops. For your safety **closed toed shoes are required.** If working in food service, you will be required to wear a hat or hairnet and gloves. Collared shirts are preferred for Chapel speakers. If working in the warehouse, it is strongly recommended that you wear **work boots.** We will provide: gloves, hard hats, masks, and goggles.

◇ **Safety:** Safety is our first priority and needs to be yours as well. Take your time and complete the work task safely. Some volunteer work is potentially dangerous and could result in injury, always wear appropriate safety gear. In volunteering at the Mission, you understand that the Mission, its officers, and employees are not responsible for any injuries or damage which may result from work done at this site.

◇ **Gifts:** Money, food, clothing, gifts, books, videos, etc., should never be given directly to Capital City Rescue Mission clients. If you would like to make a donation, please contact the Volunteer Coordinator.

◇ **Drug Use:** Drugs and/or alcohol are prohibited on all Capital City Rescue Mission campuses. Additionally, smoking is not permitted on Capital City Rescue Mission campuses.

◇ **Fraternization:** Your personal address and phone number are confidential and should never be given directly to a Mission client without prior approval from the Volunteer Coordinator. No fraternization is permitted with any of the people staying here. For example, no dating, no outside social engagements, no personal relationships, no client visits to your residence, no loaning or gifting of money, no physical contact, or lengthy personal conversations. Keep conversations to group conversations.

◇ **Transportation:** Transporting clients is not permissible except with the pre-approval of Capital City Rescue Mission office; a Motor Vehicle Record check is required on all volunteers transporting clients.

◇ **Accountability:** If a problem should arise, immediately seek the assistance of the staff person on duty. Should you have questions regarding your volunteer opportunity, please contact the Volunteer Coordinator directly.

◇ **Confidentiality:** All volunteers are asked to respect the confidentiality of Capital City Rescue Mission clients. Please do not disclose any client identifying information concerning prospective, current, or former clients to any person or organization external to Capital City Rescue Mission.

◇ **Use of Electronics:** In order that tasks are accomplished safely and efficiently, there is to be no cell phone or other electronic devices in use during your volunteer assignment unless permitted by the site supervisor in advance.

***Failure to observe these guidelines could result in dismissal from volunteer service.***

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