



# **VOLUNTEER POLICIES, PROCEDURES, AND HOLD HARMLESS AGREEMENT**

## **WELCOME to your new role as a Certified Volunteer for The Rescue Mission!**

We want to ensure that your experience is enriching and satisfying. Please take some time to become familiar with our policies and procedures. Any questions or concerns may be directed to the Director of Volunteer Services at 260.426.7357 ext 127 or at [volunteer@therescuemission.net](mailto:volunteer@therescuemission.net).

## **ETHICS STATEMENT**

We trust that you will present the highest standards of integrity, professionalism, and ethical conduct when relating with The Rescue Mission's staff, residents, the general public, and other volunteers. You also agree to not condone any acts by others within The Rescue Mission facilities which are contrary to these standards.

## **CONFIDENTIALITY**

Residents/clients at The Rescue Mission are entitled to confidentiality. Do not take photographs, record or video tape residents/clients. Information obtained through your volunteer service at The Rescue Mission, regardless of whether it pertains to current or past residents, clients, staff or other volunteers, is confidential and must not be shared with anyone else. If a resident or client shares personal and/or medical information (i.e. HIV status) with you, do not pass this information on to anyone else unless someone is in danger of hurting themselves or someone else. In these instances, that information must be shared immediately with a Rescue Mission staff member.

## **INTERACTION WITH RESIDENTS AND CLIENTS**

While interacting with the residents/clients, exercise wisdom and caution. Maintain your personal space and keep a comfortable distance physically and emotionally. Displays of affection (including hugging) and concern can easily be misinterpreted.

- Never enter personal living areas of residents, even if invited by a resident, unless a specific directive is made by your supervisor or staff at The Rescue Mission.
- Private conversations and prayer between opposite sexes should include a third party.
- Do not share your last name, phone number, e-mail, or address with a resident/client.
- Flirting, touching, dating, or romantic relationships between residents/clients and volunteers is prohibited.
- Do not lend or give money, your car, access to your home, use of your cell phone, etc. to a resident/client.
- Do not purchase merchandise or services from or for a resident/client.
- Do not hold or maintain personal property for a resident/client.
- If you have a conflict with a resident/client or need intervention, advise your supervisor immediately.
- Volunteer driving assignments for resident transportation must be arranged through Rescue Mission staff. Same gender volunteers are required for resident transportation assignments.
- The use of a volunteer's personal vehicle is not allowed, unless previously approved by Rescue Mission staff.

## **INTERACTION WITH STAFF**

Our staff is available to help you in any way they can. Your partnership with them makes a great team. Our staff is responsible for disciplining the residents/clients, if needed. Refer any concerns to a Rescue Mission staff member.

## **DRESS CODE**

As a representative of The Rescue Mission, our volunteers must present a good image. Volunteers should dress appropriately for the conditions and performance of their duties. Volunteers must wear loose-fitting tops (no crop-tops, halter tops, sleeveless shirts, or tank tops). Clothing that promotes drugs, alcohol, sex, profanity, or violence is not acceptable. Recommended attire for food service volunteers is long-sleeved shirts, slacks, or capri pants, or long dresses. Closed-toe shoes are required, and a ball cap or hair net provided by The Rescue Mission.

## **NOTIFICATION**

I understand it is my responsibility to inform the Director of Volunteer Services or a Rescue Mission staff member, with as much advance notice as reasonably possible, if I feel I cannot complete my volunteer duty due to a health or safety issue.



## **VOLUNTEER POLICIES, PROCEDURES, AND HOLD HARMLESS AGREEMENT (cont.)**

### **PHOTO RELEASE**

Permission is granted for promotional use of any photos or videos of me taken while participating in volunteer assignments at The Rescue Mission.

### **HARASSMENT**

The Rescue Mission believes every volunteer has the right to work in an environment free from harassment. We have a zero-tolerance policy for harassment based on race, color, creed, religion, national origin, gender, sexual preference or orientation, disability, age, marital status, or status with regard to public assistance.

### **ZERO TOLERANCE OF VIOLENCE**

The Rescue Mission will not tolerate violence on or around its premises, whether by or against staff members, volunteers, residents/clients, or members of the public. Violence includes, but is not limited to, verbal or physical intimidation, contact, or threats. We expect volunteers, staff, and residents/clients to treat one another with respect and dignity. Should you observe an incident of violence, promptly report it to a staff member or the Director of Volunteer Services. Any incident of violence by a volunteer will be cause for termination of a volunteer's service.

### **ZERO TOLERANCE OF THEFT**

The Rescue Mission will not tolerate theft on or around its premises. Theft should be reported promptly to a supervisor or Rescue Mission staff member. Any theft by a volunteer will be cause for termination of a volunteer's service.

### **ZERO TOLERANCE OF SUBSTANCE ABUSE (DRUGS AND ALCOHOL)**

The Rescue Mission is committed to maintaining a drug-free workplace. Possession, use, purchase, consumption, transfer or sale of intoxicants, controlled substances, illegal drugs or alcoholic beverages are prohibited on The Rescue Mission premises, in The Rescue Mission vehicles, and during The Rescue Mission sponsored events. The Rescue Mission reserves the right to take criminal, civil, or disciplinary action against any volunteer violating this policy. Reporting for volunteer duty under the influence of alcohol, non-prescribed controlled substances, or illegal drugs will result in dismissal from the volunteer program.

### **HOLD HARMLESS AGREEMENT**

I, the undersigned volunteer, on behalf of myself and my heirs, hereby agree to indemnify and hold harmless The Rescue Mission, its Board of Trustees, as well as its agents, representatives, employees, or other volunteers for my health, safety, loss or damage to my personal property, and any injury and/or disability arising out of or resulting from my volunteer activity.

I have no undisclosed physical restrictions that would prohibit my participation in the volunteer activity in which I applied to participate. I understand that The Rescue Mission does not provide workers compensation nor liability insurance for me while I am participating as a volunteer at any Rescue Mission facility.

By placing my signature below, I acknowledge that I have read this agreement, and I understand and voluntarily agree to the terms and conditions, which shall be binding upon the heirs, administrators, executors, and assignees of the undersigned.

Certified Volunteer Signature: \_\_\_\_\_

Certified Volunteer PRINTED Name: \_\_\_\_\_ Date: \_\_\_\_\_

Volunteer Email: \_\_\_\_\_ Phone: \_\_\_\_\_

*If you are under 18, please have your parent/guardian sign.*

Parent/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_