

# Volunteer Handbook



Union Gospel Mission

# Welcome

We are so glad you have chosen to volunteer with us. You are a vital member of our team, and we value your time and skills.

Please take the time to read this handbook, as it contains important information and will help prepare you for your service at the Mission.

## Volunteer Handbook | Table of Contents

- 3 - Our Commitment to You
- 3 - Volunteer Pledge
- 4 - TCUGM Volunteer Policies
- 4 - Enrollment
- 4 - Group Enrollment
- 4 - Community Service Work
- 5 - Placement
- 6 - On Task
- 6 - Dress Code
- 6 - Non-Fraternization
- 6 - Non-Harassment
- 7 - Confidentiality
- 7 - Notice of Impending Absence
- 7 - Gifts to Clients
- 7 - Supervision
- 8 - Meals
- 8 - Hours of Report
- 8 - Smoking Policy
- 8 - Personal Belongings
- 8 - Reassignment or Termination
- 8 - Fire Safety
- 9 - Food
- 9 - Personal Safety While Volunteering

# Our Commitment to You

## We highly value our volunteers, and will endeavor to:

- Treat you as a co-laborer in the ministry of the Mission
- Offer you a suitable assignment with consideration for personal preferences, temperament, life experience, and skills
- Provide effective training for your tasks when necessary
- Offer you constructive feedback about your work from a staff supervisor
- Inform you as much as possible about the Tri-City Union Gospel Mission, including policies, staff, and programs
- Offer you information about new developments and opportunities
- Provide an orderly designated work place
- Allow you to be heard, to feel free to make suggestions, and have respect shown for an honest opinion
- Give you recognition and appreciation for your generous service

## Volunteer Pledge

I believe that I am a valued and necessary part of the ministry of Tri-City Union Gospel Mission and that there is a real need for my services

### Therefore, I will:

- Be timely and reliable in the fulfillment of my duties and accept supervision graciously
- Conduct myself in a professional manner, with courtesy and consideration
- Speak and behave in a manner consistent with the faith and values of the Mission
- Hold in confidence any information gained about guests at the Mission
- Be supportive of Mission staff and their decisions
- Take concerns or suggestions to my site supervisor or the volunteer manager
- Be flexible when changes are needed
- Treat everyone with respect, loyalty, patience, integrity, courtesy, dignity, and consideration
- Avoid situations where I am alone with children and/or youth
- Use positive reinforcement rather than criticism, competition, or comparison when working with the children and/or youth

## **As a volunteer, I will not:**

- Use, possess, or be under the influence of THC or alcohol at any time while volunteering
- Use, possess, or be under the influence of illegal drugs at any time
- Volunteer when I have a fever or other contagious conditions
- Strike, spank, shake, or slap children and/or youth
- Touch a child and/or youth in a sexual or other inappropriate manner
- Use profanity while volunteering at the Mission

# **TCUGM VOLUNTEER POLICIES**

## **Enrollment**

Volunteering at the Tri-City Union Gospel Mission is a three-step process. First, fill out and submit a volunteer application online. Second, read the Volunteer Handbook and send an email to [Volunteer@tcugm.org](mailto:Volunteer@tcugm.org) stating you have read and understand the TCUGM Volunteer Handbook. Third, you will be contacted within 1 to 3 business days to schedule a tour of the facility that you will volunteer at. If you prefer to fill out a hard copy application form, please call our Volunteer Coordinator at 509-547-2112, ext 1.

## **Group Enrollments**

At times there are volunteer opportunities for groups -- families, school, church, corporate, etc, and the Mission welcomes these groups. It is usually not necessary for each group member to submit an application. ...We do ask that one individual representing the group fill out an online application and attend a facility tour. The group representative should enter the group's name, if there is one, on the first page of the application. The group representative should fill out the personal information on the application form. The group representative will be responsible for reading and acknowledging the Volunteer Handbook as well as disseminating the information to all volunteers they are representing to ensure knowledge of and compliance with the Volunteer Handbook.

## **Community Service Work**

There is opportunity for individuals to complete their court ordered community service at Tri-City Union Gospel Mission. Court ordered community service hours are only accepted from "municipal" courts. If you are interested in doing your community service with us, please complete the volunteer application online. Please indicate on your application that you are apply to volunteer for community service. Once you have completed an application you will be contacted within 1 to 3 business days. Once you have been cleared to do your community service with us the volunteer coordinator will work with you to set up a schedule. You are responsible for obtaining an approved form for verification of hours worked from the ordering entity. We do not write letters or create forms for signature. The expectation is that you will provide the approved form for signature at the end of each shift of community service you are scheduled for.

## Placement

After orientation we will consider your placement. Our online application has a portion where applicants can indicate their interest, skills, and availability. As you consider what opportunities interest you, there are a number of helpful things to know regarding placement:

- **Scheduling:** If you have submitted your application but have not been contacted in 1-3 business days for a tour and an orientation contact us at 509 547-2112 ext. 1.
- **Court-ordered Community Service:** For municipal court-ordered community service you will be assigned to the Men's Shelter.
- **Faith:** We welcome those of any faith to come and volunteer. You need not be a Christian, but we do ask that you be supportive of our programs, which are based upon Christian principles. We also expect volunteers to support the work, mission and statement of faith of Tri-City Union Gospel Mission while donating time. There are a few volunteer tasks that, by their very nature, really necessitate the volunteer holding a personal belief in Christ. Contact the Volunteer coordinator if you have questions, (509)547-2112.
- **Availability:** Placement often depends greatly upon your availability (time of day, days of the week, frequency, and duration). Positions that center around relationship building, such as Mentoring/ tutoring, will be matched with volunteers who can make an ongoing commitment. At the same time, there are other opportunities that are well suited to one-time or occasional volunteering arrangements.
- **Age:** Age can also be a factor in placement. If you are under the age of 18, wherever you are placed, it is required that you be accompanied by an adult. According to food service laws in Washington State, if you are under the age of 10, we are unable to place you in a kitchen position at our facilities.
- **Disabilities:** There may be some areas of our facilities not yet equipped for those who have disabilities. Please let us know if you need an accommodation, so we can be sure to direct you to a volunteer position at one of our facilities that will be safe and accommodating.
- **Needs of the Department:** The need for volunteers can change with a variety of factors. Some are seasonal, and some vary depending upon workload, staffing, the clients we are serving, etc. New needs and special opportunities also come up from time to time. The staff in the volunteer department is available to apprise you of any changes. Also, a listing of new openings is frequently updated on the volunteer page.
- **Skills:** Some volunteer positions do require specific skills, education, or certification.

# On-Task

## Dress Code

This dress code is addressed to all volunteers. To prevent accidental injury, and because we disciple a variety of people with various moral vulnerabilities, it is important to observe a comprehensive dress code. Please comply with the following guidelines while present at Tri City Union Gospel Mission facilities.

### Dress Code for Men

- Long or short sleeve shirt, (a tee shirt is acceptable), pants to the knees or below. Closed-toe shoes when working in the kitchen.

### Dress code for Women

- Long or short sleeve shirts or blouses, pants to the knees or below, closed-toe shoes in the kitchen, dresses with modest necklines, hemlines to the knees or below. Please no sleeveless dresses, tank tops, or halter tops, no tight fitting or low necklines, or bare midriffs.

## Non-Fraternization

People in our programs have agreed to restrict fraternization with people outside the program. We welcome volunteers to interact in a friendly manner while maintaining a respectful and courteous reserve. By using caution when relating to the program guests you will protect their place in the program as well as yourself. Do not give out your phone number, address, or email address. Do not make plans with a program guest to meet outside the Mission unless agreement from the program manager has been given.

## Non-Harassment

Tri-City Union Gospel Mission seeks to maintain a work environment free from all forms of harassment. Conduct that creates an intimidating, hostile or offensive working environment is considered harassment. Such behavior on the part of a volunteer will result in the volunteer assignment being terminated (see Reassignment or Termination). If you believe you have been subjected to any type of harassment while volunteering at the Mission, you are encouraged to bring the matter to the immediate attention of your supervisor, the department head, or the volunteer manager. Harassment complaints are investigated promptly and appropriate action will be taken.

## **Confidentiality**

The Mission's staff and volunteers are responsible for protecting the privacy of Mission clientele. No information about Mission clients is to be given verbally or in writing to anyone, including news agencies, and no photos are to be taken of clientele without a signed release from the Mission and client involved. We take confidentiality very seriously, as it can be a life and death issue for some of our guests.

## **Notice of Impending Absence**

The staff of Tri-City Union Gospel Mission rely on volunteers to accomplish many tasks, and it is important to be there as scheduled. However, we understand that some changes are unavoidable. ...As soon as you learn you are not able to volunteer as planned, please email the Volunteer Coordinator at [Volunteer@tcugm.org](mailto:Volunteer@tcugm.org) to inform them that you won't be able to volunteer as planned. Additionally, you may call 509-547-2112, ext 1 during business hours if you wish to speak to someone. On weekends, evenings, or holidays, you can call the facility you were scheduled to volunteer at to get a message to your site supervisor. Last minute changes to the volunteer schedule are a hardship to the Mission staff and to the program clients. Please make every effort to keep your volunteer commitments.

## **Gifts to Clients**

Guests at the Mission shelters have most of their physical needs provided for by the shelter. If a volunteer learns about a guest's unmet need, the most productive way to respond is to alert the guest's case manager to the need. At no time should a volunteer give money to a resident or visitor at one of Mission's facilities. A card or small gift may be appropriate on special occasions or at significant milestones, such as the client's graduation from a class or program, but it is not expected, and giving such a gift is entirely voluntary.

## **Supervision**

Volunteers working on site at a Mission program will be supervised by one of the paid staff. The supervisor will be available to answer questions and provide aid at all times. If the volunteer is ever unclear as to who is the supervising staff person, or where the supervisor is, the volunteer should request that information. Supervision will include making the volunteer(s) familiar with the location of restrooms, drinking water/coffee, emergency exit routes, the volunteer's work area, exactly what work is expected, the location of supplies, and any other applicable information and working guidelines.

## **Meals**

Meals are available daily at the dining facility located in the men's shelter, and volunteers giving service at any of our facilities during mealtime are welcome to eat.

## **Hours reports**

Volunteers are asked to keep a record of the time they serve the Mission. A sign-in sheet will be provided at each location. It is important to the Mission for volunteers to record their time consistently. It is also important in case of emergency for the Mission to have a record of all persons in the building, and the sign-in sheet provides that record.

## **Smoking policy**

All buildings operated by the Mission are non-smoking facilities. Smoking is not allowed on the property.

## **Personal belongings**

Volunteers are responsible at all times for their own personal belongings. We encourage you not to bring purses, wallets, cameras, large amounts of money and other valuables when you come to serve. The Mission is not responsible for lost or stolen items. If something is missing, please report it to your supervisor.

## **Reassignment or termination**

If a volunteer is unable to provide a satisfactory or useful service, or if the volunteer assignment is not currently needed, The TCUGM volunteer coordinator will attempt to reassign the volunteer to an appropriate task. The volunteer relationship may be terminated in the case of non-compliance with volunteer policy, or behavior that is angry, threatening, harassing or disrespectful of staff or clients.

## **Fire Safety**

When you first begin volunteering at one of our facilities, take a few moments to survey the posted fire evacuation routes and note the location of the various building exits. If you are unclear about the exits or fire evacuation routes, please ask the facility staff for that information. It may also be helpful to ask the staff to make you aware of the location of first aid supplies. If you are alerted to a fire (by fire alarms, staff, or public officials) while volunteering, evacuate as quickly as possible by following the posted routes. Do not worry about locking doors, shutting down, etc.; there are staff designated with these responsibilities. Once outside the building, stay in relatively close proximity, so that we can keep track of those who successfully evacuated the building.



## Food

- According to Washington state food code, children under the age of 10 are not allowed to be in food preparation areas during the preparation of foods [WAC 246-215-151 (5)]. So, we can only allow volunteers over the age of 10 to help serve food in our shelter kitchens.
- It is unlawful for any person afflicted with any contagious or infectious disease that may be transmitted by food or beverage to work in or about any place where unwrapped or unpackaged food and/or beverage products are prepared... (RCW 69.06.030)
- Volunteers in the kitchen should receive information or training regarding safe food handling practices prior to the commencement of volunteering. (RCW 69.06.050) This may come in the form of training by TCUGM staff or a short video shown at the beginning of a kitchen volunteer shift.
- Individuals under this chapter must obtain a food and beverage service workers' permit within fourteen days from commencement of employment. Individuals under this chapter may work for up to fourteen calendar days without a food and beverage service workers' permit, provided that they receive information or training regarding safe food handling practices from the employer prior to commencement of employment. Documentation that the information or training has been provided to the individual must be kept on file by the employer. (RCW 69.09.050). Volunteers serving in an ongoing capacity are required to obtain a Washington State Food Worker Card within 14 days of their first day of service. The website to accomplish this is found at <https://www.foodworkercard.wa.gov/>. Please notify the Volunteer Coordinator at [volunteer@tcugm.org](mailto:volunteer@tcugm.org) once you have successfully completed the exam.
- Kitchen volunteers should always wear closed-toe shoes and long pants to provide protection. Long sleeves are also recommended.

## Personal Safety while Volunteering

- Be alert and aware of your surroundings. You are volunteering around a wide variety of people with different backgrounds and traumas. Move away from any guest who begins to use a loud voice or seems agitated.
- Volunteers are expected to remain in their assigned work area. Please do not enter other areas of the shelters without the knowledge and permission of your supervisor.
- Please do not give out your personal information to anyone other than Mission employees.
- Do not give rides, money, or housing to any resident of the TCUGM. If you are concerned about a client, please talk to a supervisor.
- When picking up trash around the Mission or in the vicinity, do not handle hypodermic needles or anything questionable. When in doubt, don't pick it up.

**I have read and understand all policies contained in this document.**

Signature: \_\_\_\_\_

Date: \_\_\_\_\_