

## **VOLUNTEER GUIDELINES**

### Volunteer Orientation

As a volunteer at the Bridgeport Rescue Mission, we want to ensure your experience here is enriching and satisfying. Please take a few minutes to read through our guidelines and requirements. After reviewing and accepting these, click on the link to fill out our online application.

### **General Guidelines**

#### SCHEDULES

The volunteer's schedule will be determined by appropriate staff members based on the volunteer's availability and BRM's needs. Normally, individual volunteers can be on the premises only between 8 a.m. and 10 p.m. We recommend volunteers be available for a minimum of two to four hours per visit. We encourage those volunteering during a mealtime to join us for that meal.

#### DRESS CODE

As representatives of BRM, our volunteers must present a good image. Volunteers should dress appropriately for the conditions and performance of their duties. Female volunteers must wear loose-fitting tops: no crop-tops, halter tops or tight-fitting shirts. Clothing that promotes drugs, alcohol, sex, profanity and/or violence is not acceptable. Volunteers working in the kitchen must wear closed-toe shoes, slacks, long dresses or Capri pants. Shorts and above-the-knee skirts are not allowed anywhere on the premises.

#### ACCIDENTS/INJURIES

The safety of our volunteers is very important to us. Volunteers who are injured or involved in an accident during their assignment must report the injury/accident immediately to his or her supervisor. An accident report must be filled out at the time of the injury/accident by an observer or the person injured.

#### WHEN YOU FIRST ARRIVE

Volunteers may use the parking lot if space is available or park anywhere permitted on the street. Please enter and exit by the front door. Please sign in arrive and sign out when you leave. Smoking is allowed in outside designated areas only. Please leave valuable personal items at home or secured in the trunk of your car. BRM is not responsible for lost or stolen items. Cell phones are allowed, however please limit your calls while on the premises.

#### INTERACTION WITH STAFF

Our staff is available to help you in any way they can. Your partnership with them makes a great team. They will provide you with access to your area of volunteer service. The staff is responsible for disciplining the residents and clients. If you have a conflict with a resident or client or need intervention, locate your supervisor immediately. The staff applies the policies of BRM using their best judgment. If a resident or client approaches you with a question about policy, refer them to a staff member.

## INTERACTION WITH RESIDENTS AND CLIENTS

When interacting with the residents and clients, exercise wisdom and caution. Displays of affection and concern can easily be misinterpreted. Maintain your personal space and keep a comfortable distance physically and emotionally. Private conversations and prayer between opposite sexes should include a third party. Do not give out your last name, phone number, e-mail or address. We do not permit touching, dating, flirting or romantic relationships between residents or clients and our volunteers. Do not lend or give money, your car, access to your home, your cell phone, etc., to a resident or client. Do not purchase merchandise or services from or for a client. Do not hold or maintain personal property for a resident or client. Refer these requests to the staff supervisor in your area. BRM provides transportation for its residents and clients. Use of a volunteer's personal vehicle is not allowed unless arranged by staff for a specific assignment. Refer resident and client requests for transportation to the staff supervisor.

## HARRASSMENT

BRM believes every volunteer has the right to work in an environment free from harassment. We will not tolerate harassment based on race, color, creed, religion, national origin, sex, sexual preference or orientation, disability, age, marital status, or status with regard to public assistance.

## ZERO TOLERANCE OF VIOLENCE

The Bridgeport Rescue Mission will not tolerate violence on or around its premises whether by or against staff members, volunteers or members of the public. We expect volunteers, staff, and residents/clients to treat one another with respect and dignity. Any incident of violence should be reported promptly to a supervisor, the volunteer coordinator or a member of the staff. Violence includes, but is not limited to, verbal or physical intimidation, contact or threats. Any volunteer who does not comply with this policy will have his or her volunteer service terminated.

## ZERO TOLERANCE OF THEFT

The Bridgeport Rescue Mission will not tolerate theft on or around its premises. Theft should be reported promptly to a supervisor, the volunteer coordinator, or a member of the BRM staff. Any volunteer who does not comply with this policy will have his or her volunteer service terminated.

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

Possession, use, purchase, consumption, transfer or sale of alcoholic beverages, controlled substances or illegal drugs during the volunteer's time of service at BRM, or while representing BRM, is prohibited. BRM reserves the right to take criminal, civil or disciplinary action against such volunteers. Reporting for duty under the influence of alcohol, non-prescribed controlled substances or illegal drugs will result in dismissal from the volunteer program. It is the policy of BRM to maintain a drug-free workplace. The possession or use of alcohol, intoxicants or other controlled substances are prohibited on BRM premises, in BRM vehicles, during the volunteer's time of service, and during BRM sponsored events.

## CONFLICT OF INTEREST AND ETHICS STATEMENT

As a volunteer, you have an obligation to BRM, to the general public and to yourself to maintain the highest standards of ethical conduct. You must not commit acts contrary to these standards nor may you condone such acts by others within any BRM facility.

You have a responsibility to:

#### Conflict of Interest

- Avoid direct or indirect, actual or apparent, conflicts of interest and advise all appropriate parties of any potential conflict
- Refrain from engaging in any activity that would prejudice your ability or the ability of others to carry out duties ethically
- Refuse any gift, favor, or hospitality that would influence or would appear to influence your actions or the actions of others

#### Legal Assurances

- Submit to a criminal background check if and when applicable
- Report any present, past or future allegations of criminal activities, criminal investigations, arrests and/or convictions involving yourself

#### Integrity

- Refrain from violating any criminal or civil law or regulation
- Refrain from engaging in or supporting any activity that would discredit KCRM
- Perform all duties in accordance with relevant laws, regulations, KCRM policies and standards
- Represent the interests of people served by KCRM and do not favor special interests inside or outside of the organization

#### CONFIDENTIALITY

The residents and clients at BRM are entitled to confidentiality. Do not take pictures of, record and/or video tape residents or clients. Information obtained through your volunteer service at BRM, 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, you may not pass this information on to anyone else or write it down unless someone is in danger of hurting himself or someone else. In these instances, the information must be shared immediately with a staff member.

- I have read the Volunteer Orientation and I accept the terms and conditions listed.