

Please contact our Volunteer Manager,  
Courtney Pandolfi, at 203-333-4087, ext. 112, or  
CPandolfi@BridgeportRescueMission.org  
with any questions.  
BridgeportRecueMission.org  
203-333-4087

### Bridgeport Rescue Mission Volunteer Guidelines

Thank you for your interest in volunteering at Bridgeport Rescue Mission! We want to ensure that your volunteer experience with us is enjoyable and rewarding.

To help make your time with us the best it can be and to make the Mission as safe as possible for all volunteers, residents, guests and staff, we ask that you adhere to the following guidelines carefully and without exception.

#### **General Information**

**Age Restrictions:** All volunteers must be 18 years of age. Any exceptions to this age restriction must be approved by the Volunteer Manager

**Volunteer Check-In:** All volunteers should enter and exit through the main entrance. Each volunteer must sign in and retrieve his or her name badge upon arriving, and sign out and return the name badge before leaving. Volunteers are required to wear name badges at all times when serving at the Mission.

Please leave valuable personal items at home or secured in the trunk of your car. The Mission is not responsible for lost or stolen items. Cell phones are allowed, but we ask that you limit your calls while on the premises. Please note that smoking is not permitted on Mission property.

**Photos and Videos:** Only staff members in the Development Department are permitted to take pictures or make videos of guests and residents. Volunteers are strictly prohibited from taking pictures or make videos of guests and residents. NO pictures of residents or guests can be included when Volunteers post on Facebook or other social media outlets. The Mission will post to our social media accounts and we encourage you to share and like our posts.

**Dress Code:** Plan to dress comfortably and appropriately. Certain volunteer roles require special dress considerations to help you better perform your volunteer tasks.

- **Women:** Please make sure you wear modest, loose-fitting tops. Crop-tops, halter tops, spaghetti straps and tight-fitting shirts are not allowed. We ask that you avoid wearing shorts or skirts above the knee. Slacks, Capri pants and long skirts (below the knee) are

acceptable. Meal service and donation center volunteers are required to wear closed-toe shoes; no flip-flops or opened-toe shoes are allowed.

- Men: Please ensure that T-shirts do not contain messages related to drugs, alcohol, sex, profanity or violence. Meal service and donation center volunteers are required to wear closed-toe shoes; no flip-flops or opened-toe shoes are allowed.

**Safety:** Your safety is important to us. If you are injured or involved in an accident while volunteering you must notify the department supervisor and Volunteer Manager and complete an Injury and Accident Report for insurance purposes.

**Violence:** The Mission will not tolerate violence on or around its premises by or against staff members, residents, volunteers or members of the public. Any incident of violence should be reported promptly to a staff supervisor, the volunteer manager or a member of the staff. Violence includes, but is not limited to, verbal or physical intimidation, contact or threats.

- Theft: The Mission will not tolerate theft on or around its premises. Theft should be reported promptly to a supervisor, the Volunteer Manager or a member of the staff.
- Substance Abuse: It is the Mission's policy to maintain a drug-free environment. The possession, use, purchase, consumption, transfer or sale of alcoholic beverages, controlled substances or illegal drugs during the volunteer's time of service at the Mission or while representing the Mission is prohibited. We reserve the right to take criminal, civil or disciplinary action against such volunteers. Reporting for your volunteer service under the influence of alcohol, non-prescribed controlled substances or illegal drugs will result in dismissal from the volunteer program.

## **Interaction with Residents and Guests**

When interacting with the residents and guests, please 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. We do not permit touching, hugging, dating, flirting or romantic relationships between residents or guests and our volunteers. Private conversations, including prayer, between opposite sexes must include a third party.

Please do not attempt to meet a resident's personal needs (i.e., loan money, offer rides or babysitting assistance, arrange to meet outside of the Mission, give material or financial gifts). Do not hold or maintain personal property for a resident or guest. Please refer resident requests of this nature to the staff supervisor in your area. Staff members work regularly with residents to address their personal needs and concerns. Any gifts you wish to give students must be approved by the Program Director prior to speaking with the student about said gift.

The staff is responsible for disciplining the residents and guests, if necessary. If you have a conflict with a resident or guest or need intervention, locate your supervisor or a staff member

immediately. The staff applies the Mission's policies using their best judgment. If a resident or guest approaches you with a question about policy, refer them to a staff member.

**Confidentiality:** Your confidentiality and the confidentiality of our residents is of utmost importance. Please do not share with residents your personal details such as last name, phone number, email or home address. We ask that you keep confidential all information you obtain about our residents through your volunteer service at the Mission, including their names and other personal information.

Please do not promise strict confidentiality or indicate that you will withhold information from the staff on a resident's behalf. Please inform a staff member or the volunteer manager of any such exchanges immediately. If something you hear or learn seems inappropriate or of concern, please inform our treatment staff.

### **Volunteer Agreement**

\*Volunteer agreement is signed electronically when volunteer submits Bridgeport Rescue Mission online volunteer application.

I acknowledge I am volunteering to perform tasks without any expectation that I will be paid wages or any other type of compensation. I declare I am serving as a volunteer and not an employee. I hereby also affirm the information I have provided on my application is correct and do authorize the Bridgeport Rescue Mission to contact any references I may provide. I authorize Bridgeport Rescue Mission to perform a background check and to secure a copy of a report from the local police, if necessary. If I am new to the area, another police department may be consulted.

### **Indemnity and Hold Harmless Agreement**

\*Indemnity and Hold Harmless agreement is signed electronically when volunteer submits Bridgeport Rescue Mission online volunteer application.

I acknowledge Bridgeport Rescue Mission is not responsible or liable for any and all claims, suits, causes of action and liability arising out of any claims, suits, causes of action of any kind which the undersigned or his/her child may have from now henceforward arising out of any actions, activities or events sponsored by the Bridgeport Rescue Mission. This extends to any acts and/or omissions engaged in, by or attributable to any person or entity, including any agent, employee, volunteer or board member of the Bridgeport Rescue Mission. I also understand and agree that I may be asked to end my volunteer service at any time, for any reason. I will respect the confidentiality of all client information available to me through my volunteer work and I will maintain a professional relationship with all the Bridgeport Rescue Mission staff and resident/clients while I am a volunteer with the organization.

## **Volunteer Manager Contact Information**

Please contact Courtney Pandolfi, Volunteer Manager, at 203-333-4087, ext. 112, or [CPandolfi@BridgeportRescueMission.org](mailto:CPandolfi@BridgeportRescueMission.org) with any questions or concerns regarding these guidelines or your volunteer schedule. Thank you for your service to God through Bridgeport Rescue Mission.