POLICY FORM

VOLUNTEER AGREEMENT

We appreciate your willingness to devote time and effort as a Volunteer to the activities at the Downtown Rescue Mission (DRM). As a Volunteer, you have certain responsibilities to ensure that we have a good, cooperative, and productive relationship that meets both of our expectations.

- 1. As a Volunteer, you:
 - a. Can ask to change your area of service or terminate your Volunteer activity.
 - b. Can take any problems, criticism, or suggestions to the Director of Operational Support.
 - c. Will be equipped to accomplish your volunteer opportunity.
 - d. Will be provided a safe work environment to the best of our ability.
- 2. As a Volunteer, you make the covenant (promise) to:
 - a. Be punctual and conscientious. (If you are unable to fulfill your commitment, please notify the Director of Operational Support at least 24 hours in advance.)
 - b. <u>Do not commit to more than you can deliver</u>. Remember, we are counting on you to follow through with what you promise.
 - c. Sign up and receive confirmation of volunteer activities *prior to arriving* on our campus to volunteer. (We will not allow anybody on our campus who hasn't previously signed up.)
 - d. Sign in and out of each scheduled volunteer activity at either the Main Facility front desk (Entrance #2) or Owen's House front desk (Entrance #5).
 - e. Dress in a manner that is modest and appropriate. Please refrain from wearing tank-tops, midriff tops, short shorts, and any clothing that is tight, low-cut, or has inappropriate content on it. If you dress inappropriately, we will provide you with proper attire or you may reschedule.
 - f. Complete assignments and seek the direction of the volunteer supervisor when necessary.
 - g. Conduct oneself in a manner consistent with Christ-like moral, ethical, and interpersonal standards.
 - h. Group and individual photos are permitted as long as our Clients are not in the photo.
 - i. Refrain from filming any video while volunteering unless given approval from our Development Department.
 - j. Keep all information that is obtained directly or indirectly absolutely confidential.
 - k. Do not communicate with Clients via telephone, email, and social media.
 - I. Be wise! We want volunteers to get to know our Clients; however, be aware of being too naïve. Many times, people who are disadvantaged have learned to survive by becoming adept at using or manipulating others.
 - i. Do not give money to anyone. ii. Do not give rides to anyone. iii. Do not give personal information, such as telephone number or address, without first getting clearance with the Ministry Staff. iv. Never be alone with anyone of the opposite gender.
 - v. Do not leave personal belongings unattended.
 - vi. Do not make any decisions for Clients; instead refer Clients to the Ministry Staff.
 - vii. Do not date Clients.
 - m. Former Clients must wait one year from the last time they were here to begin volunteering.
 - n. Point-of-contacts for families and groups are responsible for everyone in their group, including but not limited to their compliance with the contents of this form as well as ensuring no one is a registered sex offender.
 - o. Contribute to the overall purpose for the DRM. We are here to serve as a lighthouse in our community for the poor, homeless, and destitute in order to meet their physical and spiritual needs through the life-changing power of Jesus Christ.

Rev. Date: 7/24/2023

POLICY FORM

VOLUNTEER AGREEMENT

The Downtown Rescue Mission (DRM) is a faith-based organization. Men and women come to the DRM from various doctrinal backgrounds and in respecting these differences, we encourage all volunteers to avoid promoting, teaching, or sharing personal doctrines of faith. If a volunteer persists in promoting their personal beliefs and doctrines, they may be asked to forfeit their involvement with the DRM. (See Volunteer Discipline and Dismissal Policy below.)

TO THE FULLEST EXTENT PERMITTED BY LAW, I AGREE AND DO HEREBY RELEASE, INDEMIFY, DEFEND AND HOLD HARMLESS THE DOWNTOWN RESCUE MISSION, ITS PARTNERS, SUCCESSORS, ASSIGNS, LEGAL REPRESENTATIVES, OFFICERS, BOARD MEMBERS, EMPLOYEES, CONTRACTORS, OTHER VOLUNTEERS, AND AGENTS (COLLECTIVELY "INDEMNITIES") FOR, FROM AND AGAINST ANY AND ALL CLAIMS, LIABILITIES, FINES, PENALTIES, COSTS, DAMAGES, INJURIES, LOSSES, LIENS, CAUSES OF ACTION, SUITS, DEMANDS, JUDGMENTS, AND EXPENSES (INCLUDING, WITHOUT LIMITATION, COURT COSTS AND ATTORNEYS' FEES) (COLLECTIVELY "LIABILITIES") OF ANY NATURE, KIND OR DESCRIPTION DIRECTLY OR INDIRECTLY ARISING OUT OF, RESULTING FROM OR RELATED TO (IN WHOLE OR IN PART) ANY BREACH OF ANY VOLUNTEER'S OBLIGATIONS AND RESPONSIBILITIES HEREUDNER OF THE VOLUNTER'S SERVICE AT THE DOWNTOWN RESCUE MISSION OR ANY THIRD PARTY INJURY RESULTING FROM VOLUNTEER'S USE OF THE DOWNTOWN RESCUE MISSION OR BREACH OR ANY VOLUNTEER REPRESENTATION, WARRANTY OR COVENANT CONTAINED HEREIN WHETHER OR NOT SUCH ARE DISCOVERED DURING OR AFTER MY VOLUNTEER WORK HEREUNDER.

Printed Name	Signature	Date of Birth

VOLUNTEER DISCIPLINE AND DISMISSAL PROCEDURES

- 1. All on-site Employees will be notified to contact the Director of Operational Support when a Volunteer is acting outside of their duties and responsibilities.
- 2. The first time a Volunteer acts outside of their duties and responsibilities, a verbal warning will be given by the Operations Department based on the information provided by the On-Site Supervisor.
 - a. The problem will be clearly stated.
 - b. The desired change in behavior will be clearly stated.
 - c. The Volunteer will be given a time frame to accomplish the desired change.
- The second time a Volunteer acts outside of their duties and responsibilities, a written warning will be given.
 - a. A performance review will be conducted.
 - b. A copy will be attached to the Volunteer's Volunteer Covenant form, a copy given to the OnSite Supervisor and one copy will be given to the Volunteer.
- 4. The third time a Volunteer acts outside of their duties and responsibilities, they will be dismissed.
 - A meeting will be scheduled with the Operations Department, the Volunteer and the On-Site Supervisor in advance so that the Volunteer will not be surprised.
 - b. The situation will be briefly reviewed and the reasons for dismissal clearly stated.
 - The dismissal will be simply stated, and the Volunteer will be thanked for their time and service.
 - d. A Follow-Up Dismissal Letter will be sent to the Volunteer.
- 5. Notification will be sent to Staff, Clients, and others who need to be informed that the Volunteer will no longer be volunteering at the Mission.

nave read and understand the above Discipline and Dismissal Procedures.			
Printed Name	Signature	Date	
Phone Number	Fmail		