



Volunteer Guidelines

Wyoming Rescue Mission

Policies pertinent to all volunteers of
the Wyoming Rescue Mission

Revised: 10/29/2015

Welcome

Welcome to the team of the Wyoming Rescue Mission (WRM)! I am thankful that God brought you to WRM! This ministry was started in 1978 to rescue the homeless and reconcile them with the love of Jesus Christ restoring them back to society as healthy, productive, independent community members. I am excited to serve Christ with you in this capacity.

These guidelines provide our expectations for those generously donating their valuable time and/or talents at WRM. We appreciate your participation and thank you for the life-changing impact you will have on the lives of guests at WRM.

Thank you for all you do!



Brad Hopkins,
Executive Director

Volunteer Program

Volunteer Relationship:

The placement of a volunteer shall not be considered as creating a contractual relationship between the volunteer and WRM. Unless otherwise agreed to in writing by the volunteer and Executive Director, volunteer placement shall be "at will", so that either party may end the volunteer relationship at any time for any or no reason. All volunteers enter into this relationship willingly without financial gain, receiving the benefit of skill, socialization, value and enjoyment. We want your volunteer experience to be positive, affirming and uplifting. WRM may contact references or run background checks for placement of specific volunteer opportunities.

Volunteer Groups:

WRM welcomes volunteers who are participating in church or student community service activities, student intern projects, corporate volunteer programs and other volunteer referral programs. This organized collection of people must have a designated leader, who agrees to be responsible for management and care of the volunteers, including collaboration, confirmation and record keeping.

Screening Process:

Prospective volunteers are required to do the following:

- 1) Complete the Volunteer Application.
- 2) Understand and adhere to the WRM Volunteer Guidelines.
- 3) Select opportunities that appeal to you.
- 4) Attend a volunteer orientation.

Volunteer Guidelines

General Guidelines:

The following are general guidelines that apply to all volunteers. Specific volunteer opportunities may have additional guidelines, these will be shared during volunteer orientation or by the site supervisor.

- 1) All volunteers are required to complete the screening process prior to service.
- 2) Volunteers under the age of 18 are required to be accompanied by an adult. Youth volunteer groups require 1 adult for every 10 students during the entire volunteer opportunity.
- 3) Volunteers need to sign-in at the beginning of their service and sign-out before leaving.
- 4) WRM reserves the sole right to assign all volunteer opportunities based on volunteer ability, availability, and other factors deemed appropriate for the volunteer opportunity.
- 5) Information pertaining to WRM Guests, donors, and staff is confidential.
- 6) Volunteers shall dress conservatively and appropriately for the opportunities assigned.
- 7) All WRM facilities are smoke-free, smoking is allowed in designated areas only.
- 8) Drugs and alcohol are prohibited on all WRM property.
- 9) Volunteers are not authorized to drive WRM vehicles.
- 10) Valuables should be left at home or locked out of sight in your vehicle.
- 11) Respect the organizational culture of WRM. The staff is dedicated and trained to serve in the programs provided by WRM.
- 12) Share your ideas and feedback in a constructive manner.
- 13) Treat the experience as a learning opportunity and a chance for personal growth as well as a team building activity. Be open to new experiences and challenges, but be aware of healthy boundaries and voice any questions or concerns.

Volunteers Responsibilities:

Volunteers are engaged to perform a specific service at WRM. In order to make the experience beneficial to WRM, volunteers have the following basic responsibilities:

- 1) Provide genuine effort and quality service.
- 2) Be punctual for your volunteer opportunity.
- 3) Be reliable and responsible, perform your service as assigned and directed.
- 4) Show enthusiasm, loyalty and belief in the work of WRM.
- 5) Communicate any issues or concerns which are likely to affect your service.
- 6) Accept guidance from the volunteer coordinator or site supervisor.
- 7) Understand the role of the paid staff, maintain a good working relationship with them and stay within the bounds of the volunteer opportunity.
- 8) Ask for support or guidance when needed.
- 9) Respect the confidential nature of any information that may be acquired while volunteering.
- 10) Work in a safe and healthy manner and not to risk the health and safety of others.

- 11) Report safety concerns and injuries to the site supervisor immediately.
- 12) Comply with the policies and procedures of the organization.
- 13) Ensure donated items are not used or set aside for personal use while volunteering.
- 14) Allocate resources responsibly, not wastefully.

Volunteers Expectations:

Volunteers are engaged to perform a specific service at WRM. In order to make the experience rewarding, volunteers can have the following basic expectations:

- 1) Receive orientation to the organization and training for your volunteer opportunity.
- 2) Be provided guidelines to ensure WRM policies are followed.
- 3) Receive a description of assigned volunteer opportunities.
- 4) Receive clear communication in order to follow WRM policies and procedures.
- 5) Staff availability to seek assistance, guidance or information where necessary and give and receive constructive feedback as appropriate.
- 6) Ability to decline a task that you feel is inappropriate, beyond your skill level or knowledge, or you perceive is unsafe physically or emotional.
- 7) WRM will respect and appropriately treat volunteer personal information.
- 8) To have your rights and dignity as a volunteer respected.
- 9) Be provided a safe and healthy place to work and suitable tools for the task.
- 10) Receive appreciation for your continuing commitment and contribution to WRM.
- 11) Know the organization's policy or protocol for handling complaints or any issues of concern.

Volunteer Interaction with Guests:

The following guidelines are established to ensure that we maintain wise boundaries in our relationships with the guests we serve at WRM. These are for the protection of our guests, volunteers, staff, and the ministry of WRM.

- 1) Do not engage in personal relationships with any guests receiving services from WRM. This includes contacting or interacting with guests outside of your volunteer opportunity and outside of our facility.
- 2) Do not exchange personal contact information with guests, including social media.
- 3) Do not take photos of guests, including selfies or group pictures.
- 4) Volunteers are not to buy, sell or store items for guests, nor give or take money, gifts or favors.
- 5) Do not offer guests or those we serve any medication including; aspirin, cough medication, cough drops, or anything containing alcohol.
- 6) Please direct problems, questions, or suggestions to the staff, including incidents of physical or sexual harassment & threatening behavior.
- 7) Report concerns regarding safety or wellbeing of guest to staff.
- 8) If you are working with guests who are members of the opposite sex or children, always be in the presence of another adult.

- 9) Volunteers wishing to work or have contact with a guest independently from the WRM are to obtain permission for the activities through the Case Manager.
- 10) For reasons of liability, volunteers are not to give guests rides in their personal vehicles without prior approval.
- 11) Guests know their guidelines and may face consequences if they fail to follow them. Please do not influence them into negative behavior.
- 12) Volunteers are never to intervene in the following situations: intoxicated guests, guests displaying behaviors resulting from mental illness (i.e. pacing, talking to oneself or objects), hostile or abusive guests, or emergency health problems. Report any of these issues to staff immediately.

Counseling and Proselytization:

Remember that many of our guests have perhaps lived with a dysfunctional set of beliefs and behaviors. To avoid conflicting counsel, confusion, or dissention between guests and staff, we ask that you do not counsel or offer advice related to personal choices or direction outside of the supervision of our Case Managers.

We also ask that you withhold any proselytization that is contradictory to our statement of faith as outlined below.

CWRM Statement of Faith:

- 1) We believe the Bible to be the inspired, the only infallible, Authoritative Word of God. (2 Timothy 3: 16-17)
- 2) We believe there is one God, eternally existent in three “persons:” Father, Son, and Holy Spirit. (Ephesians 4:4-6)
- 3) We believe in the deity and humanity of Jesus Christ, in His virgin birth, in His sinless life, in His miracles, in His substitutional and atoning death through His shed blood and sacrificial death on the cross, in His bodily resurrection, in His ascension to the right hand of the Father, in His present rule as Head of the Church and in His personal power and glory. (John 1: 1-3)
- 4) We believe that for the salvation of the lost and sinful mankind, regeneration (being born-again) by the Holy Spirit through receiving Jesus Christ as personal Savior and Lord is absolutely essential. (John 14:6)
- 5) We believe in the present ministry of the Holy Spirit, by whose indwelling, the Christian is enabled to live a godly life. (John 14:26)
- 6) We believe in the resurrection of both the saved and the lost, they that are saved unto the resurrection of life eternal and they that are lost unto the resurrection of damnation. (1 Corinthians 15:51-53)
- 7) We believe in the spiritual unity of all born-again believers in our Lord Jesus Christ, with equality across racial, gender, and class differences. (Galatians 3:26)