

Help's on the Way – Volunteer Guidelines

Help's on the Way has adopted the following guidelines for all volunteers in order to maintain an environment of efficient and orderly service to our clients.

Volunteers will sign in at the beginning of their shift, and will wear volunteer name tags.

Volunteers, staff and the clients we serve, will be treated with courtesy, dignity and respect.

Volunteers will not serve while under the influence of alcohol or illegal drugs, or violate the ministry's no smoking policy.

Volunteers will not use profanity or engage in sexually provocative language.

Volunteers will not engage in any inappropriate relationship with clients at or outside of the ministry, or in any behavior that takes personal advantage of the volunteer-client relationship.

Volunteers will not wear articles of clothing that promote alcohol or drug use, acts of violence, or prejudice or bigotry. They will dress modestly.

Volunteers will work and dress in ways that promote health and safety. Sensible clothing and shoes must be worn to prevent injuries. Volunteers handling raw foods must wear suitable gloves.

Volunteers will review the various policies of the ministry, and seek clarification as needed.

Volunteers are free to raise questions about these guidelines, or any concern that interferes with the goals and missions of the ministry. Volunteer questions or concerns should be brought to the attention of their team leader for the purpose of discussion and resolution.

Help's on the Way wishes to ensure our volunteers that they will be:

Given appropriate and meaningful assignments, along with adequate information, training and assistance.

Shown respect for their skills and individuality and given feedback to improve the ministry.

Be recognized for their contribution to the ministry.

Be assured, that as a ministry, Help's on the Way is committed to supporting volunteers in their service to the community.

As a volunteer of Help's on the Way, I affirm that I have read and understood these guidelines, and that I will do my part to follow them in my own personal conduct.

Signature: _____ **Date:** _____

Psalm 46:1 "God is our refuge and strength, an ever-present help in trouble."