

CWRM GUIDELINES FOR A SUCCESSFUL VOLUNTEER EXPERIENCE

We're glad you're here!



- Your volunteer position is a job, with eternal rewards.
- Although you may not see the immediate outcome of the service you perform, there can be value in every volunteer project, even the most simple. Your presence as a volunteer is one without compensation or expectation of reimbursement, yet appreciated and essential to the Mission's success.
- Please remember that for the entire volunteer experience, you are representing yourself, your team or organization, and the CWRM. Your actions reflect on all of these parties. Treat the experience as a learning opportunity and a chance for personal growth as well as a team building activity. Remember that you are at a site to volunteer, and some service projects may push you beyond your comfort zone. Be open to new experiences and challenges, but be aware of your boundaries and voice any questions or concerns.

GENERAL GUIDELINES

- Please be on time, if you cannot volunteer at your scheduled time please notify the Volunteer Coordinator as far in advance as possible.
- Please respect the organizational culture at CWRM. The staff is experienced with and committed to CWRM. Share your ideas and feedback in a constructive manner.
- Actions contrary to the CWRM's policies could be cause for dismissal without warning, which could include poor attendance and poor performance. Please complete assignments.
- Please dress appropriately and conservatively, in accordance with our dress code.
- Please park to the south of the main Mission, or on the street at The Women's Transformation Center or Rescued Treasures Thrift Store.
- Please do not smoke inside the Mission. You will be directed to the appropriate smoking areas.
- Please do not consume alcohol or other drugs before or while volunteering at CWRM.
- *Be aware that you can say "NO" to a task when you feel the request is inappropriate, beyond your skill level and depth of knowledge, or if you perceive a situation to be unsafe physically or emotionally.*

REGARDING GUESTS



- Please direct problems, questions, or suggestions to the Volunteer Coordinator, including incidents of sexual or physical harassment, & threatening behavior.
- To avoid conflicting counsel, confusion, or dissention between guests and staff, we ask that you do not counsel or offer spiritual advice related to personal choices or direction. Remember that many of our guests/residents have perhaps lived with a dysfunctional set of beliefs and behaviors. We ask that you stay within the boundaries of the CWRM Guidelines and Statement of Faith with patience and Godly love with firm boundaries and limits. Discipleship Program instructors must adhere to strict guidelines and have character references.
- Leave valuables at home or locked out of sight in your vehicle, to avoid any temptation to others.
- Volunteers are not to give or take items from guests, such as money, gifts or favors.
- If you are working with children or guests who are members of the opposite sex, always be in the presence of another adult.
- Guests know their guidelines and could lose services if they fail to follow them. Please do not influence them into negative behavior.
- Volunteers wishing to work with a guest independently from the CWRM are to clear the activities through the Executive Director. No personal contact with guests without permission. For reasons of liability, volunteers are not to give guests rides in their personal vehicles without prior approval. The CWRM takes no responsibility for accidents occurring when volunteers do not follow this policy.
- VOLUNTEERS ARE NEVER TO INTERVENE IN THE FOLLOWING SITUATIONS: intoxicated guest(s), guests displaying behaviors resulting from mental illness (i.e. pacing, talking to oneself or to an object), hostile or abusive guests, or emergency health problems (i.e. seizures or heart problems) unless they have been trained as a desk supervisor. If situations like these or a medical situation occurs, be prepared to call 911 at the request of a Mission staff person.
- CWRM is not responsible for actions taken by volunteers who have not consulted with the Mission staff.



WHEN YOU FIRST ARRIVE AT THE CWRM

- Sign in and out at the front desk. Wear a volunteer badge.
- Staff will help you locate the Volunteer Coordinator and/or department head.
- Your first day you will be given a tour, and shown smoking areas, and given other pertinent information.

CONFIDENTIALITY

- If you are feeling uncertain about a situation, ask before you act. Practice common sense and don't be afraid to ask for clarification or help.
- Do not share personal contact information with guests unless it has been approved by their case manager, and do not arrange personal time alone with a guest.
- Keep personal information pertaining to CWRM guests confidential, even after your volunteer term has ended. This includes full names and issues. There are confidentiality laws that pertain to certain information. Refer any media exchanges to our Executive Director.
- If you have any concerns regarding the safety or well being of a guest, please share this information with their case manager. Guests must sign a release of information if guest's personal data is to be discussed. Please do not take photos of guests without a signed release form.
- ***This list is not exhaustive. Always follow the rules and regulations of a given service site. Thank you!***

KNOW YOUR RIGHTS AS A VOLUNTEER. WHEN IN DOUBT.. ASK AND FIND OUT!