



Volunteer Policies & Procedures

In an effort to provide our volunteers with a safe environment and to better serve those individuals placed in our care, all volunteers of the Westminster Rescue Mission are asked to review and agree to the following guidelines.

General/Administrative

Welcome to WRM! We are excited to have you working with us on the team and are blessed by your time and service – you are a big part of why we are able to minister in the ways we do.

Below is a brief walkthrough of our volunteer procedures and policies to familiarize yourself with.

1) Finding us:

Our address is: 658 Lucabaugh Mill Road Westminster, MD 21157

When arriving for orientation, please drive to the TOP of the hill, past 'The Sparrow's Nest' and enter through the double doors of our front office, centered in the walkway.

2) Signing in:

You will be welcomed by a receptionist who will assist you in signing in and the creation of a badge.

Each subsequent time you volunteer with us, your badge – along with a check-in sheet for tracking hours will be available on a table immediately to your left (upon entry past the office vestibule).

3) Mission Statement

We ask that you familiarize yourself with our Mission Statement and agree not to say or do anything that would compromise the integrity of our Mission, and furthermore that all your volunteer efforts will directly support our Mission.

Mission Statement: The Westminster Rescue Mission exists to advance the Kingdom of God by partnering with local churches, businesses, social services organizations, caring supporters and volunteers to proclaim God's Word and to provide ministries of addictions recovery, hunger relief, and other services for individuals and families in need.

4) **Dress**

For the sake of a distraction free environment to the clientele we serve, and safety while conducting volunteer responsibilities we ask that all volunteers dress conservatively.

To this end – no tight, sleeveless, spaghetti strap or revealing tops. No tight, short, or revealing bottoms. Loose t-shirts and long pants are encouraged.

5) **Age**

Volunteers must be at least 16 years old to serve at the Mission. An adult volunteer or staff member must accompany volunteers under the age of 18 at all times.

6) **Volunteer Stations**

Your volunteer activity will be under the supervision of a designated staff person. If you do not know which staff person is responsible to supervise your activity, please contact our Volunteer Manager, Angela Phillips.

aphillips@westminsterrescuemission.org | Westminster Rescue Mission 658 Lucabaugh Mill Road | Westminster, MD | 21157 | 410-848-2222
www.westminsterrescuemission.org

Volunteers should not leave their area of service without permission from supervising staff personnel.

7) **Transportation**

Transportation for residents of the program or those we serve must have the prior approval of Recovery Staff.

8) **Illegal Substances & Alcohol- Possession**

Use of or being under the influence of illegal drugs, controlled substances, or alcohol products is prohibited on Mission property.

9) **Smoking**

We are a No Smoking facility. Tobacco products or use is strictly prohibited on our property.

10) **Prescription Medication**

The nature of our Recovery Program requires that we create a safe environment for our Residents:

Do not bring prescription medication on to Mission property. If you are ill, we ask that you call the mission to cancel the hours you were coming to serve.

11) **Foul Language & Violence**

Will not be tolerated. Any suspicion of assault, sexual harassment or other inappropriate behavior will be reported to the Volunteer Manager Angela Phillips,
aphillips@westminsterrescuemission.org | Westminster Rescue Mission 658 Lucabaugh Mill Road | Westminster, MD | 21157 | 410-848-2222 www.westminsterrescuemission.org

12) **Soliciting**

No solicitation of goods or services is allowed on Mission property.

13) **Background Checks**

All regular volunteers are subject to background investigation prior to the start of their volunteer service or at any time during.

14) **Equality**

WRM does not discriminate by sex, gender, race, or sexual orientation.

Please be aware that certain volunteer tasks may require the physical ability to stand for periods of time and lift 50lb. Please notify us of any preferences or pertinent medical information regarding your ability to carry on physical volunteer services at the Mission.

15) **Right to Dismissal**

Violations of WRM policies and procedures may result in dismissal from volunteering with the Mission. Volunteers are encouraged to address any questions or concerns about policies and procedures with the on-site supervisor.

Working with Clients

As a volunteer, you have an amazing opportunity to encourage and edify our clients through your service. For the sake of all parties involved, WRM seeks to foster healthy boundaries when engaging with the Residents of our program. The men in our program are in the *process* of recovery and inasmuch, are moving out of a fragile time of life. In order to create healthy distinctions, we ask that you abide by the following while volunteering at WRM:

1) **Personal Information**

Do not offer any personal information, i.e. last name, telephone number, and address or work information to residents or clients.

2) **Gifts and/or Loans**

Under no circumstances may anyone give gifts of any kind, including money, or lend money to residents or those we serve

3) **Contact / Relations**

Social interaction of any kind, off the Mission premises, with a resident or those we serve must be approved by Recovery Staff beforehand. Exchange of contact information is explicitly prohibited.

During our clients' time in the program, we ask that you refrain from social media interaction as well (Facebook, Instagram, Twitter, etc.).

4) **Improper familiarity**

Flirting, dating, and sexual relations are strictly prohibited.

5) **Inappropriate Behavior or Situations**

Must immediately be reported to staff member.

6) **Over the Counter Medication**

Do not offer residents or those we serve any medication, i.e. aspirin, cough medication, cough drops, or anything containing alcohol.

7) **Personal Belongings**

Please be sure to leave all personal belongings at home or in a secured vehicle.

8) **Cell Phones**

Do not lend your cell phone or any other device to a client. While in the Program, residential clients have limited access to phones and social media, and only with permission of staff or while on a pass.

9) **Volunteer Stations**

Your volunteer activity will be under the supervision of a designated staff person. If you do not know which staff person is responsible to supervise your activity, please contact our Volunteer Manager, Angela Phillips. aphillips@westminsterrescuemission.org | Westminster Rescue Mission 658 Lucabaugh Mill Road | Westminster, MD | 21157 | 410-848-2222
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Volunteers should not leave their area of service without permission from supervising staff personnel.

Confidentiality

1) **WRM Privacy Policy**

All information pertaining to clients or Mission business that is acquired while volunteering must be kept confidential.

2) **Confidentiality**

All interactions with clients and personal information, testimonies, stories, and conversations are to be kept strictly confidential. We ask that you refrain from mentioning the names of WRM clients in the community.

3) **Breach of Confidentiality**

A breach of our aforementioned policy on confidentiality will lead to dismissal.



Volunteer Agreement with Policies and Procedures

I, _____ hereby agree that I have read and understood or have had explained to me the above volunteer policies & guidelines. Furthermore, I understand that any violation of these policies & guidelines may result in immediate termination of volunteer status and/or proper legal action.

Volunteer Signature: _____ Date: _____

Parent Signature Date

(if under 18—must be at least 16 years of age to volunteer)

Volunteer Name (please print) Group Name (if applicable)

Staff Signature Date



Photo Release

I hereby give the Westminster Rescue Mission permission to use or publish pictures or images of me for the purpose of illustration, advertising, and promoting activities or participation with Westminster Rescue Mission in an effort to further its mission of serving the needs of the community including distribution of food and other items, and ministering to men in the residential recovery program.

SIGNATURE _____

DATE _____