

Madera Rescue Mission



Volunteer Handbook



Volunteer Handbook Outline

I. Background on MRM Organization

- A. History
- B. Mission, goals, and objectives
- C. Programs and clients served
- D. Major events and activities

II. Organizational Structure

- A. Organization chart
- B. Board of directors
- C. Volunteers

III. Facilities

- A. Parking
- B. Storage of personal belongings
- C. Location of restrooms, supplies, and equipment
- D. No go areas as they apply for both Males & Females

IV. Procedures

- A. Check-in procedures
 - i. Individual Compliance Waiver
 - ii. Group Compliance Waiver
- B. Expectations
 - i. Do's
 - ii. Don'ts
 - iii. Social Ethics
- C. Prohibited Behavior
- D. Breaks, meals, and refreshments
- E. Recordkeeping/incident reports
- F. Statutes and Acts Related to Volunteering
- G. Policy Against Harassment
- H. Required Forms

*Madera Rescue Mission serving the least, the last and the lost,
through the life changing Love of Christ.*



VOLUNTEER HANDBOOK

Welcome to the family of volunteers at the Madera Rescue Mission. The purpose of this handbook is to provide guidance and direction to those generously donating their time and/or talents at the Madera Rescue Mission. We appreciate your participation and thank you for the positive impact you will have on the lives of those we serve. Hopefully, your life will be equally blessed.

We all want a healthy community, a peaceful place where people live and work together in harmony. We all have ideas about how to make that happen. The big question is, who will make that happen? Volunteers can.

Volunteers are necessary and extremely helpful for a healthy community. People from all walks of life donate their time and effort to various causes, day and night, every day of the year. In a human services setting, agency clients and program participants usually can't distinguish between volunteers and paid staff, unless nametags make those designations.

The more connected to a community people feel, the more likely they are to take responsibility for the community and feel pride and a sense of commitment. Mobilizing community resources and expanding capacity through volunteers also enhance an organization's general profile, which can attract more volunteers, program participants, and funds.

Other potential benefits of using volunteers include the following:

- An increased ability to serve clients and respond to the needs of the community (*e.g., increased services, expanded hours of operation, shorter wait times*)
- Greater staff diversity (*e.g., age, race, social background, income, education*)
- Increased skill set
- Expanded community support.

Roles of Volunteers

Many people think of volunteers as helpers stopping by in their spare time to answer phones, organize files, or visit people who are sick or homebound. However, many organizations in their early days rely heavily on volunteers to do the work that is performed later by paid staff. Volunteers fill a key role in running organizations, handling day-to-day tasks, and raising funds. In fact, the boards and committees of local agencies and associations consist entirely of volunteers. Larger organizations, such as the American Red Cross, have survived for more than 100 years due in large part to a strong volunteer commitment.

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I. Organizational History

A. History

Madera Rescue Mission began as a vision to feed the homeless of Madera with the opening of a food kitchen in 1984. The Mission expanded its work as community leadership began to take formation from various Churches in Madera. Madera Rescue Mission Inc. a Christ centered non-profit organization was established in 1987. The first building was completed in 1988 providing shelter for the homeless of Madera.

Since its beginnings, the ministry has expanded to include the construction of additional buildings on campus. Men's Shelter expanded to accommodate a live in (12) month Discipleship Program that required a kitchen and dining area. A Woman's shelter was built to house the homeless which included a Discipleship Program for women as well. Realizing the need to keep families together, four apartment buildings were constructed until finally the growing need facilitated the construction of a Women's and Children's shelter, which doubles as the Missions Office intake area.

B. Overall Mission Goals and Objectives

The Madera Rescue Mission had made it their mission to serve the least the last and the lost, through the life changing Love of Christ. The goal is to provide for the immediate needs of those we come in contact with which include housing food and clothing. For those that have recognized their need for recovery from a life dominating sin/addiction we have a (18) month Discipleship program that will teach them the love of Christ while equipping them for re-entry into the world as viable contributors to the place they call home.

C. Programs and Clients Served

- i. **Daily Meals**
 - a. Up to 300 meals served daily at Breakfast, lunch and dinner
 - b. Weekly food box give-aways
 - c. Weekly clothing give-aways
- ii. **Family Overnight Emergency Shelter**
 - a. A (30) day emergency shelter that serves the needs of the families. This may be Husbands and Wives with kids (12) years and under or, single moms or dads with kids. – (Total occupancy of up to 16)
 - i. (3) meals a day
 - ii. Clothing
 - iii. Safe Shelter
 - iv. Nightly Chapel Service
- iii. **Women's Overnight Emergency Shelter**
 - a. A (30) day emergency shelter that serves the needs of women and mothers with children.– (12 years and under with a total occupancy of 30)
 - i. (3) meals a day
 - ii. Shower
 - iii. Clothing
 - iv. Safe Shelter
 - v. Nightly Chapel Service

- iv. **Transitional Living Program for Women**
 - i. A (13) month Christ Centered residential program for ladies that is designed to help them develop Godly behavior as they discover and surrender to God. - (Occupancy up to (20) women.)
 - ii. Individual Counseling
 - iii. Group Classes
 - iv. Case Management
 - v. Work therapy
 - vi. Nightly Chapel Service
- v. **Men's Overnight Emergency Shelter**
 - i. Emergency shelter supplied to men of (18) or older. – (Occupancy of up to 73)
 - ii. (3) meals a day
 - iii. Shower
 - iv. Clothing
 - v. Safe Shelter
 - vi. Nightly Chapel Service
- vi. **Men's Discipleship Program**
 - i. A (18) month Christ Centered residential program for men that is designed to help them develop Godly behavior as they discover and surrender to God. - (Occupancy up to (40) men.)
 - ii. Individual Counseling
 - iii. Group Classes
 - iv. Case Management
 - v. Work therapy
 - vi. Nightly Chapel Service

D. Major Events and Activities

- i. October Mission Banquet
- ii. Thanksgiving Meal for Homeless
- iii. Christmas Meal and Toy giveaway
- iv. Easter Celebration lunch

II. Organizational Structure

A. Organizational Chart

Executive Director

(Mike Unger - Mission Oversight)

Office Assistant/Education – (Jaimie Watson)

Program/Operations Director

(Don Caballero– Program and Operations)

Women's Services/Prog. Dir.

(Linda Belmontez – Oversight of all female/family shelter Services & Program Oversight & Building Maintenance. Assistant: Janelle Thurston)

**Food Services/Prog. House
Manager**

(Emerson Carrick – Food Services Manager responsible for all matters pertaining to food storage, preparation and service - Manager oversight of all line guest services – Program House . Campus Security & Maintenance)

Case Manager

(Randall McKenney – Work Therapy, Job Placement, Counselling, Classroom teaching)

B. Board of Directors

- i. Keith Cairns, Chairman
- ii. Otto Coelho, Vice Chairman
- iii. Steve Williams, Secretary
- iv. Dan Humphries
- v. Jason Boatwright
- vi. Al Klodt
- vii. Doug Scholten
- viii. Rob Schuh
- ix. Donna Adams

C. Volunteers

i. Volunteer Program

Definition of Volunteer

A volunteer is anyone who, without compensation or expectation of compensation beyond reimbursement, performs a task at the direction of and on behalf of Madera Rescue Mission. A volunteer must be officially accepted and enrolled by Madera Rescue Mission prior to performance of the task.

Special Case Volunteers

Madera Rescue Mission also accepts volunteers who are participating in church or student community service activities, student intern projects, corporate volunteer programs, and other volunteer referral programs. In each of these cases, however, a special agreement must be in effect with the organization, school or program from which the special case volunteers originate and must identify responsibility for management and care of the volunteers.

Service at the Discretion of Madera Rescue Mission

Madera Rescue Mission accepts the service of all volunteers with the understanding that such service is at the sole discretion of the agency. Due to the somewhat delicate nature of some guests, volunteers who desire to serve at the Women and Children's site are subject to a background check prior to serving. Volunteers agree that Madera Rescue Mission may at any time, for whatever reason, decide to terminate the volunteer's relationship with the agency. The volunteer may, at any time, for whatever reason, decide to end his/her relationship with Madera Rescue Mission. Notice of such a decision should be communicated as soon as possible to the volunteer's supervisor or Director of Operational Services.

Before volunteering, volunteers are required to complete or be aware of the following:

- Complete a Volunteer Application.
- Understand and adhere to the Madera Rescue Mission Volunteer Orientation and Handbook guidelines.
- Have completed the volunteer waiver hold harmless agreement.
- Sign and agree to the Volunteer and Confidentiality Agreement.
- Madera Rescue Mission has the right to make the decision regarding the best placement of a volunteer.
- Madera Rescue Mission provides only liability insurance for volunteers.
- Madera Rescue Mission does not provide Worker's Compensation for volunteers.
- Volunteers will not hold Madera Rescue Mission responsible for any medical/accidental claims.

ii. Rights and Responsibilities of Volunteers and Madera Rescue Mission

Both volunteers and Madera Rescue Mission have rights and responsibilities. Volunteers are engaged to perform a specific service and Madera Rescue Mission agrees to provide the volunteer with a worthwhile and rewarding experience. In return, each has the right to some basic expectations of the other.

Volunteers have the right to:

- Be asked for their permission before any job-related reference, police or other checks are conducted.
- Know the purpose and ground rules of Madera Rescue Mission.
- Receive appropriate orientation and training for the job.
- Be provided a place to work and suitable tools for the task.
- Accept and give suggestions and constructive feedback.
- Expect clear and open communication from Madera Rescue Mission.

Madera Rescue Mission has the right to:

- Receive as much effort and quality service from a volunteer as a paid worker, even on a short-term basis.
- To select the best volunteer for the job by interviewing and screening all applicants. This might include reference and police checks and, where appropriate, a prohibited employment declaration for roles that involve working directly with children or at-risk adults.
- Expect volunteers to adhere to their service descriptions/outlines and Madera Rescue Mission's code of conduct.
- Expect volunteers to be on time and task. – *(If for whatever reason the volunteer cannot fulfill a given obligation, on a given date and time they are asked to advise the MRM as soon as they know so that any necessary adjustments can be made.)*
- Expect volunteers to observe safety and security rules.
- Expect clear and open communication from the volunteer.
- Expect any youth between the ages of 12-18 to be supervised at all times by a designate parent or guardian. – *(Children under the age of 12 are discouraged given the nature of the Mission's guests.)*
- Accept and give suggestions and constructive feedback.
- Release volunteers under certain circumstances.
- Redirect volunteers determined unsuitable or to say no to volunteers.

Volunteers have the responsibility to:

- Follow Madera Rescue Mission's safety and security rules.
- Follow Madera Rescue Mission's anti-discrimination policy.
- Ensure that confidential information is respected and treated appropriately.
- Respect the rights and dignity of clients and fellow workers and work as team members.
- Attend designated orientation and training programs offered by Madera Rescue Mission.
- Seek assistance, guidance or information where necessary and give and receive constructive feedback as appropriate, document and submit reports of unusual incidents.
- Fulfill agreed commitments or re-negotiate their commitments if necessary.
- In the course of providing assistance, volunteers may determine this is the type of project that could benefit from an additional partnership with other agencies. Volunteers should let Madera Rescue Mission know if they feel partnering with other agencies would be helpful for the project, and whom they might recommend.

Madera Rescue Mission has the responsibility to:

- Ensure volunteer information is kept confidential and is used appropriately.
- Respect the rights and dignity of volunteers.
- Appreciate volunteers for their continuing commitment and contribution to Madera Rescue Mission.
- Administer and manage the volunteer program in a professional manner.
- Give and receive constructive feedback.
- Allocate resources responsibly.
- Ensure expectations are known at the outset and standards are maintained.

- Endeavor to refer inappropriately allocated volunteers to a service more suitable.
- Release volunteers under certain circumstances, such as when their service is detrimental to the individuals being served at Madera Rescue Mission.

*** Please note that due to a current lack of staffing, weekend volunteers cannot be accommodated; any exceptions must be cleared by the Executive Director or His designate.

III. Facilities

A. Parking

Parking is available between the House of Prayer and the Main office off of Clinton. This area is lit and maintained for safety.

B. Storage of Personal Belongings

At this time there is no designated area where volunteers can store anything they brought with them to the Mission. For this reason we ask that you limit those things you bring to Mission, and certainly consider leaving anything of value at home or in your car. Madera Rescue Mission cannot take responsibility for anything that was brought onto campus and subsequently lost for whatever reason.

C. Restrooms, Supplies, and Equipment

All restrooms are clearly marked for your convenience and are located in each building. Any needed supplies or equipment can be procured by way of request through the appropriate House Manager or staff person on duty. If there is a need for any specific required equipment we would ask that you make prior arrangements with MRM so as to confirm availability of said equipment. - (eg. *Sound System and set up*)

D. No go area for Males & Females

The upstairs overnight male line guest area is strictly off limits for all females unless approval is granted for a specific reason and a MRM designate accompanies them while in this area.

The female and female with childrens areas are strictly off limits for all males unless approval is granted for a specific reason and an MRM designate accompanies them while in this area.

IV. Procedures

A. Check in Procedures

Volunteers are asked to check in at the front office and indicate the time they entered the MRM. If a group is attending the designated leader will sign in and indicate his co-volunteers attending with him. A temporary MRM Volunteer Id tag will be issued at point of arrival. This tag is to be returned as you sign out upon departure.

i. Individual Waiver Compliance

An individual Waiver Compliance agreement is signed when volunteer submits Madera Rescue Mission volunteer application. I, volunteer, confirm that I have read the Volunteer Handbook. I understand its terms. I have had the time and opportunity to read and ask questions regarding the Volunteer Handbook and this Agreement. I agree to abide by all rules and guidelines contained within them. By signing this Agreement (*when submitting my volunteer application*), I am giving up substantial legal rights I might otherwise have, and I confirm that I am at least 18 years of age, and I have made this agreement knowingly and voluntarily without any inducements.

ii. Group Waiver Compliance

Group Waiver Compliance agreement is signed when volunteer submits Madera Rescue Mission volunteer application. As the designated group leader, I, volunteer, confirm that I have read the Volunteer Handbook. I understand its terms. I have had the time and opportunity to read and ask questions regarding the Volunteer Handbook and this Agreement. I agree to abide by all rules and guidelines contained within them. By signing this Agreement (*when submitting my volunteer application*), I am giving up substantial legal rights I might otherwise have, and I confirm, I am at least 18 years of age and I have made this agreement knowingly and voluntarily without any inducements.

Furthermore, I agree to ensure my group has a thorough understanding of the Mission's Volunteer policies. Also, I agree to provide the Executive Director or his designate a list of my group member's names, addresses, phone number and email addresses (*if needed*) before beginning our volunteer assignment.

B. Expectations - Volunteer Professionalism

i. Do's

- Wear appropriate clothing—casual, business, or professional attire. – (*No open toed shoes in the kitchen.*)
- Conduct yourself in a professional manner at all times while on duty.
- Avoid gossip, politics, drama, and triangles in the context of relations with supervisors, co-workers, clients, MRM et al.
- Respect confidentiality in terms of information on clients and internal agency matters. – (*see confidentiality agreement*)
- Avoid personal use of MRM resources—phone, supplies, etc.
- Avoid spending time on personal activities while on duty without explicit permission from your supervisor—phone, email, Facebook, Internet, schoolwork, paying bills, etc.
- Follow established lines of communication and the chain of command within MRM organization.
- Seek out periodic feedback on your performance—negative as well as positive. Adopt an attitude of “*I want to learn and get better*” vs. being defensive about constructive criticism.
- Follow the “*communicate up*” rule---communicate with your supervisors and superiors frequently, positively, and strategically.
- Seek to work collaboratively and cooperatively with others; promote a participatory management, team environment in so far as you have the capacity to do so.

B. Expectations - Volunteer Professionalism

ii. Don'ts

- Report to their MRM site under the influence of drugs or alcohol.
- Give or loan clients money or other personal belongings.
- Make promises or commitments to a client that cannot be kept.
- Give any client or MRM representative a ride in a personal vehicle.
- Tolerate any verbal exchange of a sexual nature or engage in behavior that might be perceived as sexual with a client or MRM organization representative.
- Tolerate any verbal exchange or engage in behavior that might be perceived as discriminating against an individual on the basis of their age, race, gender, sexual orientation, ability or ethnicity.
- Engage in any type of business with clients during the term of service.
- Enter into personal relationships with a client or community partner representative during the term of service.

B. Expectations - Volunteer Professionalism

iii. Social Ethics

Social ethics govern our behavior in the public domain (*our work with agencies and community organizations; anytime we are representing Madera Rescue Mission*)

- Honor and respect human diversity along race, gender, class, etc.
- Show respect to all people including those with whom you disagree; this includes staff, guest speakers, line side guests, Program Disciples or spokespersons, and fellow volunteers.

- Handle stress and conflict nonviolently—in word, deed, and spirit.
- Avoid sexist language, humor, or actions.
- Avoid racist language, humor, or actions.
- Avoid homophobic language, humor, or actions.
- Avoid intolerant language, humor, or actions.
- Avoid all other language, humor, or actions that stigmatize or degrade anyone of a minority status (*handicapped, politically different, religious minority, etc.*).
- Confront persons and situations that may involve sexism, racism, homophobia, intolerance, or other disrespectful or degrading treatment of anyone; but do so in a non-violent Biblical manner extending love where possible.
- Avoid being rude to staff, guest speakers, line side guests, Program Disciples or spokespersons, and fellow volunteers, by talking, sleeping, yawning, text-messaging, reading, or doing other off-task behaviors when they are talking or making their presentation. Show respect by listening, paying attention, and interacting in an appropriate way.

C. Prohibited Behavior/Conduct

Due to the severity of the implications of not adhering to the following conduct, non-compliance of any of the following rules of conduct will result in immediate dismissal from the Madera Rescue Mission volunteer program and when necessary, legal steps will be taken to receive compensation of monetary or material loss.

- Volunteer will not represent Madera Rescue Mission without the expressed approval of the Executive Director or a member of the Senior Leadership Team. This includes representation at functions and events; form letters to members, volunteers, and/or other board members; donation and/or sponsorship requests, fundraisers; media representation; legal representation; or any other type of representation not pre-approved.
- Volunteer will not conduct any type of event; fundraiser; request for donations, services, supplies, sponsorship, information, and/or assistance of any kind; or any event in the name of Madera Rescue Mission without pre-approval by Mission management.
- Volunteer will not request any type of service, monetary donation of any kind, or item for personal use or benefit by using their role in Madera Rescue Mission as their reason for request without preapproved consent from Mission management.
- Volunteer will not receive any type of personal or monetary compensation for their role at the Madera Rescue Mission.
- Volunteer will not implement new services of Madera Rescue Mission without the consent of the Mission management.
- All new services and purchases must be pre-approved by the Executive Director or his designate.
- Volunteer will not interfere in or disrupt the duties of other volunteers, officers or board members.
- Volunteers will not install or un-install computer software or hardware unless pre-approved.

*** Volunteers who do not adhere to the rules and procedures of the Madera Rescue Mission or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. Possible grounds for dismissal may include, but are not limited to, the following: gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property or misuses of Madera Rescue Mission equipment or materials, abuse or mistreatment of clients or co-workers, failure to abide by Madera Rescue Mission policies and procedures, failure to meet physical or mental standards of performance and failure to satisfactorily perform assigned duties.

D. Breaks, Meals and refreshments

While on site and volunteering with the Madera Rescue Mission volunteers are encouraged to enjoy any breaks, meals and refreshments with the guests as appropriate. You may as you feel led to bring in your own meals, snacks and refreshments however the Mission usually has ample supply to ensure our volunteers are taken care of while on site.

E. Recordkeeping/incident reports

As mentioned earlier all volunteers are required to sign in and receive a volunteer badge, and return said badge as they sign out at the end of their service.

In addition any incident witnessed by a volunteer and thought to be important enough to be brought to the attention of the House Manager or staff person on duty must in turn detail the incident in writing narrating the event they observed. This report should then be returned to the House Manager or staff person requesting the report where it may be used if need be for corrective measures, and filed as a record of the event.

F. Statutes and Acts Related to Volunteering

Good Samaritan Statutes

Good Samaritan statutes are laws enacted by various states that protect a health care provider or other rescuer from being sued after giving emergency help to a victim, provided the person uses reasonable, prudent guidelines for care using the resources he or she has available at the time of the accident. Most states have enacted some form of Good Samaritan or volunteer protection law prohibiting a victim from suing a physician or other health care professional for injuries from a Good Samaritan action. To trigger protection from such an act, several conditions must be satisfied: It must be a volunteer act, the person receiving the help must not object to being helped, and the actions of the rescuer must be a good-faith effort to help.

The Volunteer Protection Act

The Volunteer Protection Act (VPA), Public Law 105-19, provides immunity for volunteers serving nonprofit organizations or government entities for harm caused by their acts or omissions if:

- The volunteer was acting within the scope of his or her responsibilities
- If required, the volunteer was properly licensed, certified, or authorized to act
- The harm was not caused by willful, criminal, or reckless misconduct or gross negligence
- The harm was not caused by the volunteer operating a motor vehicle, vessel, or aircraft.

Despite the VPA, many volunteers remain fully liable for any harm they cause, and all volunteers remain liable for some actions. The Act only applies to 501(c)(3) organizations and government entities. In addition, the VPA does not prevent a nonprofit from bringing an action against a volunteer. Other exceptions to the liability limitation include misconduct that is a crime of violence, hate crime, sexual offense, or violation of Federal or State civil rights law and acts committed under the influence of alcohol or drugs.

G. Policy against Harassment

Madera Rescue Mission is committed to maintaining an environment that is free of harassment. In keeping with this commitment, we will not tolerate harassment of its employees, volunteers, or clients by anyone, including any manager, supervisor, co-worker, volunteer, vendor, guest or client. Conversely, any volunteers found harassing any Madera Rescue Mission's clients, employees, other volunteers, suppliers, visitors, or anyone else who conducts, attempts to conduct or is solicited for business with MRM will not be tolerated.

Harassment of any kind whether verbal, physical or visual that is based upon an individual's race, ancestry, national origin, religion, age, disability, sex or sexual orientation is specifically prohibited. All employees and volunteers are responsible for helping to assure a workplace free of harassment.

Employees/volunteers/or guests who believe that they have experienced or witnessed harassment are strongly urged to notify the Executive Director or his designate or any other member of management immediately.

Madera Rescue Mission forbids retaliation against anyone who has reported harassment or participated in an investigation. If an investigation confirms that harassment has occurred, Madera Rescue Mission will take appropriate corrective action, up to and including termination.

H. Required Forms

V. Mission Statement

The Madera Rescue Mission endeavors to glorify God by meeting the spiritual and physical needs of the least, the last and the lost in our community.

A. Our Vision

Recognizing the teachings of Jesus, that the least, the last and the lost will always be in our midst, we will partner with the Christian community, social services agencies, businesses, families and individuals to meet the spiritual and physical needs of all men, women and children in our community.

B. Our Values

Christ-centered by treating the least, the last and the lost with love and compassion.

C. Statement of Faith

We believe the Bible to be the inspired, the only infallible, authoritative Word of God. (2 Timothy 3:15-17; 2 Peter 1:20-21).

We believe there is one God, eternally existent in three persons: Father, Son and Holy Spirit. (1 Timothy 3:16; Matthew 28:19; Ephesians 4:4-6; 1 Peter 1:2; Romans 8:14-17).

We believe in the deity and humanity of Christ, born of a virgin, His sinless life, His miracles, His vicarious and atoning death through His shed blood, His bodily resurrection, His ascension to the right hand of the Father, His present rule as Head of the Church, and in His personal return in power and glory. (Luke 1:30-35; John 1:14, 5:39; 2 Corinthians 5:21; 1 Corinthians 15:3-4).

We believe that for the salvation of lost and sinful humankind, regeneration by the Holy Spirit is absolutely essential and that we are saved by grace through faith, apart from works; that the sinner who repents and personally accepts the finished work of Christ on the cross becomes a child of God, is made a new creature, and is indwelt by the Holy Spirit. (Ephesians 2:8-9; John 1:12, 3:36; 2 Corinthians 5:17; John 14:17; Hebrews 9:11-14).

We believe in the present ministry of the Holy Spirit, by whose indwelling the Christian is enabled to live a Godly life. (John 14:17; John 16:13-15; Romans 8:14-17).

We believe in the resurrection of the saved and their eternal life with God, and the resurrection of the lost and their eternal separation from God. (1 Corinthians 15:53; Job 19:25-27; John 3:16; 1 Thessalonians 4:13-18; Revelation 20:5-6, 20:11-15).

We believe in the spiritual unity of believers in our Lord Jesus Christ, with equality across racial, gender and class differences. (1 Corinthians 12:13; Ephesians 2:13-14).

D. Spiritual Goals

The spiritual goals of the Madera Rescue Mission are as follows:

To lift up and glorify the Savior.

To preach, teach and witness concerning the redemptive (saving) and life changing power of Jesus Christ.

To see men, women and children come to have a personal encounter with Jesus.

To build up in the faith and lead to maturity those who have come to know Christ as Savior and Lord through life changing and discipleship programs that includes such things as: Bible studies, prayer, empowerment of the Holy Spirit, personal discipline, constructive work and service to others.

To promote a spirit of unity and cooperation with other like-minded Christians that we might all work together for the cause of Christ.

Please affix your name, and sign below if you are in accordance with the aforementioned information as presented:

Name: _____ Signature: _____ Date: ___ / ___ / ___

Madera Rescue Mission serving the least, the last and the lost, through the life changing Love of Christ.



Chapel Guidelines

Chapel is conducted each night for both the men and women at 6:30 p.m. and takes anywhere from (30) to (60) minutes with every effort made to not go beyond 7:30 p.m. Within this time allotment there is ample time to worship God by way of singing and prayer as well as having presented a message of salvation wrapped up in God's love for His people. Please arrive and sign in at least (10) minutes prior to start time or 6:20 p.m.

BIBLE – All of our presenters are asked to use the Holy Bible comprised of (66) books – (39 O.T. books and 27 N.T. books.) It is believed that by using the same Bible we will avoid confusing our guests. The Bible is a love story between God the Father, who sent God the Son, who died for our sins and rose three days later so that He could send God the Holy Spirit. It is this love for man that provides a Word of hope and encouragement for all that come in contact with it.

SPEECH – Many of our guests know very little about religion or a relationship with Jesus and for that matter the Bible. Therefore it is in our best interest to use plain language when talking and praying with them.

We would also ask that while presenting at the MRM that you refrain from discussing your church's denomination beliefs, choosing rather to focus in on the love our Lord has for man as indicated in *1 Corinthians 13*. (However you are welcome to answer any questions that may arise after the Chapel service, time permitting, or extend an invitation for them to join you as your guest some Sunday in your Church.)

Please be advised that our guest often attend Chapel every night and for this reason we ask you limit your talk time to no more than 30 minutes.

LOVE – As mentioned earlier, we make a big deal about love here at the MRM and this stems from the fact that many if not all of our guests to some degree, or another feel beat down and or discouraged. Our Father loves them, and has chosen us to present His love through you. It has been the Mission's experience that once a person see's your heart and the love you have for them they will become more receptive to the Good News we are called to bring to those we serve; *Luke 4:18 "The Spirit of the LORD is upon Me, Because He has anointed Me To preach the gospel to the poor; He has sent Me to heal the brokenhearted, To proclaim liberty to the captives And recovery of sight to the blind, To set at liberty those who are oppressed; MRM's hope is that our guests have an encounter with the life changing love of Jesus so that they might leave encouraged.*

SCHEDULING – On a month to month basis you will be given dates to share the Gospel unless arrangements are made in advance for you to regularly share on a given night/s. If for whatever reason you are unable to fulfill your speaking commitment we ask that you call (24) hours in advance where possible so that we can fill the Chapel speaking void with a suitable replacement.

CURRICULUM – All curriculum that you wish to share during Chapel time must first be approved by The Director, or his designate.

PARTICIPATION – For the comfort of our guests we ask that you don't force participation upon any guest by asking them to read from the Bible, pray or come forward etc.

MEDICATION/DR. Although we acknowledge God as the Great Physician capable of healing whom He wants when He wants we ask that you not advise guests to stop taking prescribed medication or seeing their Physician.

CONFLICT – Any conflict between guests is to be brought to the staff's attention so that they can resolve it quickly.

CONTACT INFORMATION – Please do not give out your phone number or personal information to any guest.

We thank you in advance for your cooperation and commitment to come and to share God's word and love with our guests. We pray that the Lord blesses all that you do on His behalf as you bring honor to His Son Jesus.

Sincerely,
Madera Rescue Mission

*Madera Rescue Mission serving the least, the last and the lost,
through the life changing Love of Christ.*



Volunteer Agreement

The volunteer agreement is intended to ensure an understanding between volunteer managers and volunteers of the volunteer position description and the organization's policies and procedures.

Agency

The Madera Rescue Mission agrees to accept the services of _____ [name] beginning _____ [date].

And we commit:

1. To provide accurate information, training, and assistance.
2. To ensure supervision and provide job assessment and feedback where applicable.
3. To respect the skills and individual needs of the volunteer.

Volunteer

I, _____ [name], agree to serve as a volunteer and commit:

1. To perform volunteer duties to the best of my ability.
2. To follow MRM's rules, policies, and procedures, including recordkeeping requirements and confidentiality of agency and client information.
3. To meet time and duty commitments, or to provide adequate notice so that alternate arrangements can be made.

Agreed to:

- Volunteer Staff Representative _____ [name]
- Volunteer signature _____
- Date _____
- Director of Programming _____

*Madera Rescue Mission serving the least, the last and the lost,
through the life changing Love of Christ.*



P.O. Box 642 • Madera, CA 93639
Bus. (559) 675-8321 • Fax (559) 675-8073 • maderarm@sbcglobal.net

RESCUE MISSION VOLUNTEER INFORMATION FOR AND VOLUNTEER WAIVER, HOLD HARMLESS AND INDEMNIFICATION AGREEMENT

By signing this Volunteer Waiver, Hold Harmless and Indemnification Agreement, I understand and agree to the following terms and conditions related to volunteering my services to the Madera Rescue Mission, Inc., or its affiliate organizations, or others as the case may be collectively considered, the "Organization".

1. I recognize that, as a volunteer I represent the Organization to the public. I accept the responsibility for this status and will conduct myself in a professional manner. I will be clean and sober when conducting business as a representative of this Organization.
2. I will not participate in and will report any and all instances of any sort of harassment, exploitation, and or intimidation. I will work to maintain an atmosphere of physical and emotional safety for everyone associated with the Organization, including but not limited to, employees, volunteers, clients and visitors.
3. I agree to maintain the confidentiality of all volunteers, clients, and donors about whom I have personal and identifying information.
4. I agree to honor the commitment length and frequency of service that I make to the Organization. I agree to provide as much advance notice as is possible in the event that I will be absent from my volunteer shift. I agree to update my personal information and emergency information as changes occur.
5. I am aware that as a volunteer I expose myself to potential hazards which include but are not limited to: kitchen accidents, cuts, burns, back injury from lifting, car accidents, property damage or injury to others in car accidents, falls, assaults, theft etc. Potential hazards have been explained to me. I am voluntarily participating in this service with the knowledge of the potential hazards involved and hereby agree to accept any and all risks and or injuries incurred during my participation as a volunteer.
6. I agree that my assignees, heirs, distributees, guardians and other legal representatives will not make a claim against, or sue for injury or damage resulting from the negligence or other acts, howsoever caused, by any employee, agent, or volunteer contractor of the Organization as a result of my participation as a volunteer. I hereby release the Organization from all actions, claims, or demands that I, my assignees, heirs, guardians and legal representatives now have or may hereafter have for injury resulting from my participation as a volunteer.
7. If my volunteer service includes driving an automobile, I acknowledge that I have both a valid drivers' license and automobile liability insurance policy as required by state law. I agree to maintain my license and insurance in good standing for my entire tenure as a volunteer for the Organization. I am knowledgeable of and agree to abide by local and state traffic laws. I agree not to drive while under the influence of alcohol and/or other intoxicating substances.

8. I acknowledge that Organization has a policy of treating all children, youth, adults, or elderly people with the utmost dignity and respect regardless of whether they are an employee, client, volunteer or in the public sector. I further acknowledge that if am ever deemed, in the discretion of the Organization, to act in a manner contrary to this policy, that my volunteer position may be terminated. Further, should I witness or suspect such a violation by any other person, I shall immediately report the same to my volunteer coordinator or other such representative of the Organization. Any act of child abuse by me or someone else must further be reported immediately to the local county authorities and I agree to submit to any investigation of the same by Organization or such county authorities.

9. If I am signing this release of liability on behalf of my minor child, I represent and warrant that I am his/her parent or legal guardian, with all necessary rights to allow my child to volunteer with the Organization, and make the representations, warranties and waivers on his/her behalf as described herein. I further acknowledge that in the event of an emergency or other event requiring immediate medical attention, that Organization is authorized to administer or seek such medical treatment, in the discretion of Organization, and to charge the cost of such treatment to me.

10. I acknowledge that it is imperative for the Organization to keep accurate administrative records relating to volunteer services performed on behalf of the Organization. As such, I agree to sign in as directed at the commencement of my volunteer service on any given day, and to sign out at the termination of such service on any given day, and to note my area of service to the Organization.

11. I acknowledge that my position as a volunteer for the Organization is of vital importance to the Organization and its ability to conduct its business to the highest standards. Likewise, however, I acknowledge that my position as a volunteer is a privilege extended to me by the Organization, and not a right, and therefore my position may be terminated at any time, and for any reason, at the discretion of Organization without any liability whatsoever to me related to such termination.

12. I acknowledge that I have not been arrested or convicted of a crime listed in the Sex Offender Registration Act of California Penal Code Sections 290 (c), and 667.5(c) and that I am not listed as a Megan's Law Database: <http://www.meganslaw.ca.gov/search.asp>.

13. I have carefully read this agreement and fully understand its contents. I am aware that this is a release of liability and I sign it of my own free will.

Group/Organization Name: _____ Individual: _____
 Main Contact: _____ Date: _____

Please list names (printed) and signatures of each participating member below.

Name (Printed)	Signature	E-mail	Phone

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Permission to Obtain a Background Check

(This form authorizes the church/organization to obtain background information and must be completed by the applicant.)

In the interest of safety and security I, the undersigned applicant (also known as "consumer"), authorize _____ through its independent contractor, Sterling Infosystems, to procure background information (also known as a "consumer report and/or investigative consumer report") about me, prior to, and at any time during, my service to the organization. This report may include my driving history, including any traffic citations; a social security number verification; present and former addresses; criminal and civil history/records; and the state sex offender records.

I understand that I am entitled to a complete copy of any background information report of which I am the subject upon my request to _____, if such is made within a reasonable time from the date it was produced. I also understand that I may receive a written summary of my rights under the Fair Credit Reporting Act.

Signature: _____ Date: _____

(Please keep the top portion of this form on file for up to seven years. The bottom portion may be shredded or given back to the applicant after the report has been ordered.)

Identifying Information for Background Information Agency (also known as "Consumer Reporting Agency")

Print Name: _____
First Middle Last

Other Names Used (alias, maiden, nickname): _____

Current Address: _____
Street/P. O. Box City State Zip Code County Dates

Former Address: _____
Street/P. O. Box City State Zip Code County Dates

Social Security Number: _____ Home Telephone Number: _____

Driver's License Number: _____ State of Issuance: _____ Date of Birth: _____ Gender: _____

NY Applicants Only: I further understand that I may request a copy of any investigative consumer report by contacting STERLING. I further understand that I will be advised if any further checks are requested and provided the name and address of the consumer reporting agency.

California Applicants and Residents: If I am applying for employment in California or reside in California, I understand I have the right to visually inspect the files concerning me maintained by an investigative consumer reporting agency during normal business hours and upon reasonable notice. The inspection can be done in person, and, if I appear in person and furnish proper identification; I am entitled to a copy of the file for a fee not to exceed the actual costs of duplication. I am entitled to be accompanied by one person of my choosing, who shall furnish reasonable identification. The inspection can also be done via certified mail if I make a written request, with proper identification, for copies to be sent to a specified addressee. I can also request a summary of the information to be provided by telephone if I make a written request, with proper identification for telephone disclosure, and the toll charge, if any, for the telephone call is prepaid by or directly charged to me. I further understand that the investigative consumer reporting agency shall provide trained personnel to explain to me any of the information furnished to me; I shall receive from the investigative consumer reporting agency a written explanation of any coded information contained in files maintained on me. "Proper identification" as used in this paragraph means information generally deemed sufficient to identify a person, including documents such as a valid driver's license, social security account number, military identification card and credit cards. I understand that I can access the following website - <http://sterlinginfosystems.com/privacy> - to view STERLING'S privacy practices.

INDIVIDUAL / GROUP VOLUNTEER APPLICATION

MADERA RESCUE MISSION

Contact Information

PLEASE PRINT

<input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Miss. <input type="checkbox"/> Ms. <input type="checkbox"/> Dr.		e-mail Address:	
Name (Last, First)			
Address		City	State ZIP Code
Contact Numbers [home, work, cellular, fax]:			
Occupation		Employer Not employed, but I spend my time ... :	
In case of emergency:	Name	Relation	Phone Number

Availability / Training

Days Available:	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Hours AM							
Available: PM							

Affiliations [Church / Pastor]:

Please state a brief summary of your previous volunteer experience:

Courses Taken: "Operation Timothy" "Celebrate Recovery" "Addicts for Christ" "Generational Crossroads"

Check Where Relevant:

How would you like to be involved in the Madera Rescue Mission Ministry?

Individual Family Group To Fulfill Class Assignment / Community Service * I am court appointed to serve

Areas of Interest

(Please mark any areas of service interest)

Specific Ministries:

- Emergency Family Shelter
- Women's Transitional Shelter
- Men's Shelter
- Food Services (Kitchen) *
- Women's Auxiliary
- Chaplaincy

General Services

- Data Entry / Admin.
- Presenters (Trained Position)
- Food Warehouse / Labor *
- Hospitality / Decorations
- Marketing

Special Skills:

- Landscaping
- Painting
- Plumbing
- Maintenance

Advanced Education/Training:

- Legal
- Medical
- Financial
- Education: Biblical
- Education: General
- Other: _____

Consider Your Spiritual Gifting ... How would the Lord choose to use you in our ministry opportunities? We invite you to pray about this.

* Those court appointed are assigned to Food Services / Labor only

Optional Information

(Please only fill out this portion of the application if you feel comfortable doing so.)

Date of birth:	Ethnicity: (Are you bilingual?)	Marital Status:
Do you have any relevant limitations related to your health?		Education (Especially Post High School education)

Mandatory Information:

Have you ever been convicted of a felony? Y N Please Specify _____
 Have you ever been arrested for a sex offense? Y N

I certify that the statements made in this Volunteer Application are true and correct, and have been given voluntarily. I understand that this information may be disclosed to any party with proper interest, and I release this Agency from any liability whatsoever for supplying such information. I agree to abide by the Volunteer Personnel Policies and Procedures of the Madera Rescue Mission.

Volunteer's Signature: _____ Date: _____

BE SURE TO READ THE BACK PORTION OF THIS APPLICATION. Signature Required