

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.
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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.

VOLUNTEER HANDBOOK

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

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. 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

- 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. **Emergency Overnight Shelter**
 - a. A (30) day emergency shelter that serves the needs of those most in need. This may be Men, and or, Women with children - (Total occupancy of up to 14)
 - i. (3) meals a day
 - ii. Clothing
 - iii. Safe Shelter
 - iv. Nightly Chapel Service
- Women's Overnight Emergency Shelter iii.
 - a. A (30) day emergency shelter that serves the needs of women and mothers with children. - (8 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
- Transitional Living Program for Women iv.
 - i. An (18) month Christ Centered residential program for ladies designed to help them develop Godly behavior as they discover and surrender to God. -(Occupancy up to (05 women.)
 - ii. Individual Counseling
 - iii. Group Classes
 - iv. Case Management

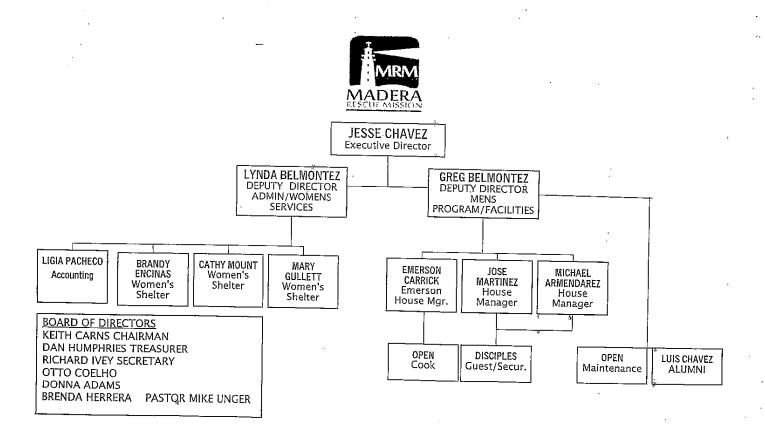
- v. Work therapy
- vi. Nightly Chapel Service
- Men's Overnight Emergency Shelter v.
 - i. Emergency shelter supplied to men of (18 or older. (Occupancy of up to 73)
 - ii. (3) meals a day
 - iii. Shower
 - iv. Clothing
 - v. Safe Shelter
 - vi. Nightly Chapel Service
- vi. Men's Discipleship Program
 - i. An (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 (20) men.)
 - Individual Counseling
 - iii. Group Classes
 - iv. Case Management
 - v. Work therapy
 - vi. Nightly Chapel Service

D. Major Events and Activities

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

II. Organizational Structure

A. Organizational Chart



C. Volunteers

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.

Rights and Responsibilities of Volunteers and Madera Rescue Mission ii.

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.

Vol

unt	teers 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.			1.		

☐ To select the best volunteer for the job by interviewing and screening all applicants.

	(cont.) This may 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 clear and onen communication from the	
	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 inherent risks involved when working in this often volatile environment.)	
	Accept and give suggestions and constructive feedback.	
	Release volunteers under certain circumstances.	
	Redirect volunteers determined unsuitable or to say no to volunteers.	
Volun	teers 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	
	reedback 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	
Maday	and which they might recommend.	
wauer	a Rescue Mission has the responsibility to:	
	Ensure volunteer information is kept confidential and is used appropriately.	
	Respect the rights and dignity of volunteers.	
U	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 the first and the second of the second	
	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.	
*** Plea	se note that due to a current lack of staffing, weekend volunteers cannot be accommodated; any	
exception	ns must be cleared by the Executive Director or His designate.	
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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

1.	D0.8	\mathbf{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.
	Е	
		Avoid personal was of MPM resources at the second state of the second se
		Product Supplies, Cic.
	_	Avoid spending time on personal activities while on duty without explicit permission from your supervisor—phone, email, Facebook, Internet, schoolwork, paying bills, etc.
		Adopt an attitude of "I want to learn and get better" vs. being defensive about constructive criticism.
,		
		and superiors frequently, positively, and strategically.
		management, team environment in so far as you have the capacity to do so.
B. Ex	pecta	tions - Volunteer Professionalism
ii.	Don'	
		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. Exp	pectat	ions - Volunteer Professionalism
iii.	Social	Ethics
Social	l ethics	govern our behavior in the public domain (our work with agencies
and com	munity	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.
	Ο.	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. Prol	aibited Behavior/Conduct
Due to the	e severity of the implications of not adhering to the following conduct, non-compliance of any of
the follow	ving 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 le	oss.
	olunteer will not represent Madera Rescue Mission without the expressed approval of the
E	xecutive Director or a member of the Senior Leadership Team. This includes representation at
fu	unctions and events; form letters to members, volunteers, and/or other board members; donation
ar	ad/or sponsorship requests, fundraisers; media representation; legal representation; or any other
ív	pe of representation not pre-approved.
□ V	olunteer will not conduct any type of event; fundraiser; request for donations, services, supplies,
Sin	consorship, information, and/or assistance of any kind; or any event in the name of Madera
Re	escue Mission without pre-approval by Mission management.
	olunteer will not request any type of service, monetary donation of any kind, or item for
ne	ersonal use or benefit by using their role in Madaus D
wi	ersonal use or benefit by using their role in Madera Rescue Mission as their reason for request ithout preapproved consent from Mission management.
□ Vo	Single produption of normal and the same of n
M	olunteer will not receive any type of personal or monetary compensation for their role at the adera Rescue Mission.
the	plunteer will not implement new services of Madera Rescue Mission without the consent of eMission management.
	I new services and purchases must be pre-approved by the Executive Director or his designate.
⊔ V0	dunteer will not interfere in or disrupt the duties of other volunteers, officers or board imbers.
U V0	lunteers will not install or un-install computer software or hardware unless pre-approved.
to setisfacts	eers who do not adhere to the rules and procedures of the Madera Rescue Mission or who fail
to satisfact	orny periorm their volunteer assignment are subject to dismissal. Possible grounds for
uisinissai in	nay include, but are not limited to, the following: gross misconduct or insubordination, being
anaci me m	niuence of alcohol or drugs, theft of property of misuses of Madera Rescue Mission
Parono y 4:-	or materials, abuse or mistreatment of clients or co-workers, failure to abide by Madera
foilure to go	sion 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:

- $\hfill\square$ 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

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



Background Check Permission Form

I hereby allow The Madera Rescue Mission to perform a check of my background, including:

- Criminal records
- Driving records
- Employment verification/volunteer history
- Credit reports
- Educational/diploma verification
- Personal references and other persons or sources as appropriate for the volunteer job in which I have expressed an interest in.

Social Security #
D.O.B
I understand that I do not have to agree to this background check, but refusal to do so may exclude me from consideration for some types of volunteer positions and that all such information collected during the check will be keeps confidential.
I hereby also extend my permission to those individuals or organizations contacted for this background check to give their full and honest evaluation of my suitability for the described voluntee work and other such information, as they deem appropriate.
Print Name:
Signature: Date:

Madera Rescue Mission serving the least, the last and the lost,

Through the life changing Love of Christ.

INDIVIDUAL / GROUP VOLUNTEER APPLICATION

MADERA RESCUE MISSION . . .

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