

**RESOLUTION:
STATEMENT ON VOLUNTEERS**

Volunteer Rights and Responsibilities

As a volunteer with the Wichita Falls Faith Mission, Inc. (WFFMI), you have the right to:

- Be empowered and equipped to accomplish your volunteer opportunity.
- A safe and comfortable work environment.
- Give input by partnering with us in our ministry.
- Ask to change or terminate your volunteer activity.
- Be provided the training that you need to succeed while volunteering.

As a volunteer with the Wichita Falls Faith Mission, Inc., you have the responsibility to:

- Be punctual and conscientious. (If you are unable to fulfill your commitment, notify the Volunteer Coordinator at least 24 hours in advance.)
- Wear the assigned "VOLUNTEER" badge in a prominent place on your clothing.
- Dress in a manner that is modest and appropriate. Appropriate dress would include jeans, tee-shirt, polo type shirt and medium length shorts. Tee-shirts should not be imprinted with beer, alcohol, cigarette ads or anything lewd or indecent.
Not allowed: Short shorts, wind shorts, tank tops, midriff tops, low cut tops, tight fitting clothes such as yoga pants unless they are worn as an undergarment or biking shorts.
- Keep all information that is obtained directly or indirectly concerning clients and staff absolutely confidential.
- Complete assignments and seek the direction of the volunteer supervisor when necessary.
- Conduct oneself in a manner consistent with impeccable moral, ethical, and interpersonal standards.
- Be wise! We want volunteers to get to know our clients; however, be aware of being too naive. Many times, people who are disadvantaged have learned to survive by becoming adept at manipulating others. With that in mind please follow these guidelines:
 - Do not give or loan money.
 - Do not share medications.
 - Do not give rides to anyone.
 - Do not give personal information, such as telephone number or address, without first

checking with staff.

- o Never be alone with anyone of the opposite gender.
- o Do not leave personal belongings unattended.
- o Do not make any decisions for the residents; instead refer residents to staff.
- o Do not date residents.
- o Do not take clients or program students home with you.
- Take any problems, criticism or suggestions to your volunteer supervisor or to the Volunteer Coordinator.
- Contribute to the overall purpose of the WFFMI. We are here to provide the poor and homeless with physical necessities as well as help them physically, spiritually, emotionally, and educationally.
- Do not commit to more than you can deliver. Remember, we are counting on you to follow through with what you promise.

Volunteer Discipline and Dismissal Procedures

1. All On-Site Supervisors will be notified to contact the Volunteer Coordinator or Executive Director when a volunteer is acting outside of their responsibilities and duties.
2. The first time a volunteer acts outside of their responsibilities and duties, a verbal warning will be given by the Volunteer Coordinator based on information provided by the On-Site Supervisor.
 - a) The problem will be clearly stated.
 - b) The desired change in behavior will be clearly stated.
 - c) The volunteer will be given a time frame to accomplish the desired change.
3. The second time a volunteer acts outside of their responsibilities and duties, a written warning will be given.
 - a) A performance review will be conducted.
 - b) A copy will be put in the volunteer's file; a copy will be given to the On-Site Supervisor, and one copy will be given to the volunteer.
4. The third time a volunteer acts outside of their responsibilities and duties, they will be dismissed.
 - a) A meeting will be scheduled with the Volunteer Coordinator, the volunteer, and the On-Site Supervisor in advance so that the volunteer will not be surprised.
 - b) The situation will briefly be reviewed and the reasons for dismissal clearly stated.
 - c) The dismissal will be simply stated, and the volunteer will be thanked for their time and service.
 - d) A *Follow-Up Dismissal Letter* will be sent to the volunteer.

5. Notification will be sent to staff, clients, and others who need to be informed that the volunteer will no longer be working at the organization.

Doctrinal Conversations:

WFFMI is a non-denominational, Christ-centered, Bible based organization. Men and women come to the WFFMI from various doctrinal backgrounds, and in respecting these differences, we encourage all volunteers to avoid promoting, teaching or sharing personal doctrines of faith. Sharing the Gospel or your testimony is always encouraged. Just avoid “hot topics” that tend to be divisive.

If a volunteer persists in promoting their personal beliefs or doctrines, they may be asked to forfeit their involvement with the WFFMI. (See Volunteer Discipline and Dismissal Procedures).

Above all, represent Christ in all your actions and speech. Let the people you serve see the love of Christ in you.

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