



Volunteer Guidelines

Thank you for your desire to serve at Phoenix Rescue Mission. Our mission is to provide Christ-centered, life-transforming solutions to persons facing hunger and homelessness. In tandem, we strive to provide a quality serving experience for volunteers and the opportunity for you to discover and/or grow in your particular gifting within the Christian community. The guidelines below are designed to provide you with a safe, meaningful and enjoyable experience while volunteering with Phoenix Rescue Mission.

Application: All volunteers will need to complete an application with Volunteer Services before their first assigned service. Volunteers may not have any prior or pending charges that involve violence, arson, sex, children or the elderly. On application approval, all service assignments are coordinated through the office of Volunteer Services.

Attire: Individuals serving on PRM campuses should dress conservatively and modestly. We suggest slacks, jeans or modest shorts. Please refrain from wearing skirts, halter tops, short-shorts and spaghetti straps or exhibiting visible cleavage or bare midriffs. Closed-toed shoes are required for all service activities. Long hair should be pulled back for meal service.

Boundaries: Volunteers are asked to refrain from fraternizing with residents or clients. Fraternization by a volunteer with residents or clients may include but is not limited to: social interaction off duty; transporting in personal vehicles or in Mission vehicles without proper authorization; engaging in monetary transactions that include but are not limited to borrowing, lending, giving and receiving money, buying and selling; hiring; accepting personal favors from; showing favoritism to; physical or romantic relationships with; and inappropriate physical contact. Socializing with residents or clients is prohibited. Please refrain from sharing any of your personal information with clients such as addresses or phone numbers from your home or office.

Check-In/Out: Volunteers must check in and out of their assigned facility and are required to wear an identifying badge (visible at all times) while on any PRM campus.

Confidentiality: Client confidentiality is not only necessary to a healthy recovery; it is also a requirement of the law. To safeguard the identity of clients in our programs, we require that volunteers comply with our confidentiality policy:

- A client in a Mission program may choose to self-disclose their information to you; however, PRM restricts the disclosure of client identifying information to any person external to Phoenix Rescue Mission. Therefore, we ask you to specifically protect the identity of anyone in our programs.
- Use of photographic or video equipment is subject to certain restrictions designed to protect the confidentiality of all. Anyone taking photographs must acknowledge their photographs may be used for Mission publications.
- If you are volunteer or representative of the media, please understand that PRM cannot disclose any information that would identify a client in any way. All interview requests, photography sessions, or taping should be approved in advance with the Director of Public Relations and Program Directors. Staff and volunteers may not photograph children without prior consent from the Program Director.

Discipline: The Discipline of clients should be administered ONLY by Program Directors. Please report any incidents immediately to the Program Director and/or Volunteer Supervisor. Inappropriate behavior by volunteers should be reported to and addressed by the Volunteer Supervisor. (See Reporting Incidents below)

Illness: Volunteers who become ill or have contagious medical conditions should avoid contact with clients. If a client or child develops a contagious medical condition, the child should be returned to his or her parent as soon as

feasible. If this is not possible, then the child should be separated in a manner that will allow supervision to continue until the parent or guardian can assume responsibility for the child or youth. The Program Director or Volunteer Supervisor should be notified immediately.

Injury: If a person becomes injured only trained staff may administer first aid. The Program Director or Volunteer Supervisor should be notified as soon as reasonably possible. If a person receives an injury which requires medical treatment beyond simple first aid, the injured person's emergency contact should be notified as soon as possible and, if appropriate, call 911 for emergency medical assistance.

Proselytizing: Please help us maintain an appropriate Christian environment, and refrain from expressing views or proselytizing contrary to our Statement of Faith.

Reporting Incidents: Volunteers should immediately inform program staff when they become aware of conduct by staff, volunteers or clients that may seem inappropriate or cause concern. PRM staff may be legally required to take action when they become aware of certain cases of abuse or potential harm.

Safety: Weapons of any kind, including concealed, are not permitted in or around any PRM facility. No drugs, including alcohol, are allowed in or around campus properties, including vehicles parked on PRM premises.

Youth Volunteers: Volunteers under the age of 18 are required to submit a completed Youth Volunteer Authorization and Liability Release. Meal preparers and servers must be at least age 14 and, if under age 18, must be accompanied by an adult. Under aged volunteers must be supervised at all times by their parents or group leader.

Vehicles: Volunteers must become familiar with PRM's Vehicle Operating Policy, become approved PRM drivers, and obtain Program Director permission before they may drive any PRM vehicle or use their personal vehicle to transport clients or on PRM business.

HIGH IMPACT PARTNERS

A program staff person must be present to provide oversight before general service volunteers or non-program staff may deliver services to program clients or program children. General service volunteers are expected to sign our statement of faith and agree not to proselytize. However, certain volunteers or non-program staff persons may be trained and approved to act as an extension of program staff, provide client oversight and/or provide direct spiritual services. These volunteers are designated as High-Impact Partners (HIP's) or Childcare High-Impact Partners (CHIP's). To be approved as a "High Impact Partner," volunteers and non-program staff must:

- Sign the Volunteer Agreement and the PRM Statement of Marriage, Gender and Sexual Identity
- Be interviewed, approved and oriented by the Volunteer Manager
- Become familiar with the Client Handbook and the program guidelines.
- Complete PRM's criminal background check process or provide a copy of a current Level 1 Fingerprint Clearance Card issued by AZ DPS or equivalent.

CHIP's must:

- Be interviewed, approved and oriented by the Volunteer Manager.
- Become familiar with the Client Handbook and the program guidelines.
- Provide evidence of a current Level 1 Fingerprint Clearance Card issued by AZ DPS.
- Provide proof of a recent negative TB Skin Test.
- Receive an orientation of PRM's childcare and guidelines by the Childcare Supervisor.

Supervision of Program Children: Children must be under adult supervision at all times; children must be supervised their mothers, qualified program staff, or CHIP's. Mothers are responsible for their children at all times while in PRM's programs or at PRM's centers. Mothers are expected to provide the first level of supervision to their children and must comply with any legal mandates or program guidelines. Mothers are not allowed to supervise or be alone with other client's children but may assist when other qualified staff is present to provide supervision. Volunteers or volunteer groups may provide services to clients or children ONLY when there is supervision provided at all times by qualified staff.