

VOLUNTEER HANDBOOK

Waller Assistance and Restoration Ministries, Inc.

W.A.R.M.

MISSION STATEMENT

To express the love of Christ by networking together to serve those in the WISD who are in need of emergency assistance and restoration:

- **by developing a sense of ownership by the Waller Christian Community**
- **by attracting caring and qualified staff and volunteers who are committed to the values and mission of W.A.R.M.**
- **by providing emergency assistance that has the goal of restoration.**

STATEMENT OF DOCTRINE

Believing in the deity of our Lord and Savior Jesus Christ as the only begotten Son of God, His virgin birth, sinless life, atoning death, bodily resurrection and imminent return to earth;

Believing that salvation is obtained through the regeneration by the Holy Spirit through the atoning blood of Jesus upon public confession of sins;

Believing in the present day work of the Holy Spirit through the indwelling of Christians;

And believing that the Bible is God's Word and is profitable for reproof, correction and instruction in righteousness;

We therefore believe, as the redeemed here on earth, God has given us the responsibility to minister to the body, soul and spirit of those with whom we come into contact and will endeavor to accomplish His work through the power of the Holy Spirit and guidance from His Word.

VALUES THAT MOTIVATE

- 1. We are called to obey God in caring for the indigent. (Matthew 25:31-46)**
- 2. We are called to follow the example of our Lord. (Matthew 14:14-21)**
- 3. We are called to demonstrate our love for fellow Human Beings who are in need. (James 2:14-20)**
- 4. We are called to multiply our effectiveness by working with other Christian groups of like mind. (Colossians 4:7-15; Luke 9:49-50)**
- 5. We are called to meet the spiritual needs of persons by responding initially to there physical needs. (John 4:5-14)**

VOLUNTEERING

Becoming a Volunteer

As we work together to meet the needs of our clients in the Waller area, one of Waller Assistance and Restoration Ministries, Inc.'s, (W.A.R.M.'s) most valuable resources is our volunteers. Volunteers are vital to this ministry. What a blessing it is to know W.A.R.M. has friends in the community who are eager to partner with us to meet the needs of our clients each day! Our volunteer program is very diverse with many ongoing and one-time opportunities for both individuals and groups. Assisting our clients or working in our thrift shop at the front desk or as a sorter are just a few of the exciting volunteer opportunities available at W.A.R.M.

If you have any questions, please contact:

Volunteer Coordinator or Store Manager
(936) 372-5173

Volunteer Standards and Guidelines

In an effort to make your service here as fruitful and enjoyable as possible, we have developed *Volunteer Standards & Guidelines*. These are designed to answer many of your questions about the practices and policies of Waller Assistance & Restoration Ministries, Inc., (W.A.R.M.) such as what you can expect from W.A.R.M. and what W.A.R.M. expects from you. While volunteering at W.A.R.M., we ask that you carefully observe these standards and guidelines.

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Standards of Conduct

Whenever people gather together to achieve goals, some rules of conduct are needed to help everyone volunteer together efficiently, effectively and harmoniously. By accepting a volunteer position with W.A.R.M., you have a responsibility to W.A.R.M., our clients and your fellow volunteers to adhere to certain rules of behavior and conduct. The purpose of these rules is not to restrict your rights but rather to be certain that you understand what conduct is expected and necessary. When each person is aware that he or she can fully depend upon fellow volunteers to follow the rules of conduct, then our organization will be a better place for everyone to volunteer.

Revisions

W.A.R.M. reserves the right to amend, revise or delete any policy or procedure referred to in these *Volunteer Standards & Guidelines* at any time without notice. Changes may be communicated to volunteers in meetings, by memo or incorporated into revised manuals. If you have any questions about *Volunteer Standards & Guidelines*, please ask your supervisor or Volunteer Coordinator.

Equal Volunteering Opportunity

W.A.R.M. provides equal volunteering opportunities for every person regardless of age, gender, creed, national origin, religious persuasion, marital status, political belief or a disability that does not prohibit performance of essential job functions. All matters relating to volunteering are based upon ability to perform the job, as well as dependability and reliability, once placed.

The Volunteer Relationship

The placement of a volunteer shall not be considered as creating a contractual relationship between the volunteer and W.A.R.M. **Unless otherwise agreed to in writing by the volunteer and President/Executive Director, volunteer placement shall be “at will,” so that either party may terminate the volunteer relationship at any time for any or no reason.**

W.A.R.M. has the right to and may verify work history, education, licenses, registrations, certifications, and degrees that are represented on the volunteer applicant's application, resume or in interviews, including criminal background information. False or misleading statements are grounds for termination of the volunteer placement at any time.

Clients of W.A.R.M. will not be considered for volunteer placement until one year after the successful conclusion of their client status.

Your Commitment

Volunteers contribute to the overall mission of W.A.R.M. by providing another layer of compassion, caring, talent and skill to our team. We are proud to work with many different types of volunteers:

- **Ongoing individual volunteers** – These volunteers assist week after week and become valued team members. New ongoing individual volunteers are asked to make an initial commitment to one year of service, and at minimum, volunteer once a week. Our hope is that volunteers will want to continue their service long past the initial year commitment.
- **Short-term individual volunteers** – These volunteers assist in areas that require very little training and only volunteer for a short amount of time or to obtain a specified number of volunteer hours. (Due to time constraints, the number of these opportunities at a given time is extremely limited.)
- **Volunteer groups** – Regardless of size, volunteer groups are an organized collection of people who have a designated leader. W.A.R.M. offers one-time, short-term and ongoing opportunities for group volunteer service.

- **Internships** – W.A.R.M. is delighted when we can partner with outstanding academic institutions and top-notch students to provide internships. Internships are individually tailored to meet the specific needs of the area and the student.
- **Court-mandated Community Service Volunteers** – As need arises, W.A.R.M. utilizes community service volunteers. Community service volunteers must not have been convicted of any violent crime or theft. All community service volunteers must be age 18 or older.

Be consistent and faithful in fulfilling your commitment. If you cannot make a scheduled time, please contact your staff supervisor or the Volunteer Services Department.

Volunteers are expected to be punctual for their assigned times. Please let your supervisor know if you will be late.

If a volunteer is unable to meet his/her commitment to W.A.R.M. for a long period of time, it may be necessary to replace that volunteer. The volunteer may take a leave of absence and return where needed by W.A.R.M. We cannot guarantee that your "spot" will remain the same.

Age Requirement for Individual Volunteers/Groups

Age Requirement for Individual Volunteer

- The minimum age for an individual volunteer is 16.

Age Requirement for Group Volunteers

The minimum age for volunteer groups is junior high school (middle school or intermediate school) age.

- Junior high school age volunteers must be accompanied by 1 sponsor for every 5 – 7 volunteers.
- High school age volunteer groups must be accompanied by 1 sponsor for every 10 volunteers.

Procedure for Volunteering – Individuals and Internships

- Submit written or electronic *Volunteer Information Sheet*.
- Interview with the Volunteer Coordinator. Occasionally, a volunteer placement or internship will require either the initial interview be with the prospective supervisor or require an additional interview with the prospective supervisor.
- Submit a letter of reference.
- After a placement is agreed upon, volunteer applicants must attend new volunteer orientation prior to beginning the placement.
- Schedule time for volunteer to meet with supervisor and/or begin placement.

Procedure for Volunteering – Groups

- It is best to schedule early - usually at least two weeks in advance.
- When calling to schedule a group, it is helpful for the group leader to have a couple of dates in mind that will work for the group, the number of volunteers who will participate in the project, and the type of project the group would like to do.
- Groups are scheduled on a first-come basis.
- Once a group is scheduled, a confirmation letter will be mailed, via U.S. mail or e-mail, or faxed to the group leader. (If we are able to schedule a group at the last minute, there may be an agreement with the group leader that he/she will not receive a confirmation letter.) **If a group has not received a confirmation letter, the group is not on our schedule.**
- It is expected that the group leader will discuss our general guidelines prior to the group's arrival.

- Time permitting, a brief orientation and tour will be given upon the group's arrival.

Signing In and Out

Volunteers **must always** sign-in at the front desk before beginning your volunteer work each time, and then sign-out before leaving. This information is important so that we may recognize outstanding volunteer service and provide statistical information required for grant proposals and agencies.

Interactions with Clients, Staff Members and Other Volunteers

Be wise! We want volunteers to get to know our staff and other volunteers in the programs. However, be aware of being taken advantage of by some clients who may employ manipulative tactics to achieve personal and, in some cases, unprofitable agendas.

Here are a few specifics:

- Do not give rides to any client.
- Do not give money to any client.
- Do not leave your belongings unattended. If you must bring valuables with you, be sure to ask your supervisor where to store them. Never leave your purse or other valuables on the front seat of your car – even if the car is locked.
- Practice active listening and empathy. Do not make decisions for the clients. Always refer clients to staff members for questions and assistance.
- Report inappropriate behavior or anything that causes you to feel uncomfortable to your staff supervisor or to the Volunteer Coordinator **immediately**.
- Always remain calm when speaking with clients. Remember that our clients are going through difficult times and their stress level may be high. Never take any negative comment made by a client personally and never allow yourself to be drawn into an argument.
- Profanity is never acceptable when working with staff, clients or other volunteers.

Fraternization

This policy is to provide guidelines concerning activities, actions, conduct, involvement and relationships between clients and volunteers.

In general, activities, actions, conduct, involvement, and relationships in which volunteers are authorized to engage with clients are those, which are listed in the volunteer's job description.

For the purpose of this policy, clients include any person being served by one of our facilities and any person who has received services (including follow-up contacts) within the last six months.

Examples of unauthorized, inappropriate, and unprofessional behavior include:

- Interacting with clients when a volunteer is off duty.
- Transporting clients in personal vehicles.
- Engaging in any monetary transactions including borrowing, lending, giving/receiving money, buying and selling.
- Hiring any client.
- Accepting any personal favors from clients.
- Showing favoritism between clients.
- Any physical or romantic relationship between a volunteer and client.
- Conduct that demeans or humiliates a client.
- Inappropriate physical contact with a client.

It is inappropriate and unauthorized for volunteers to engage in activities that can be interpreted as socializing with clients. Any violation of this policy constitutes misconduct and may lead to immediate discharge.

Client Neglect & Abuse

It is the policy of W.A.R.M. to provide a positive and encouraging environment for our clients in which they feel reasonably safe and where appropriate consideration is given to their privacy, dignity and individual needs. You are required to embody this policy in clients' interactions and avoid conduct considered client neglect or abuse. Examples of neglect or abuse include but are not limited to:

- Intentional physical or emotional abuse of a client. Abuse is defined as intentional or reckless action or omission that causes injury or emotional trauma to a client.
- Any sexual relationships or attempted relationships with a client or with anyone who has been a client (including clients on follow-up status) within the last six months.
- Moral or social behavior, which could have serious detrimental influence on clients.
- Procuring alcohol, illegal drugs or unauthorized prescription drugs from or for clients or staff members.

Working With Children

Volunteers should observe the following guidelines when working with children:

- Volunteers should not discipline the clients' children. Volunteers should report children's disciplinary matters to the staff member on duty.
- Volunteers should never be alone with a child.
- Volunteers should never touch or hug a child in a way that might be misinterpreted. Please remember that many of our children have come from abusive backgrounds. However, you will not know which children have been abused and which have not. It is best to let each individual child initiate contact.

Harassment/Sexual Harassment

It is the policy of this Organization to provide a working environment free of harassment. Every form of harassment is expressly prohibited. Allegations of harassment will be investigated and, if warranted, appropriate disciplinary action, including termination, will be taken. Volunteers who believe they have been subjected to harassment should report the incident(s) to their Volunteer Coordinator.

Harassment can include "jokes," comments or other personally offensive or unwelcome behavior based on a person's age, ancestry, color, creed, sex, marital status, medical condition, national origin, physical handicap, race or religion.

Sexual harassment is defined as sexual suggestions, language, physical advances, requests for sexual favors and other verbal or physical conduct of a sexual nature.

If you believe you have experienced or observed an incident of harassment of any kind you are expected to report the incident immediately. Since harassment incidents may represent embarrassing or difficult to discuss circumstances, you should select the reporting option above with which you are most comfortable. Each charge of sexual harassment will be investigated with consideration given to confidentiality. Results of the investigation will be communicated to those who have a legitimate need to know and appropriate action will be taken as required.

Dress Code

We ask volunteers to observe the following dress code:

- Volunteers may wear jeans or walking shorts during warm weather.
- Please avoid wearing ripped jeans, short-shorts, short skirts and short dresses.
- Please avoid wearing tank tops, sleeveless or strap-type tops.
- As a general rule – dress conservatively.

Reporting Incidents

An incident refers to any event or situation where someone could suffer injury. All incidents must be immediately reported to your staff supervisor or Volunteer Coordinator. This reporting policy is important for the safety and well being of everyone in order to ensure a continued safe and successful workplace.

Safety

It is the policy of the Organization to provide a safe and healthy work environment for all volunteers. Volunteers must comply with all safety and health requirements by management, federal, state and local law.

Personal Property

The Organization does not assume responsibility for the loss, damage or theft of personal belongings, and volunteers are strongly advised not to carry unnecessary amounts of cash or other valuables with them when they come to volunteer.

Please, under no circumstances leave your purse, wallet or other valuables on the seat of your car – even if the car doors are locked.

W.A.R.M. Property

Desks, storage areas, work areas, file cabinets, credenzas, computer systems, office telephones, modems, facsimile machines, and copiers are W.A.R.M.'s property and must be regarded and maintained according to this policy. Handle all equipment with care, ensuring its safe and proper operation and storage.

Smoking/Tobacco Use on W.A.R.M. Property or Business

It is the policy of W.A.R.M. to protect the health and safety of employees, volunteers, clients and visitors. Consequently, smoking or other tobacco use is not allowed on W.A.R.M. property.

Introductory Period

Your first 60 days of volunteering at W.A.R.M. are considered an introductory period. This introductory period will be a time for getting to know your fellow volunteers, W.A.R.M. staff, and the tasks involved in your job position, as well as becoming familiar with W.A.R.M. services. Your supervisor will work closely with you to help you understand the needs and processes of your job.

This introductory period is a tryout time for both you, as a volunteer, and W.A.R.M. as an agency. During this introductory period, W.A.R.M. will evaluate your suitability for volunteering and you can evaluate W.A.R.M. as well.

At the end of the introductory period, the Volunteer Coordinator will discuss your volunteer position with you. At this time you, as a volunteer, and W.A.R.M. as an agency decide whether to continue to work together.

Orientation and Training

The Volunteer Services Department will give new volunteers an overview of W.A.R.M.'s operations and policies.

New volunteers will receive on-the-job orientation, including explanation of duties, from the program or department manager or designee.

Performance Reviews

As team members, volunteers deserve feedback on their performance. To avoid haphazard or incomplete evaluations, W.A.R.M. conducts a formal evaluation once a year for each ongoing individual volunteer.

Evaluations will include the following factors:

- Attendance, initiative and effort.
- Knowledge of your job.
- Attitude and willingness.
- The quality and quantity of your work.
- The conditions under which you work.

Job Descriptions

There is a job description for each volunteer position and a copy of your job description will be provided to you. When your duties and responsibilities are changed, your job description will be updated.

Resignation

While we hope both you and W.A.R.M. will mutually benefit from your continued volunteering, we realize that it may become necessary for you to leave your volunteer job with W.A.R.M.. If you anticipate having to resign your volunteer position, you are expected to notify the Volunteer Coordinator and your supervisor as far in advance as possible. Please make arrangements for an exit interview.

Grievances

An effective, successful operation and satisfied volunteers go hand in hand. Volunteer grievances are of concern to W.A.R.M., regardless of whether problems are large or small.

In order to provide for prompt and efficient evaluation of and response to grievances, W.A.R.M. has established a formal Grievance Procedure of all volunteers. It will always be W.A.R.M.'s policy to give full consideration to every volunteer's opinion. There will be no discrimination against or toward anyone for his or her part in presenting grievances.

Under this policy, a grievance is defined as any event, condition, rule or practice which the volunteer believes violates his or her civil rights, treats him or her unfairly, or causes him or her any degree of unpleasantness or unhappiness on the job. A grievance may also deal with an attitude, a statement or an opinion held by a supervisor or a fellow volunteer.

It is W.A.R.M.'s policy that grievance meetings will be held with at least one witness.

1. **See the Volunteer Coordinator first.** If you feel that any volunteering condition, policy, practice or action by W.A.R.M. is unjust, you should request a meeting with the Volunteer Coordinator. If for some reason the Volunteer Coordinator fails to offer you the opportunity to discuss the matter, or if the discussion does not lead to a satisfactory conclusion, then proceed to the next step. (The Volunteer Coordinator will submit a written grievance report to the Executive Director.)
2. **Grievance Conference.** The Volunteer Coordinator's immediate supervisor, the Executive Director, will review the written grievance report and ask to meet with you. At this conference, you should feel free to openly discuss your complaint and substantiate your reasons for feeling the way you do. The Executive Director will consider your input and render a decision.

Review of Standards of Conduct as Stated on Page 1

Whenever people gather together to achieve goals, some rules of conduct are needed to help everyone volunteer together efficiently, effectively and harmoniously. By accepting a volunteer position with W.A.R.M., you have a responsibility to W.A.R.M., our clients and your fellow volunteers to adhere to certain rules of behavior and conduct. The purpose of these rules is not to restrict your rights but rather to be certain that you understand what conduct is expected and necessary. When each person is aware that he or she can fully depend upon fellow volunteers to follow the rules of conduct, then our organization will be a better place for everyone to volunteer.

Unacceptable Activities

Generally speaking, we expect each person to act in a mature and responsible way at all times. However, to avoid any possible confusion, some of the more obvious unacceptable activities are noted below. This, however, in no way implies that the following list contains all unacceptable activities which may result in disciplinary action up to and including termination of the volunteer placement. Your avoidance of these activities will be to your benefit as well as the benefit of W.A.R.M. If you have any questions regarding any of the unacceptable activities listed, please see the Volunteer Coordinator for an explanation.

Occurrences of any of the following violations, because of their seriousness, may result in immediate dismissal without warning:

- Willful violation of any agency rule.
- Any deliberate action that is extreme in nature and is obviously detrimental to W.A.R.M.
- Inappropriate dress, language or behavior.
- Any type of harassment directed toward another person.
- Client abuse or neglect.
- Negligence or any careless action that endangers the life or safety of another person.
- Being intoxicated or under the influence of controlled substance drugs while volunteering. (The only exception is medication prescribed and taken as directed by a physician which does not impair volunteer performance.)
- Sale or distribution of controlled substance drugs in any quantity while on W.A.R.M. premises.
- Unauthorized possession of dangerous or illegal firearms, weapons or explosives on W.A.R.M. premises or while representing W.A.R.M.
- Engaging in criminal conduct.
- Acts of violence, making threats of violence toward anyone on W.A.R.M. premises or while representing W.A.R.M.
- Fighting, horse-playing or provoking a fight on W.A.R.M. premises or while representing W.A.R.M.
- Negligent damage of property.
- Insubordination or refusing to obey instructions properly issued by your supervisor.

- Threatening, intimidating or coercing clients, staff or fellow volunteers on or off the premises – at any time, for any purpose.
- Theft of W.A.R.M. property or the personal property of clients, staff or fellow volunteers, unauthorized possession or removal of any W.A.R.M. property, including donated items or documents, from the premises.
- Unauthorized use of W.A.R.M. equipment or property for personal reasons; using W.A.R.M. equipment for profit.
- Dishonesty, willful falsification or misrepresentation on your volunteer application or other volunteer records, or alteration of W.A.R.M. records or other W.A.R.M. documents.
- Breach of confidentiality of personnel information.
- Malicious gossip and/or spreading rumors, engaging in behavior designed to create discord and lack of harmony.
- Interfering with another person's ability to perform their job or willfully restricting another person's output or encouraging others to do the same.
- Immoral conduct or indecency.
- Unwillingness or inability to support and further the mission of W.A.R.M. and/or the objectives of our programs.

Disciplinary Actions

Unacceptable behavior, which does not lead to immediate dismissal, may be dealt with in the following manner:

- **Verbal reprimand** – A volunteer is informed that he or she has committed an initial act of misconduct that does not seriously threaten the welfare of others or the work of W.A.R.M.. This reprimand will be documented in writing by the supervisor giving the reprimand.
- **Written warning** – A written warning is written for misconduct, which is considered more serious due to either, its nature or because it is misconduct for which the volunteer has been previously reprimanded. Any volunteer receiving a written warning is expected to sign a copy of the warning as an acknowledgment of receipt and a commitment not to repeat the misconduct. Failure to acknowledge receipt of a written warning by signature may be cause for termination of the volunteer placement. The volunteer is encouraged to submit written comments in order to state his or her version and explain any special circumstances.
- **Disciplinary suspension** – A volunteer may be suspended for up to three months when he or she has violated a policy or committed an act of misconduct or is suspected of doing so. A volunteer on suspension must leave W.A.R.M. and not return to W.A.R.M. or contact W.A.R.M. staff or clients until instructed to do so.
- **Dismissal** – Volunteers may be dismissed without warning for just cause. W.A.R.M. has the right to request a volunteer to leave immediately.

Conflict of Interest

All volunteers should avoid any circumstances that might in any way be interpreted as a conflict of interest between the volunteer and W.A.R.M.

General Health

If you have any health condition that might be aggravated by or that adversely affects your volunteer assignment in any way, please speak with the Volunteer Coordinator. We will work with you to adjust your volunteer assignment or determine that you are not able to volunteer until the condition is resolved. Volunteers who have an infectious disease will not be permitted to work for the duration of communicability.

Volunteer Confidentiality Agreement

Respect for our clients' privacy and ensuring the confidentiality of information is a program priority. Confidentiality is **extremely** important since we have clients here whose lives can be seriously affected by breach of confidentiality. A large part of the volunteer work you will do on behalf of the program involves access to personal information about clients of W.A.R.M. **Any client information, either recorded or not, which is acquired in connection with any form of volunteer work in or for the program, is considered confidential.**

Confidential information includes information about the client's identity, what transpired in any group activity, and any information collected for or contained in client records. All such information must be treated confidentially. In most cases, Federal Confidentiality Regulations prohibit the disclosure of any information to anyone concerning or identifying a current or former program client unless the client has consented in writing. The determination of whether or not a valid consent form for any client is on file is the responsibility of the staff supervisor. **The decision to release any information may only be made by appropriate staff.**

Revealing the simple fact that an individual is receiving assistance may result in putting that person in a dangerous situation. Information that comes to you as part of your volunteer placement is **NOT** to be discussed with other volunteers, parents, siblings, or anyone else, other than the professional program staff, which provides supervision of your program.

Responding to a Request for Disclosure of Confidential Information: If you are asked as a program volunteer to release information which is confidential, an appropriate, non-committal response should be given, such as, "I'm sorry. I do not know the answer to your questions. Please see the staff manager on duty."

When Answering Telephones: If your volunteer work requires you to answer the telephone, you may be asked if a certain client receives assistance at the facility in order to send a message to that person. The appropriate response is, "I cannot verify whether or not that person receives assistance here. However, if they do, we will leave them a message."

Photographing/Video-Taping Clients: Volunteers are prohibited from photographing or taping any of the clients at W.A.R.M. without management consent.

VOLUNTEER STANDARDS & GUIDELINES AFFIRMATION AGREEMENT

As a volunteer of W.A.R.M., Inc., the undersigned acknowledges and is in agreement with the Mission Statement, Statement of Doctrine, Values that Motivate, and further has read and agrees to abide by the *Volunteer Standards & Guidelines*.

Volunteer Signature

Printed Name

Date

CONFIDENTIALITY AGREEMENT

As a volunteer or employee of Waller Assistance & Restoration Ministries, Inc., the undersigned acknowledges that from time to time he or she will receive confidential and sensitive information concerning the business of Waller Assistance & Restoration Ministries, Inc., its employees and the clients it serves. The undersigned further acknowledges that such information, if shared directly or indirectly with unauthorized third parties, including other unauthorized members of Waller Assistance & Restoration Ministries, Inc., could be detrimental to Waller Assistance & Restoration Ministries, Inc., its employees or the clients it serves. But for his or her duties as a volunteer or employee at Waller Assistance & Restoration Ministries, Inc., the undersigned would not receive such information, as it is not available to the public.

Accordingly, the undersigned agrees that he or she, except as necessary to conduct the business of Waller Assistance & Restoration Ministries, Inc., shall not disclose, copy, communicate, or divulge to, or use for the direct or indirect benefit of any person, firm, association, or company other than Waller Assistance & Restoration Ministries, Inc., any sensitive or confidential material, including but not limited to financial, personal, employment, charitable, counseling, membership or other knowledge pertaining to Waller Assistance & Restoration Ministries, Inc., its employees and the clients it serves, or any other confidential information relating to or dealing with the operations or activities of Waller Assistance & Restoration Ministries, Inc., made known to the undersigned or learned or acquired by the undersigned while a volunteer or an employee of Waller Assistance & Restoration Ministries, Inc.

Volunteer/Employee's Signature

Printed Name

Date

INDEMNIFICATION, HOLD HARMLESS AND MEDIATION AGREEMENT

THIS IS A LEGAL DOCUMENT. READ IT CAREFULLY.

This Indemnification and Hold Harmless Agreement is effective the date stated below, by and between the Undersigned as "Releasor" and Waller Assistance & Restoration Ministries, Inc., as "Releasee."

Releasor, for himself or herself, his or her heirs, successors and assigns, hereby agrees to indemnify and hold harmless Waller Assistance & Restoration Ministries, Inc., its officers, trustees, employees, volunteers and members, from all loss, damage, injury, claim or damages therefrom, on account of any injury or loss to persons, property, or resulting in death of any person, while Releasor or Releasor's child (or children) is working in, attending functions of, using the facilities, traveling to or from, or being on the premises of Waller Assistance & Restoration Ministries, Inc.,

We intend claims to mean any and all demands, rights, claims, damages, suits, actions, costs and fees that we may have against the Releasees that may arise, directly or indirectly, out of activities described in this Release. The parties expressly agree that this agreement is intended to be as broad and inclusive as permitted by the laws of the State of Texas, or any state within the United States in which the activities occur, and that if any portion of the agreement is held invalid, it is agreed that the balance shall continue in full legal force and effect.

This Agreement expires only on receipt of written notice from Releasor delivered to the Executive Director or the President of Waller Assistance & Restoration Ministries, Inc.,

RELEASEE FURTHER STATES THAT HE OR SHE HAS CAREFULLY READ THE FOREGOING DOCUMENT AND KNOWS THE CONTENTS OF IT AND SIGNS THIS RELEASE AS HIS OR HER OWN FREE ACT.

It is further agreed that any dispute between the undersigned and Waller Assistance & Restoration Ministries, Inc., which is not resolved informally will be submitted to scriptural resolution in accordance with 1 Corinthians 6. Mediation will be conducted by a mutually acceptable mediator prior to the filing of any litigation. The parties to the mediation shall bear the mediation costs equally.

Dated this _____ day of _____, 200__.

Signature

Printed Name

STATE OF TEXAS '
COUNTY OF WALLER '

This instrument was acknowledged before me by _____, on the _____ day of _____, 200__.

Notary Public, State of Texas

WALLER ASSISTANCE & RESTORATION MINISTRIES, INC.

VOLUNTEER INFORMATION SHEET

NAME: _____

ADDRESS: _____

PHONE NUMBER: _____ E-MAIL ADDRESS: _____

EMERGENCY CONTACT INFORMATION

NAME: _____ PHONE: _____

FOR MINOR CHILDREN AND STUDENTS

AGE: _____ SCHOOL GRADE: _____

PARENT/GUARDIAN NAME: _____

PARENT/GUARDIAN ADDRESS: _____

TO BE SIGNED BY ALL VOLUNTEERS

My permission is granted for Waller Assistance & Restoration Ministries, Inc., and its representatives to obtain necessary, emergency medical attention in case of sickness or injury for myself or my child as listed above. I hereby verify that the above information is correct to the best of my knowledge.

Volunteer's Signature: _____

Date: _____

Parent/Custodial Signature: _____

Date: _____

Sorting Volunteers/Volunteer Groups

At Waller Assistance and Restoration Ministries, Inc., (W.A.R.M.), we strive to always be good stewards of all that is given to us. Volunteers are needed to assist with sorting donations for the thrift store. Although this is not a glamorous job, it is certainly needful so that we can get donations to the people who need them – our clients.

Times: Monday, Thursday and Saturday, 10:00 a.m. – 2:00 p.m.
Tuesday, Wednesday and Friday, 10:00 a.m. – 4:00 p.m.

Training Available: On-the-job training is arranged by the Store Manager.

Guidelines for Volunteer Groups

In an effort to make your service here as fruitful and enjoyable as possible, we have developed guidelines for volunteers. **We expect group leaders to review these guidelines with each group member before arriving and to be responsible for group members strictly adhering to each item. Leaders should be prepared and have extra clothing items on-hand for members who arrive inappropriately dressed.**

1. Be faithful in fulfilling your commitment. If you cannot make the time for which you are scheduled, please call the contact person listed on your confirmation letter or the Volunteer Services Department as far ahead as possible.
2. If the number of volunteers in your group changes, we must know prior to your arrival. All projects are scheduled in advance for a specific number of volunteers. If you bring extra volunteers, we will not have staff available to provide additional, unscheduled projects.
3. Children younger than junior high school age are not allowed to volunteer or accompany volunteers – even if they are with a parent. Please make other arrangements for younger children.
4. Do not give rides or money to clients.
5. Do not take pictures of the clients without their permission. If permission is granted, we ask the photos remain only for your personal use. Please do not publicize photos in newsletters, papers, etc. However, always feel free to take pictures of your group or the facility and use as needed.
6. Please dress comfortably, but **conservatively**. **Jeans, T-shirts and tennis shoes are appropriate** for most volunteer activities. **Shoes must have closed-in toes. Shirts must have sleeves.** Walking shorts are acceptable for some work projects or activities. **Shorts cannot be worn less than 2 inches from the top of the knee.**
7. Please sign-in at the front desk when you arrive and be sure to sign-out when you leave.
8. Please report any inappropriate behavior or anything that causes you to feel uncomfortable to the staff person on duty.
9. Have a great time! Volunteers are a tremendous blessing and make a difference in the lives of our clients!

W.A.R.M. Treasures
A Thrift Shop

I Want to Help!

(Check below)

_____ Monthly gift of \$_____ per month.

_____ One time gift of \$_____.

_____ Volunteering my services in the area of :_____.

_____ Volunteering my talent of:_____.

_____ Organizing my club or organization to:_____.

_____ Donation of non-perishable food.

_____ Donation of clean clothing.

_____ Donation of furniture or household décor items.

_____ Donation of personal hygiene products (i.e., toilet paper, diapers, soap, shampoo).

_____ Referring a friend in need of emergency assistance. (Please call me at the number below.)

_____ Becoming a W.A.R.M. prayer partner.

_____ Offering the following suggestions and encouragements to W.A.R.M.:

Name:_____ E-Mail:_____

Address:_____

_____ Phone:_____

Gift-in-kind receipts are available. W.A.R.M. is a Texas Non-Profit Corp. (501c3 Pending). Information at 936-372-5173.