

Home Sweet Home Ministries, Inc.



Volunteer Handbook

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Welcome to Home Sweet Home Ministries' volunteer team. Volunteers have played, and will continue to play, an important and valuable role in our ministry to the poor and homeless of Central Illinois. Residents, staff and the community benefit from the work of individuals like you who freely share their talents, time and resources. We also know that as a volunteer you too will be rewarded.

This handbook is directed to volunteers who are willing to devote a portion of their time to Home Sweet Home Ministries. We want to make sure you are an informed volunteer so that you can get the most out of your volunteer experience. Whether you plan on volunteering one hour a week, one day a week or daily, your efforts make a difference in lives of the poor and homeless.

Thank you for choosing Home Sweet Home as a place to volunteer. We look forward to working with you!

God Bless
The Staff of Home Sweet Home

Mission Statement

Serving Christ by meeting the physical and spiritual needs of our clients.

Commitment

Whether you are volunteering on a regular basis or for a one-time project or event, arrive early so there is time for communication and direction. Also, be sure to let the staff member or volunteer team leader who is supervising your work know when your schedule changes or if you cannot volunteer when you are expected.

Communication

For you to have an enjoyable volunteer experience it is crucial that the lines of communication stay open and clear. If you are unsure about what is expected of you, or how to use certain equipment, please ask someone for direction. Communication is the key to having a successful volunteer experience.

Confidentiality

Any information relating to a client, as well as anticipated changes in the management or conduct of the affairs of this organization shall be held in strictest of confidence. If you need to discuss any such information, do so inside the organization and only with those who need to know. Outside the organization, discuss with no one at all **unless a clear and compelling reason to do so exists.**

Interaction with Residents

1. Please do not lend residents money. Their needs are covered through our programs.
2. Please do not give rides except when authorized by a staff member.
3. Be careful to give advice only within your level of expertise and under guidance of staff.

These requests are for your safety and the residents' best interests.

Interests and Talents

We want to make the best match we can between volunteer opportunities and your interests and talents. Let the volunteer coordinator know how you can best contribute. Your input may lead to the development of additional volunteer opportunities.

Language

Just as we expect all staff and residents to refrain from using inappropriate language while at HSHM we also expect the same from volunteers. Keep in mind that what may be a harmless slang term to you may be offensive to another person near you, whether that be residents, other volunteers or staff members.

Safety

Home Sweet Home takes care to provide a safe and healthy work environment in compliance with the Occupational Safety and Health Act (OSHA). Accordingly, volunteers are expected to comply with all safety and health requirements, whether established by management or by federal, state, or local law.

COMMENTS:

1. Accidents/Injuries: Immediately report all accidents resulting in injuries to yourself or clients or damage to property to your supervisor, or to the Vice President of Client Services. (It must be reported no later than the end of your shift on the day the injury or accident occurs.)
2. You are required to work safely at all times, to observe all posted safety rules and regulations, and to practice good housekeeping. To be effective, a safety program requires the total commitment of all volunteers. Our program requires that each of you:
 - a. Use care and judgment in performing your volunteer job.
 - b. Use safety equipment when required for the job.
 - c. Operate only the machinery and equipment for which you have been trained.
 - d. Report any acts and conditions which appear unsafe.
3. The following applies only to food service volunteers:

- a. No person, while affected with a communicable disease that can be transmitted by foods (or who is a carrier of organisms that cause such a disease), or while afflicted with a boil or infected wound or an acute respiratory infection, shall work in food service in any capacity in which there is a likelihood of (1) contaminating food or food contact surfaces with pathogenic organisms or (2) transmitting the disease to other persons
- b. Thoroughly wash your hands and the exposed portions of your arms with soap and warm water before starting work, during work as often as is necessary to keep them clean, and after eating, drinking, or using the toilet. Keep fingernails clean and trimmed.
- c. Keep outer clothing clean.
- d. Use effective hair restraints to prevent the contamination of food or food contact surfaces.
- e. Do not use tobacco in any form while engaged in food preparation or service, nor while in any equipment or utensil washing or food preparation areas.
- f. Handle soiled tableware in such a way as to avoid contaminating your hands.
- g. Maintain a high degree of personal cleanliness and conform to good hygienic practices during all working periods in food service.
- h. Wear closed toe shoes and pants or knee length shorts to comply with OSHA standards.
- i. Children under 12 are not allowed in the kitchen for safety reasons.

Sign In Sheets

Please make sure to sign in and out at the Front Desk under Volunteer as this allows us to accurately reflect and document your volunteer hours for the volunteer and HSHM benefit.

Smoking

Smoking is permitted only in designated smoking areas outside. Abide by all posted smoking signs in compliance with state law and local ordinance.

Volunteer Rights

1. To experience job satisfaction and to inform the volunteer coordinator if an assignment is unsatisfactory.
2. To receive initial and on-going training as needed.
3. To ask for a new assignment when ready for a new challenge.
4. To feel free to consult the Volunteer Coordinator, Vice President of Client Services, and CEO regarding suggestions or complaints.
5. To have a safe work environment.
6. To have a workplace free of harassment.
7. To know to whom they are accountable and to have clearly defined channels of communication.

What to Wear

Wearing modest, practical and comfortable clothing when you volunteer is important. Dress appropriate for the task you will be performing. Remember you are a representative of HSHM.

Sexual Harassment Policy

Home Sweet Home prohibits sexual harassment in the work place by any person and in any form.

Comments:

1. Sexual harassment in the work place, whether committed by employees or by clients is expressly prohibited. Such conduct includes, but is not limited to:
 - a. Unwelcome physical contact
 - b. Expressed or implied requests for sexual favors as a condition of job retention, promotion, or other benefit of employment
 - c. Unwelcome sexual activity, including flirtations, advances, or propositions

- d. Verbal abuse of a sexual nature
 - e. Graphic verbal comments about an individual's body
 - f. Sexually degrading words used to describe an individual
 - g. The display in the work place of sexually suggestive objects or pictures
 - h. Harassment or other behavior (including such actions as the telling of sexually explicit jokes) that might be construed as offensive, intimidating, or may cause discomfort to an individual.
 - i. Gender-based remarks
2. If you believe you have been (or are currently) the victim of sexual harassment, IMMEDIATELY report the alleged act as follows:
 - a. Regular paid staff—to the supervisor of your department
 - b. Work-study students—to the work-study supervisor
 - c. Volunteers—to the area supervisor
 - d. Interns—to the area supervisor
 3. If your supervisor is the offending party, you must report to your area vice president or the CEO.

Thank you!

You help to make it possible for the homeless to receive shelter, the hungry to be fed, and the lost to be saved. Thank you for the important role you play in reaching out to our brothers and sisters in need.