



Coachella Valley Rescue Mission Volunteer Handbook

Thank you so much for your interest in serving at the Mission. We are grateful that you have decided to spend some of your time helping the hungry and hurting of our community. The purpose of this handbook is to provide guidance and direction to those generously donating their time and /or talents at the Coachella Valley 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.

This packet will provide you with all of the information needed to get you started as a Mission volunteer.

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1. 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 Coachella Valley Rescue Mission (CVRM). A volunteer must fill out an application to be officially accepted and enrolled by Coachella Valley Rescue Mission prior to performance of the task.

Group/Student/Corporate Volunteers

Coachella Valley 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, an application must be filled out and a special agreement must be in effect with the organization for management and care of the volunteers.

Service at the Discretion of Coachella Valley Rescue Mission

Coachella Valley 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 delicate nature of some clients, volunteers who desire to serve at CVRM are subject to a background check prior to serving.

Volunteers agree that CVRM may at any time, for whatever reason, decide to terminate the volunteer's relationship with agency. The volunteer may at any time, for whatever reason, decide to end his/her relationship with CVRM. Notice of such a decision should be communicated as soon as possible to the volunteer's supervisor or Volunteer Coordinator.

2. Overview of Volunteer Screening Process

Before volunteering, volunteers are required to complete the following:

- Understand and adhere to the Volunteer Guidelines and CVRM Volunteer Handbook.
- Complete online Volunteer Application.

3. Behavior/Conduct/Dress Code

Behavior

Volunteers are encouraged to maintain a high standard of integrity and professionalism when relating with Mission Clients (as defined below).

Volunteers are not to fraternize with Mission Clients. Volunteers should always be in sight of others.

Volunteers are not to initiate physical contact with Mission Clients or staff. Inappropriate physical contact may be grounds for termination of volunteer service.

Volunteers are asked not to share personal details such as home address or phone/cell number with Mission Clients.

All personal information about Mission Clients is strictly confidential except when the client shares information about matters with legal consequences such as someone being in danger or endangering others. In this case, volunteers must report the information to the staff person in charge.

Volunteers agree to indemnify CVRM and/or any of its separate entities against all claims, demands, judgments, and executions that CVRM and/or its staff may sustain arising from volunteer actions, whether or not such claims, demands, judgments, and executions are discovered during volunteer work.

Conduct

Our programs are violence-free and drug-free environments. Volunteers are not to be under the influence of alcohol, or use drugs or carry weapons on site.

Volunteers are to engage in gracious and edifying conversation.

As CVRM is a faith-based organization, volunteers are asked not to present or promote a worldview that is in opposition to the Judeo-Christian worldview that is the very fabric of our ministries.

Harassment of any kind is not permitted and is subject to disciplinary action by CVRM.

Coachella Valley Rescue Mission is not responsible for the personal property of volunteers.

Volunteers are not to engage in a private transaction involving gifts, services or money with any program participant. Any gift should be directed to or channeled through the organization. Volunteers may not accept money or gifts from programs for services rendered.

Children must be supervised by an accompanying adult with a 1 to 4 ratio. No one less than 4 feet tall is allowed behind the buffet.

Dress Code

Closed toe shoes must be worn in all volunteer positions.

Long pants are strongly recommended when volunteering in the kitchen.

Volunteers must wear clothing that is deemed modest by staff. Please do not wear midriff-revealing tops, short shorts, muscle shirts or anything tight-fitting.

Clothing worn by volunteers must not portray alcohol, cigarettes, drugs or sexual or violent themes.

Dangling or loose worn jewelry should be removed before arriving.

Kitchen volunteers will be required to wear a hairnet or baseball cap.

4. Hold Harmless/Model Release

CVRM does not provide Worker's Compensation for volunteers.

Hold Harmless

Volunteers will not hold CVRM responsible for any medical/accidental claims. The volunteer agrees to Waive and relinquish all claims against the Coachella Valley Rescue Mission (CVRM) and its officers, agents, servants and employees from any and or all claims from injuries, damage, or loss, which I may occur as a result of services being provided by

In the event of an emergency, the Volunteer authorizes offices of CVRM to secure from any licensed hospital, physician, and/or medical personnel any treatment deemed necessary for the Volunteer's immediate care and agree that the Volunteer will be responsible for payment of any and all medical services rendered.

Model Release

In consideration for the value received, receipt whereof is acknowledged. I hereby give The Coachella Valley Rescue Mission and its vendors the absolute right and permission to copyright and /or publish, or use photographic portraits or pictures of me, or in which I may be included in whole or in part, or composite or distorted in character or from, in conjunction with my own or fictitious name, or reproduction thereof in color or otherwise, made through any media at their studios or elsewhere, for art, advertising, trade or any other lawful purpose whatsoever at any time.

I hereby release, discharge, and agree to save The Coachella Valley Rescue Mission from any liability by virtue of any blurring, distortion, alteration, optical illusion, or use in composite form, whether intentional or otherwise, that may occur to be produced in the taking of said pictures, or in any processing tending towards the completion of the finished product.

5. Individual Compliance Agreement

**Compliance agreement is signed electronically when volunteer submits Coachella Valley Rescue Mission online volunteer applications.*

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.

6. Group Compliance Agreement

**Compliance agreement is signed electronically when volunteer submits Coachella Valley Rescue Mission online volunteer applications.*

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 insure my group has a thorough understanding of the Mission's Volunteer policies. Also, I agree to provide the Volunteer Coordinator a list of my group member's names, addresses, phone number and email address (if needed) before beginning our volunteer assignment.