



Coachella Valley Rescue Mission Volunteer Handbook

June 2024



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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Coachella Valley Rescue Mission

Mission Statement

“To serve those in need by sharing the saving grace of Jesus Christ through the provision of food, shelter, clothing, and spiritual recovery.”

Vision Statement

As ministers of reconciliation, we are to facilitate the reconciliation of men and women to God, to themselves, and to society.

Those in need of recovery due to loss of job, home, health, emotional, mental, or spiritual support, or physical or substance abuse find themselves drawn to our ministry. We are to facilitate that reconciliation through the available means of this Mission, i.e. food, clothing, shelter counseling, and discipleship. Through these modalities, we pave the way for them to be reconciled.

Since 1971, Coachella Valley Rescue Mission has been an oasis, a place of refuge for the homeless and needy in our valley. We are a safe haven, a place of rest for the weary, and a place where daily physical and spiritual needs may be met.

Over the years the mission has continued to meet the ever-growing needs of individuals, who for a variety of reasons, have found themselves without the basic necessities of life. Dedicated staff and volunteers serve more than 340,000 meals annually and provide shelter to thousands of men and women with children. Food, clothing, and showers are also provided for those who choose not to shelter with us.

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” or the “Mission”). A volunteer must fill out the appropriate application to be officially accepted and enrolled by Coachella Valley Rescue Mission prior to the performance of the task. The applications will be available online at www.cvrm.org. **All volunteers must fill out the application regardless of the term of service.**

Volunteer is Not an Employee

A volunteer is not an employee of CVRM and provides services as a donation and under no circumstances will be provided wages, salary, or benefits from the CVRM for the services provided.

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. **The number of volunteers in a group serving at a time will be limited to the project or area of service and will be determined by the Volunteer Coordinator.**

Mandated Community Service Volunteers

CVRM offers volunteer opportunities for those who are mandated by their school to complete service hours. All mandated are responsible for signing in and out at the time of their service. The time that is not recorded by the volunteer, will not be credited by CVRM.

Interns

The Internship Program at CVRM is designed to provide students and recent graduates with a meaningful and educational experience in the nonprofit sector. Interns will have the opportunity to contribute to our mission while gaining valuable skills and insights into the operations of a nonprofit organization. Our program focuses on professional development, hands-on experience, and community engagement. The internship application must be filled out and the intern and the school must contact the Program Manager with the requirements for credits.

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 the 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 the online Volunteer Application.
- **One** mandatory in-person orientation (Every 2nd and 4th Wednesday of the Month at CVRM).

3. Volunteer Policies

Behavior

Volunteers are encouraged to maintain a high standard of integrity and professionalism when relating with Mission clients, staff, vendors, board members, and other volunteers.

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, staff, vendors, board members, or any other person on the CVRM premises. **Inappropriate physical contact or any form of sexual harassment will be grounds for immediate termination of volunteer service.**

Volunteers are to treat all individuals -clients, staff, vendors, board members, and other volunteers- with respect, courtesy, and fairness.

Volunteers are asked to abide by the organizational policies and rules and report any unethical behavior to the appropriate authority.

As a volunteer, you must be reliable and fulfill your commitments and duties to the best of your ability.

Confidentiality

CVRM has an obligation to its clients to maintain their confidentiality and respect their privacy. Every person served by CVRM has the right to confidentiality. Volunteers must not disclose, copy, misuse, or release any confidential or private client information they may observe or have access to during the course of volunteering with CVRM. Volunteers may not share personal details such as home address or phone/cell number with Mission clients.

Social Media

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.

We want you to help protect our reputation. Volunteers must not post disparaging or defamatory statements about:

- a. CVRM;
- b. CVRM's staff, our clients, volunteers, or board members past or present;
- c. Suppliers and vendors; and
- d. Other affiliates and stakeholders.

Volunteers should also avoid social communications that might be misconstrued in a way that could damage our reputation, even indirectly.

The voice, image, and/or confidential information relating to any CVRM clients, staff, vendors, board members, and other volunteers is not to be shared on any of the volunteer's social media platforms.

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, 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.

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. At least every 2 minors should have one adult chaperone. Chaperones must submit an application and schedule with the minor.

Conflicts of Interest

Volunteers shall avoid personal and professional conflicts of interest in all matters pertaining to their volunteer duties with CVRM. Conflicting interests may include but are not limited to financial relationships, personal relationships, and/or professional relationships. If a situation arises where it is unclear as whether a conflict of interest exists, the volunteer shall discuss the issue with their supervisor or volunteer coordinator.

Attendance

Volunteers are expected to perform their duties as scheduled. When a volunteer expects to be absent from a scheduled volunteer day, the volunteer should contact their supervisor or the volunteer coordinator as far in advance as possible. Continual absenteeism will result in a review of the volunteer's work assignment.

Health, Safety, and Emergency Procedures

CVRM provides a clean, hazard-free, healthy, and safe environment in accordance with the Occupational Health and Safety Act of 1970. As a volunteer, you should observe all safety rules, adhere to all safety instructions provided by your supervisor, and use safety equipment where required. Your workspace should be kept neat, clean, and orderly.

CVRM does not permit unauthorized firearms or weapons on/in company property. This includes but is not limited to, disabling tear gas dispensers, guns, starting pistols, flare pistols, and pocket or hunting knife with a blade exceeding three (3) inches in length, and other objects that are intended for use as a weapon.

First Aid Kits are located in the supervisor's office of every building. In the event someone needs a first aid, direct them to the location of the first aid. In the event of an accident, injury, or emergency notify a staff person immediately. If you are injured, report your injury to your supervisor or the volunteer coordinator as soon as possible. You must fill out an accident report following any injury you sustain while conducting your volunteer duties. Volunteers must call 911 for any emergency.

Non-Discrimination and Non-Harassment

CVRM does not discriminate against any volunteer or volunteer applicant because of age, race, color, creed, religions, sex, sexual orientation, disability, or national origin.

CVRM prohibits any form of unlawful harassment based on race, color, religion, creed, sex, age, national origin, marital status, sexual orientation, disability, or veteran status in accordance with applicable laws. CVRM strives to foster an environment free of unlawful sex discrimination, sexual harassment, or retaliation. Sexual harassment includes but is not limited to unwelcome and/or unsolicited sexual advances, requests for sexual favors, and other verbal or physical conduct of sexual nature. Harassment of a CVRM client, staff, vendor, board member, and/or other volunteers in any way is not permitted and is subject to disciplinary action by CVRM.

Reporting Procedures

Any volunteer who believes they have been harassed should immediately notify their supervisor or the volunteer coordinator. All complaints and related information will be investigated and kept confidential to the extent possible.

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 may be required to wear a hairnet or baseball cap.

Drug-Free Environment

CVRM strictly prohibits the use, sale, dispensing, possession, or manufacture of illegal drugs in the workplace or while engaged in CVRM activities.

4. Scheduling and Signing in and out Procedures

Scheduling

To ensure smooth operations and effective coordination, kitchen, and maintenance volunteers must schedule their time in advance using the online volunteer portal's self-scheduling tool.

This tool is available on our website at www.cvrm.org or as an app for iOS or Android called VicNet. Once your volunteer application is approved, more instructions on how to log in will be sent via email.

Scheduling for the kitchen or maintenance must be done at least 24 hours in advance. If you need to cancel or change your shift, you may do so by logging in to the volunteer portal.

All chaperones must reserve a time with the minor that they are accompanying.

Signing in and out

To maintain accurate records of volunteer hours and ensure accountability, **all volunteers** must follow these signing-in and out procedures:

1. **Signing In:**

- Head to the security window and ask for your volunteer badge. This badge will contain your name and volunteer ID number.
- Sign in using the kiosk located next to the security window. If the screen is not working, please report it to security.

2. **Sign Out:**

- At the end of your shift please return any materials or equipment used during your shift to their appropriate locations.
- Sign out using the kiosk located next to the security window.

If you are unable to attend your scheduled shift, please make sure to remove yourself from the schedule by going to the online volunteer portal.

For any scheduling or sign-in/out issues, please contact the Volunteer Coordinator at (760) 347-3512 x223 or aperez@cvrm.org

5. Adherence to Organizational Needs, Rules, and Policies

As a volunteer of the Coachella Valley Rescue Mission, you are expected to comply with and support the organization's needs, rules, and policies. This includes:

- **Following Guidelines:** Adhering to all established guidelines, procedures, and protocols relevant to your role.
- **Supporting Organizational Goals:** Aligning your efforts with the mission, values, and goals of CVRM.
- **Respecting Authority:** Respecting and following instructions from supervisors, staff, and other designated leaders within the organization.
- **Compliance with Policies:** Understanding and complying with all organization policies, including those related to conduct, safety, confidentiality, signing in and out, etc.

All volunteers are expected to adhere to the policies and procedures of CVRM. Failure to comply with these guidelines may result in the termination of your volunteer service.

Volunteer Roles and Responsibilities

CVRM will assign volunteers tasks according to their ability, skills, interests, availability, and training. After being assigned to a volunteer position or task, volunteers must undergo training before they begin volunteering. CVRM may trust volunteers with confidential information if needed to carry out their position or volunteer duties, and CVRM expects and requires that the volunteers keep any confidential information private to protect CVRM clients.

CVRM expects all volunteers to know their duties, cooperate with staff and fellow volunteers, maintain a good attitude, and always treat others with respect.

Conflict Resolution

Volunteers are encouraged to tell their supervisors or the volunteer coordinator of any issues concerning volunteer matters or issues. If at any time a CVRM volunteer is in a conflict over a volunteer position, staff or volunteer behavior, and/or a general problem, CVRM has the authority to request written complaints from all parties, discuss termination of volunteer activity, move the volunteer to a new position, or request a volunteer to discontinue their service with CVRM.

Termination and Dismissal

Volunteers who do not adhere to the rules and procedures of CVRM, or who fail to satisfactorily or safely perform their volunteer assignment, may be subject to dismissal. CVRM may dismiss a volunteer on the following grounds: misconduct or insubordination, being under the influence of alcohol or drugs, theft of property

including food or other donated items, misuse of organization equipment or materials, abuse or mistreatment of CVRM clients, staff, vendors, board members, and other volunteers, failure to abide by CVRM policies and procedures, failure to meet mental or physical standards of performance, and failure to satisfactorily and safely perform assigned volunteer duties.

6. Hold Harmless/Model Release

CVRM does not provide Worker's Compensation Insurance 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, that may occur as a result of services being provided by the volunteer.

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 agrees 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.

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7. Individual Compliance Agreement

*Compliance agreement is signed electronically when the volunteer submits Coachella Valley Rescue Mission online volunteer applications. **Volunteers must sign this page during orientation and turn it into the Volunteer Coordinator.**

I, the volunteer, confirm that I have read the Volunteer Handbook, attended orientation, and 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 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. If I am chaperoning for a minor, I will go over these terms and policies with the minor volunteer before the first day of service.

Volunteer's Printed Name _____

Minor Volunteer Printed Name (If applicable) _____

Signature _____ Date: _____

Group Compliance Agreement

*Compliance agreement is signed electronically when the volunteer submits Coachella Valley Rescue Mission online volunteer applications. **Volunteers must sign this page during orientation and turn it into the Volunteer Coordinator**

As the designated group leader, I, the volunteer, confirm that I have read the Volunteer Handbook, attended orientation, and 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 ensure my group has a thorough understanding of the Mission's volunteer policies. Also, I agree to provide the Volunteer Coordinator with a list of my group member's names, addresses, phone numbers, and email addresses (if needed) before beginning our volunteer assignment.

Group Name _____

Lead Volunteer Printed Name _____

Signature _____ Date: _____