

Volunteer Orientation Guide

Thank you for taking the time to volunteer at City Rescue Mission. We appreciate your interest in helping people overcome life obstacles to obtain stability in their life. This guide was designed to assist you as you assist others during their stay at City Rescue Mission. This packet serves to provide an introduction to the volunteer program at City Rescue Mission.

City Rescue Mission
800 West California Avenue
Oklahoma City, OK 73106



Dear New Volunteer,

I am so thrilled that you have decided to volunteer your time and energy at City Rescue Mission to help the individuals who are less fortunate in our city. We are so thankful for you! The Mission truly could not continue to do what we do without the help from our faithful volunteers, like you. Volunteers are a vital part in helping City Rescue Mission achieve our goal of serving the homeless and near homeless of Oklahoma City. My hope for you is to be fulfilled with a sense of accomplishment that you are helping make a difference in the lives of those that are facing chaos and uncertainty every day.

The following information package includes details about our organization, volunteer roles, and volunteer responsibilities. If you have any questions regarding volunteer responsibilities, or have other concerns, please feel free to contact myself or the Volunteer Manager, Stacy Valentine at (405) 232-2709. Once again thank you for your willingness to help and welcome aboard!

Sincerely,

Rev. Tom Jones

City Rescue Mission Statement

Our Mission is to lead our community by serving the homeless and near homeless with help, hope, and healing, in the spirit of excellence, under the call of Christ.

City Rescue Mission Goals

1. Leadership

We commit to create and maintain a Rescue Mission ministry that is a teaching model for other Rescue Mission in the following areas: board, staff, facilities, programs, services, policies, procedures, and rules.

2. Compassion

We will react and treat clients in such a way that their lives are better because they walked through our door.

3. Excellence

We commit to excellence in everything we say and do. We will be better today than yesterday.

4. Integrity

We acknowledge the City Rescue Mission belongs to god; and we, as stewards, have been entrusted with this ministry.

Why Volunteer

<ul style="list-style-type: none">• To get out of the house• To be in charge of something• To try out a new career• To do something new• To feel useful and needed• To rebuild an old skill• To meet new people• As an academic requirement• To learn about someone else• To volunteer for my job• To volunteer for school• To stand in the gap for others• To teach what I have been taught	<ul style="list-style-type: none">• To help someone other than myself• To get to know my own community• To get involved with something of worth• To do something I love• Because I believe in City Rescue Mission and what they are doing• I want to help those who are less fortunate• To be stability for someone• To love others because I am loved by others• To invest in something with a purpose• Because I care about my city• To step outside of my comfort zone• Because I have much, and others have little
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"I'd like to thank you and your team for involving me with City Rescue Mission's effort to assist individuals with their hardships. Throughout my short time with your organization I was able to develop a new appreciation for the issues that plague those less fortunate than myself. The perspectives I gained throughout this learning experience are invaluable and I cannot express my appreciation enough for the opportunity you and those like you have given to me. I look forward to a continued relationship with City Rescue and look forward to educating others on my experience and the Mission's community involvement."

-Derek Jump
City Rescue Mission Volunteer

Volunteer Dress Code

Personal appearance should be a matter of priority for each volunteer, as it contributes to the culture and reputation of City Rescue Mission. Since we work among the homeless population, and within a ministry environment, we must be an example of proper attire.

Below is a list of clothing articles to be considered appropriate. A name badge must be worn at all times.

Appropriate

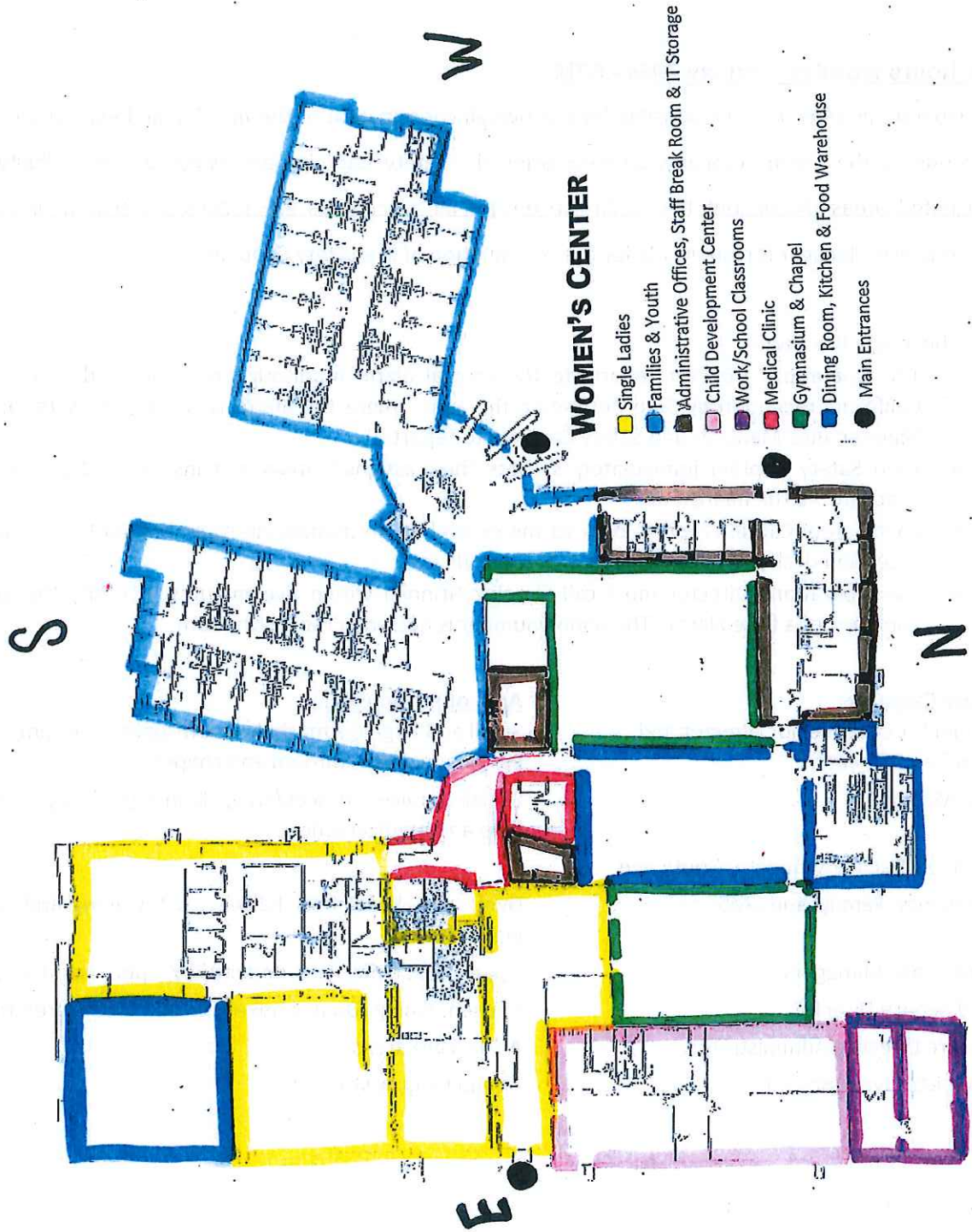
- All shirts with collars (includes casual shirts, blouses, golf and polo shirts)
- T-shirts. Make sure content on shirt is appropriate
- Sweaters
- Slacks, crop pants, or capris'
- Athletic Wear
- Leggings may only be worn with appropriate dress/skirt
- Shorts – must be knee length
- Blue Jeans
- Closed-toed shoes, sandals, or Boots (must be closed toe shoes to work in kitchen, DRC, or FRC)

Inappropriate clothing items for volunteering

- No Blue Jeans with holes
- Clothing that does not fit correctly; too loose, too tight
- Backless shirts or dresses
- Spaghetti Straps
- Dresses or Skirts that are too short or too tight
- Spandex or Lycra (such as biker pants)
- Flip-flops

This policy in no way is intended to prohibit your freedom of dress but is to bring into order the appropriateness of attire your position requires.

Map of City Rescue Mission



- Fire drills will be conducted on a monthly basis. Efficiency and results of all fire drills will be evaluated by Operations Director within two hours of each drill.
- Any maintenance problem with the fire alarm system or equipment should be reported immediately to the Operations Director and Simplex Grinnell.
- Fire extinguishers are located throughout the building and are inspected on an annual basis by Simplex Grinnell. Fire extinguishers must be clearly labeled and access not obstructed in any way.

Evening and Weekend hours Monday – Friday 5PM – 8AM and Saturday/Sunday

All procedures outlined above remain in effect, however, the Staff on Duty and Staff Interns are responsible for the overall coordination of the fire drill and evacuation, and reporting to the alarm company, Simplex Grinnell; and the Safety Captains are comprised of the maintenance team. The maintenance team will be trained during the course of scheduled fire drills by the Maintenance Manager. Reports of drill to be evaluated by the Operations Director upon return to work on the Monday after the drill.



CITY RESCUE MISSION

Tornado Procedures

General Information

Tornadoes usually occur in the spring and summer; they are formed by severe thunderstorms. Considered nature's most violent, erratic storm, they consist of whirling winds of up to 300 miles per hour. Tornadoes can sweep through an area, causing serious damage and destruction, and then change direction and strike again. In addition to injuries and structural damage, electrical shorts, gas leaks, etc., may create fires or other hazards. All must understand terminology regarding tornadoes.

Tornado Watch: weather conditions are considered favorable for creating a tornado--for example, during a severe thunderstorm. If a tornado watch is issued, listen to the radio and keep an eye on the weather. Plan to take shelter if a tornado is sighted.

Tornado Warning: a tornado funnel has been sighted or identified by radar. **Take shelter immediately.** Remember that tornadoes can form and move quickly; therefore, there may not be adequate time to issue a warning. If severe thunderstorms occur, be alert to the fact that a thunderstorm could trigger a tornado, and be prepared.

Tornado Plan

PURPOSE:

To provide staff and residents with guidance on the procedures to be followed when notified of a TORNADO WATCH and/or a TORNADO WARNING originating from the National Weather Service.

GOAL:

To minimize personal injury, loss of life and property damage through proactive measures. When a **tornado warning** is issued by the National Weather Service, the tornado sirens will be activated. Upon hearing the tornado sirens, the following process is to be implemented upon the direction of the President, VP, and Security, Work Therapy Director or the designated person appointed by the President.

Women's Center

Procedure: **WOMEN**

Recovery and Shelter Clients will move to the GYM. This includes all singles and families. Moms will need to go immediately to the daycare and pick up their children and take your children to the GYM with you. ALL daycare staff will assist the moms and director will lock the daycare and move to the GYM. All ladies and children will remain in the GYM until the point-person gives instruction to move to your tornado safe area.

Safe area:

Singles, Women and children – move to the dining room through the single south/east door, then through the double south door into the dining room. Move to the north side of the dining

C. Occupants will:

1. Proceed to the designated area in the building by the closest route.
2. Move quickly but in an orderly manner so that all may arrive safely.
3. Take a seat in the shelter area and remain until further instruction is given.

Trouble Areas/Places to Avoid

- All outside walls, elevators, and windows of buildings.
- Any low-lying area that could flood.
- Vehicles---do not use for shelter.
- Building areas with a large roof span.

Staff/Safety Captains

Area of Responsibility

Women's Senior Center	Director Women's dorm, office, showers
Women's Shelter Directors	Day room, shelter area, Pavilion restrooms
Case Managers	Single's dorm, smoke hole, social services offices/waiting
Family Case Managers	Upper and Lower East and West Hallways, Cali, waiting area
Food Services Director	Kitchen, dining room, food warehouse
Development and/or Systems Dir.	Admin wing, restrooms
Men's Senior Center Director	Entire upstairs areas
Men Case Managers	Downstairs laundry room, volunteer room, serving kitchen, and dorms
FRC Director	All of FRC and DRC

All staff will be available to assist in any way that is needed. Also keep order in the gym, chapel and in the dining hall.

Text your area is all clear to Kim Combs at 405-208-0293. Give the area you have cleared and then put all clear. Only one staff text from each of the above areas. When staff is not on property, security will text all clear to me.

If you have any questions, please see the VP or President. BE SAFE!



CITY RESCUE MISSION - Utility Failure Procedures

General Information

When conditions have caused a utility failure, City Rescue Mission Director of Operations and/or President will determine whether or not evacuation from the facility is necessary. Information will be gathered from the news media, utility companies and any other related sources of information.

Utility Failure Plan

PURPOSE:

To provide staff and clients with guidance on the procedures to be followed when a utility failure has occurred that may impede the ongoing operations of the Mission at its' current location, or procedures to follow while remaining at current location.

GOAL:

To minimize disruption of daily routine, through proactive measures; to continue with services in as much as is feasible to the situation. When a utility failure has occurred, the following process is to be implemented:

Remaining at the facility:

- Remain calm and listen for instruction from staff and follow completely
- Director of Operations will notify the proper utility company
- Parents, keep children with you at all times
- Emergency and natural lighting will be available
- Flashlights are stationed at the main entrances
- When moving throughout the building, please take safety precautionary measures
- Listen for modification to daily schedules, if necessary
- Food services will remain but times may be modified
- Continuation of services will remain but are subject to modification

Evacuating the facility:

- Remain calm and listen for instruction from staff and follow completely
- Director of Operations will notify the proper utility company
- Parents, keep children with you at all times
- When moving throughout the building, please take safety precautionary measures
- Pack enough items for communicated time frame
- Place to meet and order of Clients transportation to an off-property site
 - Women's Shelter – California Outside Circle
 - Women and Families – California Outside Circle
 - Men's Shelter – Job Placement Parking Lot
 - Men's Center – Job Placement Parking Lot



CITY RESCUE MISSION - Emergency Evacuation Procedures

General Information

When conditions beyond our control necessitate either an immediate evacuation or a planned evacuation of City Rescue Mission, our Director of Operations and/or President will determine the length of time an evacuation from the facility is necessary based on information gathered from sources related to the cause of evacuation.

Emergency Evacuation Plan

PURPOSE:

To provide staff and clients with guidance on the procedures to be followed when an emergency evacuation has been ordered. Procedures include a plan for short-term evacuation and an extended evacuation from the premises of City Rescue Mission.

GOAL:

To minimize disruption of daily routine, through proactive measures; to continue with services in as much as is feasible to the situation. When an emergency evacuation has been ordered, the following process is to be implemented:

Remaining at the facility:

- Remain calm and exit from the building as directed by staff, in an orderly manner
- Parents, keep children with you at all times
- The evacuation circumstance will dictate where Clients will congregate outside of the building; LISTEN for instruction from staff
- Further instruction will be given as to re-entry into the facility or off-site evacuation

Evacuating the facility:

- Remain calm and listen for instruction from staff and follow completely
- Director of Operations will remain in contact with authorities in respect to evacuation
- Parents, keep children with you at all times
- When moving throughout the building, please take safety precautionary measures
- Pack enough items for communicated time frame
- Place to meet and order of Clients transportation to an off-property site
 - Women's Shelter – California Outside Circle
 - Women and Families – California Outside Circle
 - Men's Shelter – Job Placement Parking Lot
 - Men's Center – Job Placement Parking Lot
- The Director of Operations will secure building in accordance with the evacuation occurrence.
- Dependent upon the cause of the evacuation, designated staff may remain at the facility
- Food services will continue but times may be modified
- Continuation of services will remain but are subject to modification

Volunteer Grievance Procedure

I. Policy – Any volunteer who feels that they have a cause to file a grievance has the opportunity to do so without fear of harassment or retaliation. Volunteers and City Rescue Mission will adhere to procedures outlined below. If a volunteer chooses not to adhere to the procedures outlined below, the grievance will not be addressed.

II. Purpose – City Rescue Mission wants all volunteers to have a constructive way to express concerns regarding their dignity, health and safety while volunteering at City Rescue Mission.

III. Procedure –

- (1) Volunteers may request and obtain a Grievance Form from the Volunteer Manager.
- (2) The Volunteer Manager may not discuss the volunteer's complaint nor engage in any conversation regarding the situation.
- (3) The volunteer should complete the Volunteer Grievance Form and return it to the Volunteer Manager.
- (4) The completed Volunteer Grievance Form will be submitted to the Human Resource Manager.
- (5) The Human Resource Manager will submit the Volunteer Grievance Form to City Rescue Mission's President/CEO.
- (6) City Rescue Mission's President/CEO will resolve the grievance promptly and fairly.
- (7) City Rescue Mission's President/CEO will confer with the volunteer who has filed the grievance either personally or in writing within five working days of receiving the Volunteer Grievance Form.

IV. Responsibility – It is the responsibility of the Volunteer Manager to provide a Volunteer Grievance Form to any volunteer requesting the same. It is the responsibility of the volunteer and City Rescue Mission to adhere to all procedures surrounding a volunteer grievance. It is the responsibility of City Rescue Mission's President/CEO to review the grievance and determine the appropriate response.

alternate plans can be made. If you miss more than three scheduled times you may be moved to a different volunteer position, one that can operate if you are not present. This decision is made by your assigned supervisor and/or the staff member assigned to your area.

B. Accidents/Injuries

The safety of our volunteers is very important. Volunteers who are injured or involved in an accident during their assignment must report the injury/accident immediately to his or her supervisor. An incident report must be filled out at the time of the injury/accident by an observer or the person injured.

C. Benefaction

Giving monetary or any other material benefit to any client is never allowed under any circumstances without prior authorization from the Volunteer Manager. If a volunteer has a concern about the needs of a specific client, they can voice their concerns to the Volunteer Manager, who will relay the information to the appropriate staff member for attention.

D. Discontinuation of Volunteer Service

Situations may arise that make it necessary for an individual to no longer provide volunteer services. The Mission may release an individual at any time, without prior notice, for any reason, including, but not limited to:

- Restructuring of positions or elimination of the volunteer position in which the individual serves
- Discrimination against or harassment of anyone
- Violation of any volunteer program policies
- Possession or under the influence of drugs, narcotics, alcohol, or weapons while serving as a City Rescue Mission volunteer
- Allowing a client to ride in a volunteer's personal vehicle
- Theft, pilfering, fraud or other forms of dishonesty
- Gross negligence
- Malicious gossip or derogatory attacks concerning anyone associated with the Mission

Volunteer Confidentiality Agreement

As a volunteer, you may have access to information and reports from City Rescue Mission, this agreement refers to this information as "confidential information". Confidential information includes donor, volunteer, and client information. You may learn of or have access to some of this confidential information through volunteer activities.

Confidential information is valuable, sensitive and is protected by law and by strict City Rescue Mission policies. The intent of these laws and policies is to assure that confidential information will remain confidential. Your principal obligations in this area are explained below.

Accordingly, as condition of and in consideration of your access to confidential information, you promise that:

1. You will use confidential information only as needed to perform your legitimate duties as volunteer receiving information from City Rescue Mission. This means, among other things, that:
 - A. You will only access confidential information for which you have a need to know.
 - B. You will not in any way divulge, copy, release, sell, loan, review, alter, or destroy any confidential information.
 - C. You will not misuse confidential information or carelessly care for confidential information.
 - D. You will not identify our clients to others. In other words, you will not reveal that any particular client is staying in our facilities or using our services.
2. You will safeguard and will not disclose any volunteer access or any other authorization you have that allows you to access confidential information.
3. You accept responsibility for all activities undertaken using your access and other authorization.
4. You will report activities by an individual or entity that you suspect may compromise the confidentiality of confidential information. Reports made in good faith about suspect activities will be held in confidence to the extent permitted by law, including the name of the individual reporting the activity.
5. You understand that your obligation under this agreement will continue after your volunteer service is terminated.

Indemnity and Hold Harmless Agreement

The undersigned hereby agrees to hold harmless and indemnify City Rescue Mission, Inc. and/or any of its auxiliary or affiliated organizations from any and all claims, suits, causes of action and liability arising out of any claims, suits or causes of action of any kind which undersigned or his/her child may have from now henceforward arising out of any actions, activities, or events sponsored by City Rescue Mission and/or any of its auxiliary or affiliated organizations. This hold harmless and indemnity agreement extends to any acts and/or omissions engaged in by or attributable to any person or entity, including any agent, employee, volunteer or board member of City Rescue Mission, Inc. and/or any of its auxiliary or affiliated organizations. I realize that City Rescue Mission will not be held responsible for any accident or injury that may occur while I am a volunteer and take full responsibility for any and all members of the volunteer group and the outcome of their visit to City Rescue Mission, Inc. I understand that either party may terminate the volunteer services at any time, with or without cause and/or prior notice.

Intern Agreement

I acknowledge my understanding that City Rescue Mission is engaged in the practice of ministry and that within the context of that ministry I am volunteering to perform work duties without any expectation that I will be paid any wages or salary or any other type of compensation for my work. I declare that I am serving as a volunteer and not an employee. I affirm that the information I have provided on this application is correct.

Group Disclaimer

If group members are under the age of 18, we require one adult sponsor for every five volunteers. Please read carefully. Dress in old clothes that you do not mind getting dirty or stained. Please do not bring anything that is valuable. We do not have a secure place to store them for the day. Always stay in groups of at least 2, and anyone under the age of 18 must have a sponsor with their group. I agree to have my group follow the rules set by the CRM Staff. I understand that if a rule is broken, the volunteer will have to leave the facility. I have made the rules available to each member of my group and understand that I am responsible for my group.