

COOPERATIVE DOWNTOWN MINISTRIES, INC.

VOLUNTEER GUIDELINES & CONFIDENTIALITY AGREEMENT

Thank you for choosing to volunteer at Firehouse Ministries. Your role is a critical part of our operations. We look forward to you joining the team and working with us to serve our homeless men and put an end to homelessness.

All volunteers agree to the following:

- Please arrive for your shift on time and stay for the period of time for which you have committed.
- Please notify the Volunteer Coordinator ASAP prior to your scheduled shift when unable to serve.
- Please sign in at the front desk at the emergency shelter or main office at our housing sites upon arrival.
- In accordance with Firehouse Ministries core values, please treat all guests with respect and dignity.
- Please uphold Firehouse Ministries confidentiality policy (see section below) at all times.
- Please develop and maintain healthy, professional boundaries with Shelter guests. Volunteers are prohibited from giving rides or money to Firehouse Ministries' guests, as well as making or receiving personal phone calls with our guests.
- Please understand that you will be working in a men's homeless shelter. As such, appropriate dress attire while working would include blue jeans, t shirts, and tennis shoes.
- Volunteers are asked to refrain from providing personal information such as: home address, email or phone number to guests.
- Volunteers are not to come to the Shelter while under the influence of alcohol or drugs and are not to bring drugs, alcohol or weapons on any of our properties.
- Please seek staff permission in advance before photographing, videotaping or interviewing any guest.
- Anyone under the age of 18 must be directly supervised by an adult volunteer.
- Misuse, flagrant waste of Firehouse Ministries' property (including donations) is prohibited and may result in immediate dismissal. Under no circumstances is it permissible to remove anything from Firehouse Ministries' property.
- Please defer to staff authority in all discipline matters. Inform staff members of any rule violations or inappropriate situations that you may witness. Do not enforce Firehouse Ministries' rules yourself with guests.
- If any have any questions or concerns, please don't hesitate to contact the Volunteer Coordinator, Kelly Wallace at 205-417-2502, or email her at kwallace@firehouseshelter.com

VOLUNTEER CONFIDENTIALITY AGREEMENT/RELEASE WAIVER

As a **Volunteer**, I will come into contact with guests of Firehouse Ministries and they may reveal personal information. Federal law requires Firehouse Ministries to ensure confidentiality of all current and former guests, as well as any applicants for our services. It is required that you **keep all guest information you might obtain while volunteering – confidential – including the identity of any individual within the facility and the fact that he is receiving services. Disclosing any information about our guests is strictly prohibited.** Photography of guests is prohibited without permission from the client. I understand any violation of these guidelines could result in my termination as a volunteer.

I understand my role as a volunteer is to support the men as they seek to obtain more appropriate housing. I understand that it is not to provide casework. Therefore, I understand that it is inappropriate to solicit information about Firehouse Ministries' guests.

I understand that Firehouse Ministries granted me the opportunity to volunteer my time and that I choose to volunteer at my own will and risk. Firehouse Ministries is not liable for my safety while I volunteer at any site under the Firehouse Ministries umbrella. Firehouse Ministries has permission to photograph all persons who are volunteering on our properties. By signing this release/waiver, I am confirming that I, as a volunteer, understand all statements above and will comply with all regulations and guidelines set forth by Firehouse Ministries.

**By signing the volunteer sign in form, I affirm that I have read and agree to the
Volunteer Guidelines and Confidentiality Agreement.**