



VOLUNTEER **HANDBOOK**

Welcome to the family of volunteers at Nashville Rescue Mission. The purpose of this handbook is to provide guidance and direction to those generously donating their time and/or talents at the 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.

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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 Nashville Rescue Mission. A volunteer must be officially accepted and enrolled by Nashville Rescue Mission prior to performance of the task.

Special Case Volunteers

Nashville 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, a special agreement must be in effect with the organization, school or program from which the special case volunteers originate and must identify responsibility for management and care of the volunteers.

Service at the Discretion of Nashville Rescue Mission

Nashville 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 somewhat delicate nature of some guests, volunteers who desire to serve at the Women and Children's Campus are subject to a background check prior to serving.

Volunteers agree that Nashville Rescue Mission 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 Nashville Rescue Mission. Notice of such a decision should be communicated as soon as possible to the volunteer's supervisor or Director of Volunteer Services.

2. Overview of Volunteer Screening Process

Before volunteering, volunteers are required to complete the following:

1. Understand and adhere to the Volunteer Guidelines and Nashville Rescue Mission Volunteer Handbook.
 2. Complete online Volunteer Application.
- Nashville Rescue Mission has the right to make the decision regarding the best placement of a volunteer.
 - Nashville Rescue Mission provides only liability insurance for volunteers.
 - Nashville Rescue Mission does not provide Worker's Compensation for volunteers.
 - Volunteers will not hold Nashville Rescue Mission responsible for any medical/accidental claims.
 - It is recommended that volunteers carry medical insurance

3. Rights and Responsibilities of Volunteers and Nashville Rescue Mission

Both volunteers and Nashville Rescue Mission have rights and responsibilities. Volunteers are engaged to perform a specific service and Nashville Rescue Mission agrees to provide the volunteer with a worthwhile and rewarding experience. In return, each has the right to some basic expectations of the other.

Volunteers have the right to:

- Be asked for their permission before any job-related reference, police or other checks are conducted.
- Know the purpose and ground rules of Nashville Rescue Mission.
- Receive appropriate orientation and training for the job.
- Be provided a place to work and suitable tools for the task.
- Accept and give suggestions and constructive feedback.
- Expect clear and open communication from Nashville Rescue Mission.

Nashville Rescue Mission has the right to:

- Receive as much effort and quality service from a volunteer as a paid worker, even on a short-term basis.
- To select the best volunteer for the job by interviewing and screening all applicants. This might include reference and police checks and, where appropriate, a prohibited employment declaration for roles that involve working directly with children or at-risk adults.
- Expect volunteers to adhere to their service descriptions/outlines and Nashville Rescue Mission's code of conduct.
- Expect volunteers to observe safety and security rules.
- Expect clear and open communication from the volunteer.
- Accept and give suggestions and constructive feedback.
- Release volunteers under certain circumstances.
- Redirect volunteers determined unsuitable or to say no to volunteers.

Volunteers have the responsibility to:

- Follow Nashville Rescue Mission's safety and security rules.
- Follow Nashville Rescue Mission's anti-discrimination policy.
- Ensure that confidential information is respected and treated appropriately.
- Respect the rights and dignity of clients and fellow workers and work as a team member.
- Attend designated orientation and training programs offered by Nashville Rescue Mission.
- Seek assistance, guidance or information where necessary and give and receive constructive feedback as appropriate, document and submit reports of unusual incidents.
- Fulfill agreed commitments or re-negotiate their commitments if necessary.
- In the course of providing assistance, volunteers may determine this is the type of project that could benefit from an additional partnership with other agencies. Volunteers should let Nashville Rescue Mission know if they feel partnering with other agencies would be helpful for the project, and whom they might recommend.

Nashville Rescue Mission has the responsibility to:

- Ensure volunteer information is kept confidential and is used appropriately.
- Respect the rights and dignity of volunteers.
- Appreciate volunteers for their continuing commitment and contribution to Nashville Rescue Mission.
- Administer and manage the volunteer program in a professional manner.
- Give and receive constructive feedback.
- Allocate resources responsibly.
- Ensure expectations are known at the outset and standards are maintained.
- Endeavor to refer inappropriately allocated volunteers to a service more suitable.
- Release volunteers under certain circumstances, such as when their service is detrimental to the individuals being served at Nashville Rescue Mission.

4. Prohibited Behavior/Conduct

Due to the severity of the implications of not adhering to the following conduct, non-compliance of any of the following rules of conduct will result in immediate dismissal from Rescue Mission volunteer program and when necessary, legal steps will be taken to receive compensation of monetary or material loss.

- Volunteer will not represent Nashville Rescue Mission without the expressed approval of the President/CEO or member of the senior leadership team. This includes representation at functions and events; form letters to members, volunteers, and/or other board members; donation and/or sponsorship requests, fundraisers; media representation; legal representation; or any other type of representation not pre-approved.
- Volunteer will not conduct any type of event; fundraiser; request for donations, services, supplies, sponsorship, information, and/or assistance of any kind; or any event in the name of Nashville Rescue Mission without pre-approval by Mission management.
- Volunteer will not request any type of service, monetary donation of any kind, or item for personal use or benefit by using their role in Nashville Rescue Mission as their reason for request without pre-approved consent from Mission management.
- Volunteer will not receive any type of personal or monetary compensation for their role at the Nashville Rescue Mission.
- Volunteer will not implement new services of Nashville Rescue Mission without the consent of Mission management.
- All new services and purchases must be pre-approved by the President/CEO.
- Volunteer will not interfere in or disrupt the duties of other volunteers, officers or board members.
- Volunteers will not install or un-install computer software or hardware unless pre-approved.

***Volunteers who do not adhere to the rules and procedures of Nashville Rescue Mission or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. Possible grounds for dismissal may include, but are not limited to, the following: gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property or misuses of Nashville Rescue Mission equipment or materials, abuse or mistreatment of clients or co-workers, failure to abide by Nashville Rescue Mission policies and procedures, failure to meet physical or mental standards of performance and failure to satisfactorily perform assigned duties.

5. Policy against Harassment

Nashville Rescue Mission is committed to maintaining an environment that is free of harassment. In keeping with this commitment, we will not tolerate harassment of its employees, volunteers, or clients by anyone, including any manager, supervisor, co-worker, volunteer, vendor, guest or client. Conversely, any volunteer's harassment of Nashville Rescue Mission's clients, employees, other volunteers, suppliers, visitors, or anyone else who conducts, attempts to conduct or is solicited for business with NRM will not be tolerated.

Harassment of any kind whether verbal, physical or visual that is based upon an individual's race, ancestry, national origin, religion, age, disability, sex or sexual orientation is specifically prohibited.

All employees and volunteers are responsible for helping to assure a workplace free of harassment. Employees/volunteers/or guests who believe that they have experienced or witnessed harassment are strongly urged to notify the Director of Volunteer Services or any other member of management immediately. Nashville Rescue Mission forbids retaliation against anyone who has reported harassment or participated in an investigation. If an investigation confirms that harassment has occurred, Nashville Rescue Mission will take appropriate corrective action, up to and including termination.

6. Grievance Policy for Volunteers

It is the policy of Nashville Rescue Mission to encourage fair, efficient and equitable solutions for problems arising out of the volunteer relationship and to meet the requirements of state and federal law.

We strive for 100% of complaints to be resolved on an informal basis, which allows prompt correction or understanding. However, if complaints cannot be resolved informally, the complaint of volunteers will be considered pursuant to the procedure provided below. No volunteer will be penalized, disciplined or prejudiced for exercising the right to make a complaint or for aiding another volunteer or employee in the presentation of that complaint.

Procedure for Bringing a Grievance

Step 1: The volunteer shall informally present the complaint to the Director of Volunteer Services for consideration and resolution within five (5) working days from the date of the reporting the complaint. It is recommended to report the complaint as soon as possible.

Step 2: If the Director of Volunteer Services does not satisfactorily resolve the complaint within five (5) working days of reporting the complaint, the volunteer should present the complaint to the Director of Operations for consideration and action. A decision will be provided to the volunteer within five (5) working days of receipt of the complaint.

Step 3: Complaints not satisfactorily resolved by the Director of Volunteer Services or the Director of Operations, may be appealed in writing to the President/CEO within five (5) working days of the date of the appealed decision. The appeal shall state why the appealed decision is not correct. Within a reasonable time, not to exceed thirty (30) days following receipt of the appeal, a written decision shall be mailed to the volunteer. This decision is final.

Step 4: The written complaint and all decisions or responses regarding such complaint shall be added to the file of the volunteer.

Volunteer Services Contact Information

If any problems or questions arise in the course of your volunteering at Nashville Rescue Mission, please contact:

Director of Volunteer Services

volunteer@nashvillerescuemission.org

615-312-1544

Director of Operations

615-780-9470

7. Individual Compliance Agreement

*Compliance agreement is signed electronically when volunteer submits Nashville Rescue Mission online volunteer application.

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.

8. Group Compliance Agreement

*Compliance agreement is signed electronically when volunteer submits Nashville Rescue Mission online volunteer application.

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 Director of Volunteer Services a list of my group member's names, addresses, phone number and email addresses (if needed) before beginning our volunteer assignment.