

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 to 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

### **Purpose of this Handbook**

The purpose of this Volunteer Handbook is to provide you with information that will allow you to get the most out of your volunteer experience and be the best volunteer possible for Nashville Rescue Mission. No Volunteer Handbook can answer all the questions you may have about Nashville Rescue Mission, so please do not hesitate to contact Nashville Rescue Mission with additional questions or concerns.

### **Mission and Statement of Faith:**

The Mission Statement for Nashville Rescue Mission is: Providing hope for today, hope for tomorrow, and hope for eternity to the hungry, homeless, and hurting.

Our Statement of Faith is as follows:

- We believe the Bible, both Old and New Testaments, to be the infallible Word of God.
- We believe there is one God, eternally existing as Father, Son, and Holy Spirit.
- We believe the Lord Jesus Christ is Deity, He was born of a virgin, we are redeemed by His atoning death through His shed blood, He bodily resurrected and ascended into heaven, and He will come again in power and great glory.
- We believe people are saved through a direct, personal encounter with the risen Lord, at which time they are regenerated by the Holy Spirit.
- We believe in the present ministry of the Holy Spirit, by whom Christ indwells each believer enabling them to live a godly life of obedience as they reach for maturity.
- We believe the Holy Spirit unites all true believers in the Lord Jesus Christ and together they form one body, the church.

### **Definition of a Volunteer**

A volunteer is anyone who, without compensation or expectation of compensation beyond reimbursement, performs a task under the guidance of and on behalf of Nashville Rescue Mission. A volunteer must be officially accepted and enrolled by Nashville Rescue Mission before the performance of the task.

### **Special Case Volunteer**

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 assistance is at-will and at the sole discretion of the agency. Due to the somewhat delicate nature of some guests, volunteers who desire to serve at the Women's Campus are subject to a background check before serving. If a criminal history is present, offenses will be evaluated on a case-by-case basis in the sole discretion of Nashville Rescue Mission.

Volunteers agree that Nashville Rescue Mission may at any time, with or without cause, decide to terminate the volunteer's relationship with Nashville Rescue Mission. The volunteer may at any time, with or without cause, choose 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. Each person serving will need to create an online volunteer account, including children ages 10 and up.
3. Those, ages 18 and up, interested in volunteering at the Women's Campus must also complete the online background check process before signing up for a volunteer shift.
4. Each person serving will need to execute the Volunteer Acknowledgement and Release.

## 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 will strive 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:**

- Provide consent before any job-related reference, police, or other checks are conducted.
- Know the purpose and ground rules of Nashville Rescue Mission.
- Receive orientation and training for the job, as is applicable in the sole discretion of Nashville Rescue Mission.
- Be provided with a place to work and suitable tools for the task in the sole discretion of Nashville Rescue Mission.
- Accept and give suggestions and constructive feedback.
- Expect clear and open communication from Nashville Rescue Mission.

### **Nashville Rescue Mission has the right to:**

- Decide the best placement of a volunteer, in Nashville Rescue Mission's sole discretion.
- Receive satisfactory effort and quality service from a volunteer, even on short-term projects.
- Select the best volunteer for the job, in Nashville Rescue Mission's sole discretion, 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. If a criminal history is present, offenses will be evaluated on a case-by-case basis in the sole discretion of Nashville Rescue Mission.
- 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.
- Terminate volunteers at will with or without cause.
- Release/deny volunteers that, in the sole discretion of Nashville Rescue Mission, are not suited/appropriate for a particular volunteer service(s).

**Volunteers have the responsibility to:**

- Follow Nashville Rescue Mission's safety and security rules.
- Follow Nashville Rescue Mission's Policy Against Harassment.
- Ensure that confidential information is respected and treated appropriately.
- Respect the rights and dignity of guests 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 to commitments or re-negotiate their obligations if needed.
- In the course of assisting, 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, in the sole discretion of Nashville Rescue Mission.
- Ensure, to the best of Nashville Rescue Missions' ability, that expectations are known at the outset and standards are maintained.
- Endeavor to refer inappropriately allocated volunteers to a service more suitable.
- Terminate volunteers at-will, including but not limited to when a volunteer's 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 the Mission's volunteer program, and when necessary, legal steps will be taken to receive compensation of monetary or material loss.

- A volunteer will not represent Nashville Rescue Mission without the expressed approval of the President/CEO. 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 in writing.
- A volunteer will not conduct any 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 in writing.
- A volunteer will not request any 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 the request without pre-approved written consent from Mission management.

- A volunteer will not receive any personal or monetary compensation for their role at Nashville Rescue Mission.
- A volunteer will not implement new services of Nashville Rescue Mission without the written consent of Mission management.
- All new services and purchases must be pre-approved by the President/CEO in writing.
- A 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 in writing.

\*\*\*Although volunteers serve Nashville Rescue at-will and can be terminated at any time with or without cause, volunteers who do not adhere to the rules and procedures of Nashville Rescue Mission or who fail to perform their volunteer assignment satisfactorily, in the sole discretion of Nashville Rescue Mission, 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 guests 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, the Nashville Rescue Mission will not tolerate harassment of its employees, volunteers, or clients by anyone, including any manager, supervisor, co-worker, volunteer, vendor, guest, or program participant. Conversely, any volunteer's harassment of Nashville Rescue Mission's guests, employees, other volunteers, suppliers, visitors, or anyone else who conducts, attempts to conduct or is solicited for business with Nashville Rescue Mission 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 expressly 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 percent 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 claim 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 in writing to the Senior 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 Chief of Staff 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.

1. Director of Volunteer Services  
[volunteer@nashvillerescuemission.org](mailto:volunteer@nashvillerescuemission.org)  
615-312-1544
2. Senior Director of Operations  
615-780-9470
3. Chief of Staff  
615-312-1529

### *7. Volunteer Insurance Coverage*

- It is recommended that volunteers carry medical insurance.
- Nashville Rescue Mission provides only liability insurance for volunteers.
- Nashville Rescue Mission does not provide Worker's Compensation for volunteers.
- Volunteers shall not hold Nashville Rescue Mission responsible for any medical/accidental claims.

### *8. Volunteer Waiver and Release Form*

\*Volunteer Waiver and Release Form is signed electronically by volunteers, 18 years and above, during the online volunteer event "sign up" process.

\*Volunteers under the age of 18 years are required to submit a signed copy of the online Volunteer Waiver and Release Form. The printable waiver appears during the volunteer event "sign up" process. Waivers should be signed by minor volunteer's parent/legal guardian and submitted to Mission staff upon arrival.

## **READ CAREFULLY BEFORE SIGNING**

In consideration of my desire to serve as a volunteer in the charitable efforts conducted by Nashville Rescue Mission (the “Activities”), I agree and acknowledge on behalf of myself, and any minor child for whom I am a parent or legal guardian listed below (individually and collectively referred to herein as “I” or “Volunteer”), as follows:

### **Acknowledgment Of Volunteer Handbook**

I acknowledge that I have been informed of [Nashville Rescue Mission’s Volunteer Handbook](#). I understand it is my responsibility to read and familiarize myself with the entirety of its contents. I further understand that any and all of the rules and policies referred to in the Volunteer Handbook are incorporated as terms herein and may be unilaterally clarified, amended, modified, reduced or discontinued, or supplemented at any time with or without notice to me and without a written amendment by the organization in its sole judgment and discretion. I agree to follow the rules and regulations in Nashville Rescue Mission’s Volunteer Handbook, as it pertains to my service as a volunteer for Nashville Rescue Mission. I hereby understand that the scope of my relationship with Nashville Rescue Mission is limited to a volunteer position and that no compensation is expected in return for the services I provide. Nashville Rescue Mission will not provide me any benefits traditionally associated with employment, and I am responsible for my own insurance coverage in the event of personal injury or illness or as a result of my services to Nashville Rescue Mission. Nothing herein shall be construed as an employer-employee relationship between myself and Nashville Rescue Mission.

### **Release Of Liability**

I acknowledge that my participation in the Activities and all related activities involves risk to the Volunteer and may result in various types of injury including, but not limited to, the following: sickness, bodily injury, death, emotional injury, personal injury, property damage, and financial damage. I assert that in the event I am signing this document on behalf of a minor, I have full parental and/or custodial authority to waive liability and accept responsibility on behalf of the Volunteer. I acknowledge that as part of my participation in the Activities, I may interact with Nashville Rescue Mission’s program participants and that Nashville Rescue Mission is not responsible for the actions of such participants and/or any injuries I may sustain in relation to such interactions with its participants. I hereby acknowledge and agree that I will indemnify and hold harmless Nashville Rescue Mission, related and affiliated entities, and the officers, directors, employees, agents, volunteers, program participants, representatives, successors, and assigns of each of the foregoing entities, from and against all allegations, claims, actions, suits, demands, damages, liabilities, obligations, losses, settlements, judgments, costs and expenses (including without limitations attorneys’ fees and costs), which arise out of or result from any act or omission on my behalf, related to such Activities participation.

The Released Parties are Nashville Rescue Mission, related and affiliated business entities, and the officers, directors, employees, agents, representatives, successors and assigns of each of the foregoing entities. On my own behalf and on behalf of my heirs, executors, personal representatives, administrators and assigns, I (1) release and forever discharge the Released Parties of and from all liabilities, claims, actions, damages, costs or expenses of any nature whatsoever for bodily injury (including death) and property damage arising out of or in any way connected with my participation in the Activities; and (2) indemnify and hold each of the Released Parties harmless against any and all such liabilities, claims, actions, damages, costs or expenses, including, but not limited to, all attorney's fees and costs. I expressly agree that this release and indemnity agreement includes, without limitation, any claims based on the negligence, action or inaction of any of the Released Parties, and covers bodily injury (including death) and property damages suffered by me during or after such Activities participation, including all transportation to and from the Activity.

I hereby authorize medical treatment if the need arises on Nashville Rescue Mission’s premises or during the transportation to and from the premises. However, I acknowledge and agree that the Released Parties shall have no duty, obligation or liability arising out of the provision of or failure to provide medical treatment if incidents related to the Activities occur on the Released Parties’ property.

I hereby authorize Nashville Rescue Mission to provide food and beverage in connection to my participation in the Activities. I hereby acknowledge and agree that the Released Parties shall have no duty, obligation, or liability arising out of the provision of such food and beverage, including matters of health and safety associated therewith. I acknowledge and agree that any food and/or beverage provided to me in connection with my participation in the Activities has been prepared and provided by a third party, and I assume all risks associated with the consumption thereof. I hereby acknowledge that if I have any food-related allergies, I will notify Nashville Rescue Mission in writing prior to my participation in the Activities. Notwithstanding the foregoing, Nashville Rescue Mission shall have no duty to monitor or protect me from any of my food-related allergies.

I agree that any claim which I may bring forward at any time for any reason against the Released Parties shall be governed by the laws of Tennessee. If a dispute over this agreement or any claim for damages arises, I agree to resolve the matter through a mutually acceptable alternative dispute resolution process. If Nashville Rescue Mission and myself cannot agree upon such a process, the dispute shall be submitted to a three-member arbitration panel for resolution pursuant to the rules of the American Arbitration Association. This arbitration provisions shall be governed by the Federal Arbitration Act.

**Publicity Release**

In return for being allowed to participate in Nashville Rescue Mission volunteer activities and all related activities, including any activities incidental to such Activities, I hereby grant to Nashville Rescue Mission, and each of its subsidiaries, affiliates, agents, advertising or promotional agencies, and partners, and all such entities’ officers, directors, agents, employees, respective successors and assigns (collectively, “Authorized Parties”), the absolute and irrevocable right and permission to use, publish, broadcast and/or copyright the use of Volunteer’s name, voice, photograph and/or likeness, and caricature in its current form or as retouched, digitized, cropped, altered, distorted or modified in any way, in any and all advertising, promotional, or other materials based upon or derived from the Activities in any manner, in any media whatsoever for any and all purposes, including by way of example, but without limitation advertising, promoting, or publicizing products and services throughout the universe, in perpetuity, in any and all media now known or hereafter devised (including without limitation on the Internet), without compensation. I further agree that anything derived therefrom will be owned solely by the Authorized Parties. I shall not authorize the use of any print, negative, or other copy thereof by anyone other than the Authorized Parties.

I understand that this document is intended to be as broad and inclusive as permitted by the laws of Tennessee and agree that if any portion of this Agreement is invalid, the remainder will continue in full legal force and effect.

**I HAVE READ THIS DOCUMENT AND UNDERSTAND IT. I FURTHER UNDERSTAND THAT BY SIGNING THIS RELEASE, I VOLUNTARILY SURRENDER CERTAIN LEGAL RIGHTS.**

**VOLUNTEERS AGE 18 AND OLDER**

**Print Volunteer’s Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

As parent/guardian signing this Agreement for the below named minor, I acknowledge and agree that I have read the above document and that by signing this document on behalf of the minor, the minor and I agree to be bound by its terms. I hereby agree to INDEMNIFY, DEFEND and HOLD HARMLESS the RELEASED PARTIES for any claim, suit, or damages, arising out of said minor’s participation in the Programs.

**VOLUNTEERS UNDER AGE 18**

**Minor’s Name and Age:** \_\_\_\_\_

**Print Parent/Guardian Name:** \_\_\_\_\_

**Parent/Guardian Signature:** \_\_\_\_\_