



City Rescue Mission of Lansing Volunteer Information and Policies

Volunteers are an extremely valuable part of the Mission's ministry and allow us to direct resources to the most essential needs of our guests and community. Thank you for being a rescuer! *If you or your group will be volunteering on a regular basis, please keep this for your reference.*

Sign In: Every individual person in your group must be signed-in separately. Please do not simply put a group or family name. This allows us to verify who has been here and to keep track of volunteer hours. If you do not sign-in, we may assume you were unable to fulfill your volunteer promise.

Safety: We have a strong interest in volunteer safety. For this reason, we ask that volunteers do not exchange personal information with our guests (phone number, mailing address, e-mail, "friend" requests on social media, or any other contact information). Though our guest's needs may seem compelling, we provide all their basic needs and have casework coordinators to direct them to other area resources. Therefore, we ask volunteers to agree not to give gifts of any kind to guests, especially money. If a guest approaches you with a request, direct them to talk with a staff member.

By completing your application, you confirm that you understand and agree that the City Rescue Mission of Lansing and its staff are not responsible for any injury or property damage arising out of the assigned Volunteer Opportunities, even if caused by ordinary negligence or otherwise. You affirm that you have fully explained any physical or other impairment that might affect your ability to participate in the Volunteer Opportunity, and should you, for any reason, not be able to fulfill the commitments and duties of your assigned Volunteer Opportunity, your participation may be cancelled or another Volunteer Opportunity suggested to you.

Dress: Please dress modestly and appropriately for your volunteer task. Please avoid low cut shirts, shorts or skirts above the knee, and do not wear open-toed shoes (such as sandals). If you have long hair you will need to pull it back before serving food. Volunteers helping at the offsite kitchen will be asked to wear a hat.

Conduct: We ask that you refrain from swearing, vulgar language, or conversations with inappropriate content when you are speaking with guests, staff, or other volunteers. Maintaining a positive environment for our guests is very important.

Guest Privacy: We ask that you do not take photos, video, or any other recordings on Mission property. For the privacy of our guests, do not take images of our guests or share information about them with others or on social media. Please refrain from asking guests any personal questions or trying to develop a personal relationship with them.

Children 18 and Younger: We ask that children 6 and under have adult supervision at all times and assist a parent/guardian/family member with their assigned task (e.g. serving at a single station). Children 7 and older can work at their own task as long as a responsible adult is present.

Unexpected Scheduling Conflicts: Staff depend greatly on volunteers. Therefore, it is our hope and request that you make it a priority to be here for the times you are scheduled. We understand that things come up, and you or your group may not be available to serve or you may have fewer volunteers than you planned. Please let us know ahead of time if you won't be able to come or if you will bring fewer people than we're expecting. If you or your group is unable to come and do not let us know OR if you regularly cannot fill your chosen opportunity, we may have to remove you from the calendar. This may also affect future opportunities, so if you feel you will not be able to fulfill your commitment, simply let us know. **Also, please only show up for your scheduled opportunities. Any and all scheduling must be done through the volunteer coordinator more than 24 hours in advance.**

Contact the Mission: For questions or scheduling conflicts, please call 517.485.0145 or email volunteers@BEaRESCUER.org. Please do not hesitate to communicate with our staff if you have any ideas or concerns about the volunteering experience here. We are glad to receive any kind of feedback and constructive criticism.