

# Volunteer Handbook



**WATER STREET MISSION**

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# Vision, Purpose, Values

## Vision Statement

To create healing communities where lives are transformed.

## Purpose Statement

To advance the kingdom of God through the gospel of Jesus Christ and to do missionary, relief, and rescue work of all kinds.

## Core Values

### *Dependence upon God*

We look to God as our source of Vision, Provision, and Transformation

### *Authenticity in Relationships*

We minister with sincerity to everyone because each is a priority to Christ.

### *Partnership with the community*

We desire to serve with others in caring for the community.

### *Service to the Church*

We exist as a resource of, and in service to, the Body of Christ.

### *Grace as our model*

We demonstrate God's love in the context of personal responsibility.

# Statement of Faith

1. We believe in the Scripture of the Old and New Testament as verbally inspired by God and inerrant in the original writings and that it is the supreme and final authority in faith and life.
2. We believe in one God eternally existing in three persons: Father, Son & Holy Spirit.
3. We believe that Jesus Christ was begotten by the Holy Spirit, born of the Virgin Mary and is true God and true man.
4. We believe that man was created in the image of God; that he sinned and thereby incurred not only physical death, but also spiritual death which is separation from God; and that all human beings are born with a sinful nature, and become sinners in thought, word, and deed.
5. We believe that the Lord Jesus Christ died for our sins, according to the scriptures, as a representative and substitutionary sacrifice; and that all who believe in him are justified, by faith, on the ground of his shed blood.
6. We believe in the resurrection of the crucified body of our Lord, in his ascension into heaven, and in his present life there for us as High Priest and Advocate.
7. We believe in “that blessed hope,” the imminent return of our Lord and Savior Jesus Christ.
8. We believe that all who receive by faith the Lord Jesus Christ are born again of the Holy Spirit and thereby become children of God.
9. We believe in the bodily resurrection of the just and the unjust, the everlasting blessedness of the saved and the everlasting punishment of the lost.

# Interacting with Guests

***To assure the best possible care for our guests while they are staying with us, please remember...***

1. to partner with staff as a team
2. to come *alongside*, rather than attempt to *rescue*
3. to embrace the process: every experience is an investment in someone
4. do not exchange personal contact information with a guest
5. do not give guests money, gifts, or other assistance
6. always remain on the conservative side when it comes to physical touch, especially with the opposite gender (handshakes, side hugs, etc. only in public spaces)
7. engaging in romantic relationships with guests (or patients served at WSM) is prohibited.

## Guest Confidentiality

***Please honor our guests by keeping their information confidential:***

- We do not confirm or deny a guest’s residency at the mission.
- We do not share identifying information about a guest.
- If you see a guest in public (i.e., church or restaurant), allow guest to guide level of disclosure & engagement.
- Photographing guests is prohibited.

## Conversation Tips

***We encourage small talk conversations (i.e, sports, weather, etc.) You might also ask a guest how his/her time at Water Street is going and ask what he/she hopes to accomplish while at WSM.***

***Please avoid discussions about:***

- Medication
- Mental health
- Denominations
- Detailed info. about yourself
- Reasons for homelessness
- Divisive Biblical points

# Volunteer Expectations

*In order for there to be a good foundation for partnership between staff, guests, and volunteers, we require that volunteers...*

1. operate in a manner that *does not work against* WSM's Vision Statement, Purpose Statement, Core Values, and Statement of Faith
2. to refrain from proselytizing if your spiritual beliefs differ from WSM's Statement of Faith
3. to communicate respectfully and honestly with staff, guests, and other volunteers
4. to operate within the guidelines of this handbook
5. to not be under the influence of alcohol, drugs, or illicit substances when volunteering at WSM
6. for safety purposes, please refrain from using cell phones or wearing headphones while volunteering
7. to schedule all volunteer shifts prior to arriving on campus
  - Volunteers who have not scheduled their hours in advance may not be eligible to serve
  - Please do not bring anyone with you who is not already registered
8. to report on time for your scheduled shift, or cancel your shift via your online account
  - Please give as much advanced notice as possible if you need to cancel your shift
  - Please cancel your volunteer registration online so another volunteer can sign up to fill your spot
  - If you cannot cancel online, please notify the Volunteer Office (or Dining Hall, if applicable) of your cancellation

## Lanyards & ID Badges

Lanyards help our staff and guests know at a glance who is authorized to be on campus. Please wear a red volunteer lanyard at all times while you are volunteering. Generic badges/lanyards are available in your service area.

## Dress Code

*Please use this guide when determining what is best to wear while volunteering at Water Street...*

### YES

- shirts that cover your shoulders, stomach, and back
- pants, cropped pants, or below-the-knee length skirts
- leggings (only if worn with a short that is mid-thigh in length)
- shorts (if they are knee-length)
- closed-toed shoes...sneakers are great!

### NO

- tank tops, spaghetti straps, low-cut or revealing shirts
- flip flops, sandals, high heels, or peep-toed shoes
- clothing that references alcohol, drugs, smoking, or profanity

**In compliance with food safety regulations, all dining hall volunteers are required to wear aprons, hair nets, and gloves. Individuals with beards may also be asked to wear a beard net.**

**All materials are supplied by Water Street Mission.**

## Parking Permits

### Short-term or one-time volunteers:

- If you have not already received a paper parking permit or a printable parking permit PDF, please request one from the volunteer office.
- Parking permits are also available in the dining hall office.

### Long-term volunteers:

- You will receive a plastic parking permit with your volunteer photo ID badge.

## Bad Weather & Cancellations

**Your safety is very important to us.** If bad weather makes driving conditions dangerous and you are unable to volunteer for your shift, we completely understand – just give us a heads-up, please, so we know you are safe. *The Mission does not close in inclement weather.*

# Policies

## Age Policy

Thank you for understanding that Water Street’s age policy is in place so we can serve both our Guests and Volunteers well. Our Guests are dealing with a range of challenges, and it is our experience that not all of those challenges are appropriate for all ages.

- The minimum age to volunteer on the Water Street Mission Campus is 13.
- Youth ages 13-15 must serve alongside a parent or legal guardian and submit a completed Minor Waiver.
- Youth ages 16-17 must serve alongside an adult who is responsible for them (could be a teacher, coach, etc.) and submit a completed Minor Waiver.
- Volunteers must be at least 18 years old to serve in Winter Weekend Day Shelter, Health Services, and Residential Programs.

## Criminal History Policy

We want to provide a high-quality, individualized and trauma-informed approach to the restoration of our guests and people serving our guests.

Therefore, volunteer opportunities will not be given to individuals who have been charged with the following offenses:

- Reckless Endangerment
- Assault of any form
- Theft or Robbery
- Solicitation of minors to traffic drugs
- Indecent Exposure
- Conspiracy
- Crimes against the US Government
- Arson
- Unlawful restraint
- Corruption of Minors
- Sexual Abuse, Exploitation, or Rape
- Prostitution and related offenses
- Possession or Distribution of Child Pornography

We do not allow individuals who have been on the Megan’s Law Sex Offender Registry (past or present) to serve at Water Street Mission.

## Emergencies

### Injuries

- Seek any necessary medical treatment immediately.
- Notify a WSM staff person.
- Complete an injury report form at the Volunteer Office.

### Responding to a Threat

- Notify WSM staff immediately.
- Call 911 and give a detailed description.
- If you are responsible for a group, keep yourself calm, keep track of the group, and keep them calm by sharing only enough information to keep them safe.
- If possible, quietly evacuate the building and find a safe place.
- If the threat is too close to evacuate, lock the doors, turn off lights, and stay silent and out of sight.

### Fire

For specific instructions, discuss the fire evacuation plan with your staff point-person.

- In case of a fire or fire alarm, all volunteers are to evacuate the building as instructed.
- Group leaders are responsible to take control of their group and account for all members in evacuation.

## Harassment Policy

We value and desire a culture that is God-honoring and consistent with our purpose and core values.

Harassment and discrimination at Water Street Mission is unacceptable and may be unlawful. WSM is committed to address and resolve wrongdoing, harmful, and unlawful behavior.

If you observe or find yourself in an interaction that cause you to be unsure or uncomfortable – go to the supervising staff member in your area of service (i.e., lead cook in the dining hall) or contact the Volunteer Office.

# Volunteer FAQs

## I've completed volunteer orientation...now what?

If you attended an [on-campus orientation](#), the Volunteer Office has activated your online account. You should now be able to log in to your account to view the calendar of opportunities available to you. You may schedule your shifts online at your convenience.

If you completed the [online orientation](#), you should have received instructions for activating your account. Once you have activated your account, you will be able to see the calendar of opportunities available to you. You may schedule your shifts online at your convenience.

## What opportunities am I eligible for?

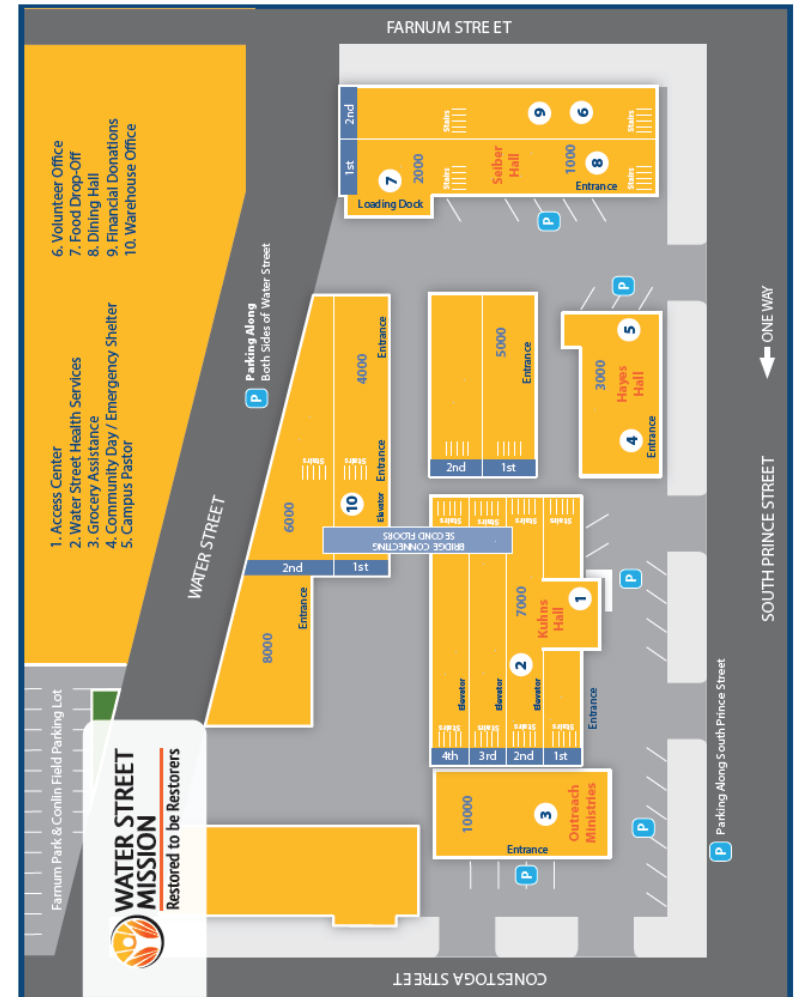
Once you have completed your orientation, you are eligible to sign up for any opportunities you see on the volunteer calendar (when you log in to your account). You might see opportunities with our:

- Dining Hall
- Warehouse
- Special Events
- Winter Weekend Day Shelter
- Food Pantry
- Cleaning

*Individuals completing court-ordered community service are not currently eligible for volunteering in our Winter Weekend Day Shelter.*

## What are my next steps for volunteering directly with guests or children?

Volunteer roles that involve 1:1 interaction with our guests, patients, teens, children, or sensitive information may require that individuals be at least 18 years of age and willing to commit to serving weekly or bi-weekly for a minimum of 3 months. Please contact the Volunteer Office for an extended application and information regarding background clearances.



## About Us

Our work seeks to provide an environment where God can engage in a restoration process in the hundreds of lives served every day.

We address aspects of poverty beyond homelessness as we work to create healing communities where lives are transformed.

## Contact Us

### **WSM Volunteer Office**

Phone: 717.393.7709 x4

Email: [volunteer@wsm.org](mailto:volunteer@wsm.org)

### **WSM Dining Hall Office**

Phone: 717.358.2033

Email: [lalexander@wsm.org](mailto:lalexander@wsm.org)



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