

GUIDELINES FOR ALL VOLUNTEERS

To ensure that your experience in serving the homeless is positive, we would like you to be aware of some important issues regarding volunteering at our organization:

1. Volunteers under 18 years of age **MUST** be accompanied by an adult at all times. Poverello House accepts volunteers ages 7 & up.
2. Dress appropriately. Poverello House dress code does not allow: sleeveless shirts, tank tops, shorts, or open toed shoes such as sandals or flip flops. Jeans, a t-shirt and sneakers are perfect all year long. Do not wear low cut tops, work-out clothing, baggy jeans, pajamas, slippers or beanie caps. Remember to carry yourself in a professional manner.
3. MP3 players & walkmans are not permitted. If you have a cell phone, do not use it while volunteering.
4. Before you schedule a volunteer date, be considerate of others. If you are not feeling well or having a bad day, please refrain from volunteering that day. Remember, you are working with food that individuals will be eating and if you do not *want* to be here, *it shows*.
5. When entering Poverello House, each volunteer must sign in at the Contact Office and sign out accordingly. Be honest.
6. When entering the kitchen, each volunteer **MUST** wash hands, put on gloves and wear hairnets.
7. All volunteers, whether individuals or groups, should not wander or tour the property alone. Please remember that you may endanger yourself doing so, but also because it creates operational problems for us. If you need to get something from your car, let the front desk know. We also request that you do not engage in extended conversations with our homeless clients, nor give out personal information to them. This is for your safety.
8. Volunteers are not permitted to use camera or video equipment on Poverello House property. Both because it can offend many of the people we serve, and because it disrupts the operation of the facility.
9. Many of the people you will work with at Poverello House are either residents (green badges), community service workers (red badges) or volunteers (blue badges). Residents are men who are participating in our on-site drug and alcohol rehab program. They are not employees. Community service workers are people who are sentenced by the courts to work in lieu of jail time or fines.
10. Volunteers, Resident's, and Community Service workers are not allowed to fraternize with one another. Fraternization is considered: flirting, exchanging personal information, exchanging letters, offering transportation, housing or personal gifts, loaning money and any inappropriate behavior.
11. Speak up. If you see or hear something inappropriate, let a staff member know!
12. Please do not take any food with you when you leave or ask for donations. If you need our services, let us know. We are here to serve those in need and do not require you to volunteer or work for services.
13. Finally, use common sense! Think about the "wait music" on your cell phone, your personal email address, MySpace or Face book account. Is it appropriate? If you are not yet in the professional workforce mindset, you should be preparing for it. Employers, professors, and professionals are watching you and what you say and do reflects on yourself and Poverello House as well. Don't give the wrong impression!