



eugene mission

A WELLNESS CENTER FOR THE HOMELESS

2022 Volunteer Handbook

THANK YOU FOR VOLUNTEERING AT THE EUGENE MISSION!

We are always looking for mature and committed individuals to come alongside Mission staff and guests while having a positive impact on the under-housed and needy in our community. As a volunteer at the Eugene Mission, you become part of a team and your contribution makes a difference on many levels.

In most volunteer roles, you will be assisting Mission staff in part by meeting the very practical needs of our guests – *food, clothing, shelter, and more* – but you will also help raise the level of ‘wellness’ campus-wide as a healthy community member here to build connections through your service and cheerful encouragement to those we are entrusted to serve. There are opportunities for direct service as well as behind-the-scenes roles. It is the Community Engagement Team’s goal to find the right fit for you given your preference and skills as well as operational needs of the Mission. We currently place volunteers in all departments and are happy to reassign a volunteer if a different role is a better fit!

About the Handbook

This handbook is designed to augment a ‘Meet Eugene’s Mission’ orientation tour. The orientation will introduce you to the Eugene Mission, the services we provide and how you can be a part of this work. The information contained in this handbook will provide an overview of the policies which provide all of us—staff and volunteers—with guidance and direction. Yes, there are definite ‘do’s and don’ts’ of volunteering at the Eugene Mission, but also contained in this handbook are warnings and prompts to help you maintain good boundaries that will be refined on-the-job.

As our volunteer program grows and changes, there will be a need to modify the policies, practices and other information described in this Handbook. When such changes occur, you will be invited to attend a ‘re-orientation’ covering this new information. All volunteers are required to read and adhere to the policies stated in the Volunteer Handbook. Please keep a copy of the handbook for reference.

Mission Statement

To demonstrate God’s love by compassionately providing emergency services and long-term solutions to help our homeless neighbors transition back into the community with gainful employment, sustainable income and stable housing.

**All volunteers must read the above Mission Statement and agree to support and not compromise the integrity of said Mission Statement.*

Statement of Faith

- We believe the Bible to be the inspired and only infallible authoritative Word of God.
- We believe that there is one God, eternally existent in three persons: Father, Son, and Holy Spirit.
- We believe in the Deity of our Lord Jesus Christ, in His virgin birth, in His sinless life, in His bodily resurrection, in His ascension to the right hand of the Father, and in His personal return in power and glory.
- We believe that for the salvation of the lost and sinful man, regeneration by the Word of God and the Holy Spirit is absolutely essential.
- We believe in the present ministry of the Holy Spirit by whose indwelling the Christian is enabled to live a godly life.
- We believe in the resurrection of both the saved and the lost; they that are saved unto the resurrection of life and they that are lost unto the resurrection of damnation.
- We believe in the spiritual unity of believers in our Lord Jesus Christ.

**All volunteers must read the above Statement of Faith and agree not to say or do anything that would contradict or undermine said Statement of Faith.*

The Eugene Mission is a nondenominational faith-based Christian non-profit. We welcome all community members to come and volunteer regardless of their personal faith. ***You need not be a Christian to volunteer at the Eugene Mission, but we do ask that you be supportive of our programs, which are based on Christian principles of love.*** We expect volunteers to not undermine the Statement of Faith of the Eugene Mission while volunteering. There are only a few volunteer tasks that, by their very nature, necessitate holding a personal belief in Christ, such as ministry and Life Change Program.

Ministry Volunteers

For volunteers interested in Christian ministry opportunities here at the Eugene Mission, please take the time to serve our guests in very practical ways first. We would recommend three months of service on our campus before taking on a ministry role of any kind.

Once mentality and spiritually prepared, potential Christian ministry volunteers will need to schedule an additional interview upon orientation completion as well as submit two personal references

including an individual in leadership at your home church. Chapel leaders are representative of their home church and come under that pastoral and doctrinal authority.

VOLUNTEER PROGRAM

Who can Volunteer at the Eugene Mission?

We welcome individuals and groups to explore the volunteer opportunities on our campus through a 'Meet Eugene's Mission' Orientation Tour.

Groups

Interested in your church, youth group, sorority, fraternity, service organization or business team serving together? For one-time or project-based group efforts, it is not necessary for each group member to submit an application form; only one individual representing the group needs to submit a Group Application and attend an orientation. Individual group members will be asked to sign a release upon arrival for the group project. *Please consider fundraising for your Eugene Mission project as campus improvements are limited by resources!*

How about a 'Serve & Tour Lunch' opportunity?!? Combine a Facilities Project with a Campus Tour and Lunch at the Eugene Mission for the full experience! Make a difference on our campus AND find out more about 100's of individuals sheltered and fed here each day.

Minors

Due to the nature of our guest population, ongoing volunteers working directly with our guests must be 18 years or older. Youth between the ages of 12-17 are welcome to volunteer with their parent or guardian. Minors are required to remain in the presence of the adult with whom they came. Age and maturity of kids as well as size of the family group will be taken under consideration for all such volunteer placements.

Families, classrooms, and youth groups are welcome to attend 'Meet Eugene's Mission' Orientation Tour to learn more about the Mission, who we serve and how they can be a part the solution in their community. There are many ways youth can help the Mission such as through donation drives, work parties, and special projects. Let's talk!

Individuals - Am I a Good Fit?

There might be circumstances in which the Eugene Mission would not be a good fit for you as a volunteer. There are many ways to help the homeless in our community and we are but one way. Please KNOW YOURSELF and do not put yourself in an environment detrimental to your own wellbeing. Given the sheer volume and depth of need in the population we serve, we might be a bad fit for someone who. . .

- 1) Has recently experienced a traumatic event in their own life.** All of our guests have trauma in their lives, not the least of which is the trauma of becoming homeless, but most have many layers of trauma going back years. Give yourself 2-3 years distance from a significantly traumatic event in your life and be truly 'well' before coming alongside the high-needs population at the Mission.
- 2) Is early on in their own recovery from addiction.** If you are within the first couple of years of your own recovery program, do not put your sobriety at risk by immersing yourself in those still struggling or who are new to recovery—*as is the case with many of our guests*. This will sabotage your own wellness journey. We ask for a minimum of **two years of sobriety** before joining our volunteer team.
- 3) Has recently experienced homelessness.** If you have accessed services at the Eugene Mission, we ask that you give yourself at least **two years of living 'well'** on your own before returning to volunteer at the Eugene Mission. Stable housing is a requirement of all Eugene Mission Volunteers. If you need services, please resign as a volunteer and take advantage of Mission resources as a guest.
- 4) Has a loved one in homelessness.** This will probably not be a good environment for you as a volunteer. You may be unable to separate your loved one from the guests we serve and maintain good personal boundaries having someone you care about in a similar situation despite your love and best intentions.
- 5) Has committed a violent crime in the past.** In light of the vulnerability of our population and the communal nature of the Mission environment, **safety** is one of our highest priorities for our guests. All potential volunteers are asked to disclose if they've been convicted of a crime on their volunteer application. Checking 'yes' on your application does not eliminate you as a potential volunteer, but additional screening will be required to assure a good fit. We will be sensitive to any felonies, person-on-person crime, or recent criminal activity. There are no volunteer opportunities on our campus for registered sex offenders (SO). Failure to disclose criminal history is cause for immediate dismissal.

If you fall under one of these categories but feel you are healed and healthy enough to serve, please set up a one-on-one appointment with Mike Tardie to discuss.

Community Service

On a case-by-case basis, community service hours can be served on our campus for individuals involved in programs such as Drug Court or Veteran's Court as well as community-service-only convictions unrelated to violent crime. Once community service hours have been fulfilled, a community service volunteer would be eligible to volunteer on their own two years from completion.

Volunteer Placement

At a 'Meet Eugene's Mission' Orientation Tour, you will learn about the various volunteer opportunities in each department. As you consider what role interests you, consider . . .

The Needs of the Department: Please be open to our *immediate* volunteer needs which will be communicated by the Community Engagement Team. Our needs are always changing and growing as we expand our services and volunteers' schedules change.

Your Skills: What are your strengths and passions? Initial volunteer placement may be simply a learning opportunity and lay the foundation for future volunteer opportunities that will leverage your skills and experience better. All volunteer opportunities begin with service. Make sure it is within your capacity to serve in your role. Some volunteer roles require specific skills, education, or certification.

Your Availability & Commitment Level: Placement often depends greatly upon your availability and how long you plan to commit to filling your volunteer role. Positions that center around relationship building or staff support, will be matched with volunteers who can make an ongoing commitment for longer than three months. Many volunteer opportunities are time-specific per our operational needs.

EXPECTATIONS OF VOLUNTEERS

Your Role: Fulfill your role to the best of your ability! You will be assisting Mission staff in meeting the very practical needs of our guests (*food, clothing, shelter, etc . . .*) or assisting with operational aspects of the mission (*admin, maintenance, donation processing and more*). Just as vital to our guests, you will also help raise the level of 'wellness' campus-wide as a healthy community member here to love on our guests through your steady commitment, service-oriented priorities and cheerful encouragement.

Be cautious that in the course of your volunteer role here at the Eugene Mission, you do not take it upon yourself to 'fix' or 'save' anyone. Our guests are responsible to take steps to better their

situation with our encouragement and the benefit of the services we have to offer here. We cannot take those steps for them.

Communication: We understand emergencies and sickness, but you are expected to communicate absences with as much notice as possible so coverage can be found for your shift if needed. We may instruct some volunteers to coordinate this directly with their supervisor. *See emails on the last page.* In the event of day-of absences such as illness or injury, please alert the Supervisor on shift in that department, preferably before your scheduled shift begins. If absenteeism becomes excessive, your volunteer relationship with the Mission may need to be reevaluated.

Depending on the day and time of your first shift, the Community Engagement Team may or *may not* be able to personally greet and orient you. Clear instructions will be communicated via a 'Welcome' email prior to your first shift. Please read this email carefully.

Commitment: We care for hundreds of people a day with a minimal staff and a huge volunteer team. We are looking for self-sufficient, committed individuals plugged in weekly or, in a few cases, monthly. Please be on time for your shifts and communicate any potential absence well ahead of time.

Continuing Education: Volunteers are encouraged to participate in continuing education opportunities available on the Eugene Mission campus. Trainings will include additional department-specific orientations as well as skill building and/or informational seminars.

Lanyards: You will be issued a blue, volunteer lanyard on or before your first day. ***Please take it home with you and arrive with it on.*** Staff will wear black lanyards. Life Change Program participants wear red lanyards. Though some guests will be knowledgeable about Eugene Mission operations, look to staff to answer any questions.

CODE OF CONDUCT

Expectations: Have none! Please give and serve without the expectation of satisfaction, change, position, or gratefulness for your efforts. Trust that the work you are doing is good and the positive encouragement you provide DOES make a difference to our guests whether you ever see or hear the fruit of it or not.

Assumptions: Don't make them! You don't know, you weren't there and you are not walking in their shoes right now. A phrase you will learn not say to a guest is 'I understand.'

Model Good Character: As a volunteer at the Eugene Mission, you are expected to model 'wellness' with a positive attitude, words, and actions through such qualities as gratefulness, awareness, patience, flexibility, maturity, grace, kindness, strength, hope, thankfulness, good boundaries, joy, and grit. Ask yourself 'How do I model wellness?' and act accordingly.

Dress Code: Ask yourself 'What does wellness look like?' and dress appropriately for the job you are assigned. We ask that you do not let your outsides get in the way or distract from the good work on our campus, of which you are a part. Dress more modestly than you would for any other role in your life. Be cautious of anything with a slogan or logo on it and make sure clothing supports our goal of wellness. Closed toe shoes are recommended in most departments.

Practice Good Health: You have to BE well to help others towards wellness! Wash your hands regularly, particularly after touching donated goods, guests themselves or high traffic surfaces such as door knobs and dirty dishes. Give notice and remain home if you have a contagious disease, so germs are not spread to guests, staff and other volunteers. We serve a vulnerable and immune-depressed population.

Good health includes good *Mental Health*. Make sure you are in a good head space before you arrive on our campus and be full of 'wellness' to offer our guests. Know yourself! The amount of time an individual can give to a high-needs population such as ours is limited. A warning sign of burnout is that your compassion for our guests will struggle. If you find that you are experiencing burn out, it might be time for a different role or to take a break from volunteering.

Relationships: We expect volunteers to maintain good personal boundaries between themselves and the guests we're here to serve. Boundaries defined: a separation between you and the guests we serve – essentially, where do you end and the next person begins? A good phrase to remember is 'Be kind, about unentwined.' We cannot play favorites at the Eugene Mission. All guests have the opportunity to access the same services and receive the same level of compassion and encouragement from staff and volunteers of the Mission. A good rule of thumb is '**do not do more for ONE guest than you're capable of doing for EVERY guest.**'

*** With the exception of a Life Change Mentorship with its additional training and accountability, personal relationships with guests outside of your role at the Eugene Mission can be a cause for dismissal. If you feel compelled to personally assist guests outside of your volunteer shift, please end your volunteer position, separate yourself and follow your convictions.*

Do not give or loan money or items to our guests; likewise do not take or borrow money or items from our guests. Don't put yourself in a position of doing anyone a favor lest they come to look to you as their solution. Again, we can't play favorites! Go to staff with any needs a guest might come to you with rather than trying to 'fix' the situation yourself. An exception would be to direct guests to existing areas of service such as food, clothing, showers, etc. . .

Don't be too free with the advice. You are not guests' case manager, their counselor, their mother, or their friend. Our guests cannot look to you to save them, fix them or counsel them. Such advice is a distraction from their journey towards wellness when what they need to do is follow their case management plan. Though you might think you know exactly what they *should* do, our guests cannot look to YOU for their solution. Your go-to statements will be '*Did you talk to your Case Manager about that?*' or '*Did you talk to Guest Services about that?*'

Drugs and Alcohol: Possession, use of, or being under the influence of illegal drugs, controlled substances, or alcohol products is prohibited on Mission property as we are a dry shelter and many of our guests are struggling with addiction and/or in recovery. Be cautious of clothing and conversation topics that are not in support of our Drug and Alcohol Free policy.

SAFETY

Be Cognizant: Remember the population of guests we serve. Recall the high levels of mental illness and addiction found in our guest population. Be aware of that many of our guests have a criminal history and includes felons and sex offenders. Be wise.

Physical Awareness: Bring your healthy mind and senses with you when on our campus. Be aware of your surroundings at all times. Keep headphones and cell phone use to a minimum and be present.

Personal Information: Be cautious of what information you share with our guests. Do not give out your contact information, including social media. You are not friends so no 'friending' the folks we serve! Friendship is an equal playing field where individuals share often very deep parts of themselves with another. Instead, think of volunteering here at the Mission as a mentorship role to those we serve by exhibiting how a 'well person' acts. Be friendly but you cannot BE a friend to our guests. Flirting, dating, and sexual relations are prohibited between guests and volunteers.

Respect: Any behavior, communication or attitude that is disrespectful, condescending, belittling or demeaning directed towards another individual is not allowed on our campus. Respect everyone

you come in contact with at the Eugene Mission but also expect respect in return and speak up for yourself! Do not allow a guest to mistreat you, speak inappropriately towards you or another volunteer. This will rarely be a one-time incident. Do not, however, put yourself in a dangerous situation. **Always bring staff into the conversation.** If uncomfortable addressing an individual in the moment, allow staff to do so, but always keep us informed.

Be wise! YOU have to have the good boundaries. YOU have to be aware of your surroundings and make wise choices in regards to parking, clothing, and where to stand. Please be aware there are people who may take advantage of your kindness. Not every person we serve is nice, in fact, we may have folks on campus that have committed heinous crimes. We do not discriminate. Be wise!

Physical Touch: Be very cautious concerning any physical contact with our guests, particularly those of the opposite gender. Never touch or take someone by surprise from behind. Be sensitive to our guests' potential trauma and think 'safety' for yourself and for them. ! No playing favorites. Once you start handing out hugs, you're available to all. But . . . you do not have to touch anyone for any reason! Set your own boundaries, but always ask permission before touching someone else. If you volunteer alongside your significant other, keep touch to a minimum and maintain professional behavior.

Reporting: It is every volunteer's responsibility to bring dangerous or inappropriate behavior to the attention of staff IMMEDIATELY so it can be addressed. Unacceptable behavior on our campus includes violent or wild behavior, verbal abuse, harassment including sexual, racial or other and substance or weapon possession. YOU have healthy eyes and ears. We rely on the awareness of healthy individuals to maintain a safe environment for us all.

Volunteers, Staff and Interns at the Eugene Mission are all considered Mandatory Reporters. Meaning, it is your legal and moral obligation to report abuse to a child, elderly person, or physically or mentally disabled person to the appropriate person. Notify your supervisor.

Parking: In general, please park in the large gated parking lot here on West 1st. Please avoid parking on the street – *something we ask our guests not to do*. However, if you volunteer early or late and safety is a concern, you can park on the street as close to your department as is possible. We don't tow. Keep potential emergency vehicles in mind.

Personal Belongings: Volunteers are responsible at all times for their own personal belongings. We don't have secure storage for you. We encourage you to not bring purses, wallets, cameras, large amounts of money or other valuables when you come to serve. The Mission is not

responsible for lost or stolen items. If something is missing, please report it to your supervisor in the event items have been turned in.

Rides: Do not give rides to guests in your personal vehicle. Guests may only be transported in a Mission vehicle with permission from the Center Manager in a designated volunteer role. Drivers must be on our insurance to drive. Again, no playing favorites!

FAITH

We are an unabashedly Christian faith-based organization. While we make no mandate of faith – *a particular faith or any faith at all* – to receive services, volunteer or work at the Eugene Mission, all staff, volunteers and interns must agree to not undermine our Christian Statement of Faith. Aside from aspects of the Life Change Program and non-compulsory guest chapel services, *conversations of faith are done at the request of our guests*. As you engage in conversation and build relationship with guests, if they are curious about 'why' you are giving of your time, they will ask. That may be the opportunity to share. When sharing about your faith, please be respectful. Don't make assumptions about anyone's spiritual journey based on their present situation. Our guests come from a wide range of faith backgrounds. While faith is essential in the journey towards wellness, it is not to be forced or mandated. If you do *not* identify as a Christian, you are welcome to serve our campus, but we ask that you do not share your personal faith here at the Mission.

Chapel Leaders: Keep messages simple and hope-filled. Also keep in mind the population you are ministering to and don't focus on end times, visions, charismatic gifts, war, controversial topics, immorality, or subjects that would aggravate mental illness. Steer clear of any denominational-specific doctrinal sermons or topics that typically cause division in healthy faith communities. Focus instead on building relationships through fellowship and other interactive activities as well as bringing a simple, short, hope-filled, Christ-centered message. Music, skits, videos, and the like are all encouraged.

ADDITIONAL VOLUNTEER POLICIES

Working with Children

Volunteers who want to work with children will be required to complete a background release form allowing the Mission to conduct an online criminal history background check. No person with a criminal sex offense on record will be allowed to volunteer in the Mothers and Children's Center or anywhere else on our campus.

The parents are responsible for controlling and disciplining their children under the helpful supervision of staff. Bring any concerns about behavior to the Guest Service Supervisor's attention and allow staff to resolve the situation. Volunteers should adhere to each parent's wishes regarding working with their children. We are not a licensed Day Care and so cannot separate children from their parents for any reason. Consider working and playing with the FAMILY rather than just the children as encouragement to both mom and child(ren) for whom this is a potentially trying and chaotic time.

Bathrooms: All restrooms are locked on our campus for volunteer and staff safety and sanitation. Check with staff about the restroom options in your department, but most volunteers will be accessing the Hyland Room restroom at the main building of the mission or, the staff bathroom in the Women's Center. All staff have this key and most departments have an extra in a secure area for volunteer access.

Food Service

All volunteers are welcome to eat meals. For those who will be cooking or doing food prep, long pants and closed toe shoes are required for safety. Food prep should be done with the supervision of a current Oregon State Food Handlers Card holder. Food Handler classes are offered periodically and volunteers are encouraged to participate.

Distribution of In-kind Donations

Items that are donated (i.e. food, beds, furniture, clothing, etc.) are for use at the Mission only. When we have a surplus of items, the Eugene Mission will distribute items to other ministries and agencies to assist them in reaching the needs of the community through their programs and services.

The Eugene Mission needs to be above reproach in receiving and distributing items that are donated to us with the intent to help the homeless and the working poor/residents in our community. Items do not get donated by the public with the intent that they go to staff members or volunteers. You are welcome to meals in the dining hall.

Computer Use

Volunteers will not install or un-install computer software or hardware unless pre-approved. If given permission to log into a computer, always log out if you are going to be away for any length of time.

Driver Approval

We request a photocopy of the current driver's license and a completed driver history form for all volunteers who drive Mission vehicles and will verify driving records with DMV. We ask that drivers on our insurance be 21 years or older.

Email and Voicemail Use

The Eugene Mission email system is intended for business use only. Like email, voicemail can be listened to by someone other than yourself or your intended receiver. Anything you put or receive on the Eugene Mission voicemail is also company property.

Compensation

Volunteers will not receive any type of personal or monetary compensation for their role at the Eugene Mission.

Representing the Eugene Mission

Volunteers are only authorized to act as a representative of the Mission if specifically given this responsibility in your volunteer job description. Please consult with, and receive permission from, the Volunteer Coordinator or Center Manager before engaging in any actions which may affect or hold the Mission liable including but not limited to, public statements to the press, signing contracts or entering into financial agreements, or lobbying or forming partnerships with other organizations.

While serving on our campus as a volunteer, please do not instruct or correct any vendors or employees in the course of their work. Speak with our Facilities Director if you have concern or insights.

As a volunteer of the Eugene Mission, you may not write a letter of recommendation for a guest or personally vouch for an individual. This is both favoritism and bad boundaries. You will not know guests enough to personally vouch for them.

Confidentiality

Mission staff and volunteers are responsible for protecting the privacy of Mission guests. No information about Mission guests is to be given verbally or in writing to anyone, including news agencies. No photos are to be taken of guests without a signed release from the Mission and guest involved. We take confidentiality very seriously, as it can be a life and death issue for some of our guests.

Due to the nature of the work you may be doing as a Mission volunteer, you will be asked to sign a confidentiality agreement. We expect you to abide by the Mission's rules and regulations. By signing this document you acknowledge that you agree to refrain from the use or disclosure of any guest, donor, or proprietary information.

Volunteer Personnel Files

Your personnel files are confidential and consist of digital and written documents retained by the Volunteer Coordinator and where necessary, your supervisor. The volunteer's personnel file can only be reviewed by the volunteer, the Senior Director of Operations, the Executive Director, Center Managers, the Volunteer Coordinator and trained Administration volunteers under supervision of staff.

Privacy in General

Whatever you put on a Eugene Mission computer, including email you send and receive, could have been seen/read by someone other than yourself or your intended receiver. Emails and anything else generated or stored on the Eugene Mission computers are company property.

Smoking

All buildings operated by the Mission are non-smoking facilities. Please refrain from smoking with the guests outside of the facilities.

Harassment-Free Space

The Eugene Mission expects volunteers to conduct themselves in a respectful manner in accordance with our Eugene Mission policy and Mission Statement. The Eugene Mission is committed to providing a supportive and positive service environment that is free of harassment against any person on the basis of age, race, color, religion, sex, sexual orientation, national origin, marital status, protected genetic information, disability and /or veteran status or any other category protected by federal, state, or local law. Harassment or intimidation of any kind by or toward another volunteer, employee, guest or any other person (including a customer or vendor/supplier), or harassment of any person not associated with the Mission by use of the company's relationships, resources or assets, will not be tolerated. Conduct that the Eugene Mission determines constitutes a violation of this policy may result in the strictest disciplinary action, including termination.

Faith— all conversations about faith are done with respect and at the request of our guests.

Sexual Harassment—Sexual harassment is a violation of Oregon and Federal law and strictly forbidden at the Eugene Mission.

Reporting Harassment—If you believe you are experiencing harassing behavior or are aware of any such behavior, you must report it in compliance with the following steps:

- In so far as this is possible, you are encouraged first discuss the offending incident with the offending party. Clearly and directly communicate to the offending individual that his or her conduct is unwelcome and request that the offensive behavior stop.
- If this does not immediately resolve the issue or you are not comfortable approaching the offending party, contact your supervisor and/or the Volunteer Coordinator.

If you believe you are experiencing harassing behavior or are aware of any such behavior, you must immediately notify your supervisor of the behavior. Even if you have addressed the issue with the person engaging in the behavior, you are required to let your supervisor know about the situation so that the Mission can follow up with any measures it considers appropriate.

If you feel that you cannot talk directly to your supervisor, or if your supervisor is involved in the behavior, notify the Human Resource Department. If unavailable, notify the Executive Director.

Disciplinary Practices

The following guidelines may be used in some instances at the sole discretion of the Eugene Mission:

- Step 1: Oral warning documented in the volunteer's personnel file.
- Step 2: Written warning to volunteer and copy to personnel file.
- Step 3: Written warning w/ suspension—documentation to file.
- Step 4: Termination/Dismissal

These guidelines are based on cumulative infractions, regardless of whether the infraction is of the same general nature as a previous warning. The use of these disciplinary practices in no way alters the fact that your volunteering with the Eugene Mission is "at-will".

Dismissal

Dismissal of a volunteer is a serious consideration. As long as there are not safety concerns, before a volunteer is dismissed attempts to reconcile the solution will be made including a meeting between staff and volunteer(s) involved, the Volunteer Coordinator, and, if appropriate, the Executive Director. Dismissal of a volunteer may take place if a volunteer is unreliable, irresponsible, disruptive, demonstrates inappropriate behavior or boundaries, under the influence of alcohol or drugs, or fails to adhere to the policies and procedures of the Eugene Mission.

Termination procedures are only guidelines and do not constitute a legal contract between the Eugene Mission and the volunteer, as arrangement is by mutual consent.

Ending Your Volunteer Service

You may resign from your volunteer service with the Eugene Mission at any time. We request that you notify the Volunteer Coordinator with as much notice as possible.

Inclement Weather

The Eugene Mission is a 24/7 operation and we do not close no matter what the weather is outside. The worse the weather, the busier we will likely be with extended dayroom hours and a cold weather policy that lifts most of the requirements to stay overnight. We do not, however, want volunteers to endanger themselves driving if they feel unsafe due to weather conditions. As always, if you're going to be absent, please give as much notice as possible to the department you volunteer in.

During especially bad weather, meals will be served in the centers themselves and meal volunteers will be cancelled. We will give volunteers as much notice as possible about such changes.

PROBLEM SOLVING

Open Door Policy

Our Community Engagement Team has an open door policy of communication – when our door is open, bring your concerns or experience and let's talk! Appointments are welcome. When appropriate, other team members or department heads will be asked to join the conversation to help resolve an issue or explain a situation.

In the course of your volunteer role, you may question the policy or actions of a staff person in regards to our guests. Please do not address these concerns to the staff person in the moment, but wait for the appropriate time. With the proper timing, staff will happily explain the 'why' behind a policy or staff decision or judgement call and our limitations as an organization. There may be factors you are not aware of which we must take into consideration as staff.

The Eugene Mission strives to provide a team-orientated work environment with all of us working towards the common goal of 'wellness' for our guests. We are all encouraged as team members to bring frustrations, conflicts, or miscommunications to light for quick resolution. Talking face to face is the best way to achieve this resolution. Though we might have different opinions, the bottom line

is that we are all on the same team here at the Eugene Mission FOR our guests' benefit.

If appropriate, direct your questions or concerns to your shift supervisor and then, additionally, with the Volunteer Coordinator. If the supervisor or coordinator is not available, or the question or concern relates to him or her, or if the volunteer is not satisfied with the response, the volunteer should then direct the matter to their Center Manager, then to the Sr. Director of Operations and finally, to the Executive Director. All discussions should occur as soon as possible.

Holiday Schedule

The Eugene Mission will be on "Holiday Schedules" for the following holidays, meaning the office will be closed but centers in operation. Please check with the Center Manager for any change in your schedule that day but assume business as usual.

January 1 - New Year's Day
TBD-Memorial Day
July 4 - Independence Day

TBD - Labor Day
TBD - Thanksgiving
December 25 - Christmas

CONTACT INFORMATION

Community Engagement & Volunteers

Mike Tardie/ 541-344-3251 ext 111/ MikeT@eugenemission.org

Kelsie Champ / 541-344-3251 ext. 160 / KelsieC@eugenemission.org

Warehouse & Drivers

Shane Richardson /541-344-3251 ext. 167 /ShaneR@eugenemission.org

Food Services Manager

Phaedra Jackson/ 541-344-3251 ext. 128/ PhaedraJ@eugenemission.org

Kitchen - 541-344-3251 ext. 113

Women and Children's Services Manager

Julie Hansen / 541-344-3251 ext. 175 / JulieH@eugenemission.org

Women's Center - 541-344-3251 ext. 140

Men's Center - 541-344-3251 ext. 115

Rescue Center- 541-344-3251 ext. 143

Life Change Manager

Denver Harris / 541-344-3251 ext.129 / DenverH@eugenemission.org

Facilities Director

Eric Zemper /541-344-3251 ext. 104 / EricZ@eugenemission.org

Director of Philanthropy

Beth Sheehan /541-344-3251 ext.153 / BethS@eugenemission.org

Director of Guest and Staff Development

Chelsae Miller / 541-344-3251 ext. 147 / ChelsaeM@eugenemission.org

Director of Finance and Human Resources:

Amy Howard /541-344-3251 ext. 103 / AmyH@eugenemission.org

Executive Director:

Sheryl Balthrop /541-344-3251 ext. 101 / SherylB@eugenemission.org