

VOLUNTEER HANDBOOK

Contact Information:

**Carriage Town Ministries 605 Garland St. Flint, MI 48503
(810)233-8787**

Volunteer Coordinator- Niara Owens nowens@arriagetown.org
ext. 6206

Monetary Donation

Address Carriage Town
Ministries PO Box 318
Flint, MI 48501

Address for donation of items Donation
and Distribution Center 705 Garland St.
Flint, MI 48503 Hours: 9:00 AM – 4:00 PM;
Monday – Saturday

We are so glad you have chosen to volunteer with us! You are a vital member of our team. We value your time, skills, and desire to serve. Please take some time to review this handbook. It contains important information that will help prepare and equip you for service at Carriage Town Ministries.

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Dear

Volunteer,

You are the backbone of Carriage Town Ministries. Without you, the Mission couldn't continue to do all that we do! Each one of you helps us serve, rescue, and transform those in greatest need – through the grace of Jesus Christ. You give us hope. Hope because there are more of us who care than those who are suffering from homelessness. You who are ready to roll up your sleeves and give of yourself – whether it's serving food, stuffing envelopes, mentoring, leading a Bible study or sharing at chapel services – you're truly making a difference.

Thank you for living out the greatest command: to love one another. “As I have loved you, so you must love one another. By this, everyone will know that you are my disciples, if you love one another.” (John 13:34-35 NIV)

You are a vital part of all that we are doing. Our Board of Directors, our staff, and the many people we serve join me in saying – thank you!

Gratefully

,

Niara Owens Volunteer Coordinator
nowens@carriagetown.org (810)233-8787
ext 6206

3 CTM's History and Mission Carriage Town Ministries began in 1950 as the Flint Rescue Mission to meet the needs of homeless men by providing a warm meal and a safe place to sleep. We welcome the needy through our doors to tell them there is hope with God in their lives and guide them in Biblical principles. We moved to our present location in 1987, drastically increasing the number of beds available for men. In 1992, we opened the Family Center to meet the growing needs among women and children. Due to increased needs, in 2010, we opened two “success” houses, offering transitional living for those involved in our Personal Success Program.

Our programs focus on the homelessness and its related issues of hunger, poverty and addiction, providing emergency care and long-term recovery services to transform lives and transform our city. Today we are a campus of learning and restoration in Flint's historic Carriage Town neighborhood. Visitors and residents find a haven of safety and acceptance, learning and responsibility, structure and productivity. A place to find a new birth, a sense of purpose for today and hope for tomorrow. Today we have 135 beds (the most in the county) for men, women and children in need. Each year we provide 42,000 clean, safe beds, distribute over 213,000 meals, and provide the community with 110,000 pieces of clothing free of charge. The Lafia Learning Center is open to the community and sees 100 new students each month.

We are an extension of the ministry of the local church. More than seventy years later, the Mission still partners with individuals, churches, organizations and the local government to awaken hope in the hearts of people overcome with homelessness. We've been supported throughout those years by faithful churches and individuals who recognize the calling of Matthew 25 to minister to the hungry, the thirsty and the individuals in need of a place to stay. . Great things are happening at CTM - thank you for your support.

We continue to stay true to our
Mission:

...to provide help, hope and the Good News to our community through the skills and means of God's people and the transforming power of Christ's love.

We are a non-profit (501 (C)(3)) agency. We operate on the donations from people who wish to help the homeless and needy in our community.

4 STATEMENT OF FAITH

We affirm our Christian identity with the following statements:

We believe the Bible to be the inspired, infallible, ultimately authoritative Word of God.

We believe there is one God, eternally existing as Father, Son and Holy Spirit, known as the Trinity.

We believe that the Lord Jesus Christ is God, that He was born of a virgin, that we are redeemed by His atoning death through His shed blood, that He bodily resurrected and ascended into heaven, to come again in power and glory.

We believe that individuals are saved through a direct, personal encounter with the risen Lord, at which time they are regenerated by the Holy Spirit. This event we hold to be experience rather than simply a doctrinal belief.

We believe in the present ministry of the Holy Spirit, by whom Christ indwells each believer, enabling him to live a godly life of obedience as he reaches for maturity.

We believe the Holy Spirit unites all true believers in the Lord Jesus Christ and that together they form one body, the Church.

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.

Serving those in greatest need is how we put our faith into action. We serve anyone in need regardless of their religious beliefs or backgrounds.

Volunteer Coordinator

The Volunteer Coordinator oversees the enrollment of all volunteers, whether serving individually or as part of a family, church, organization, or business. The Volunteer Coordinator approves all volunteers and helps in placing them throughout the Mission programs and facilities.

General volunteer questions can be directed to: Niara Owens

• Email:

nowens@carriagetown.org

• Phone: (810) 233-8787 ext.
6206

5 The Mission's Commitment to You and the Volunteer's Commitment to CTM

Carriage Town Ministries values our volunteers. We will endeavor to:

- Treat you as a co-laborer in the ministry of Carriage Town Ministries
- Offer you suitable assignments
- Provide appropriate training and supervision
- Offer you information about new developments and opportunities
- Provide guidance and direction by experienced, informed, patient, and thoughtful staff
- Provide an orderly designated workplace
- Solicit your feedback and suggestions

- Give recognition and appreciation for your service

As a vital and trusted volunteer, I will :

- Be timely and reliable in the fulfillment of my duties
- Accept supervision graciously
- Conduct myself in a professional manner, with courtesy and consideration
- Speak and behave in a manner consistent with the faith and values of the Carriage Town Ministries
- Hold in confidence any information gained about guests, and residents at Carriage Town Ministries
- Be supportive of Carriage Town Ministries staff and their decisions

Your Commitment to Carriage Town Ministries

- Take concerns or suggestions to my site supervisor or the volunteer coordinator
- Be flexible when changes are needed
- Treat everyone with respect, loyalty, patience, integrity, courtesy, dignity, and consideration
- Avoid situations where I am alone with children, youth, residents, and guests
- Use positive reinforcement when working with children, youth, residents, and guests

- Report suspected abuse to staff, administrator, or appropriate supervisor

As a vital and trusted volunteer, I will not:

- Use, possess, or be under the influence of alcohol or marijuana while volunteering
- Use, possess, or be under the influence of illegal drugs at any time

6 As a vital and trusted volunteer, I will not:

- Volunteer when I am sick
- Strike, spank, shake, or slap children, youth, residents, or guests
- Humiliate, ridicule, threaten, or degrade children, youth, residents, or guests
- Touch a child, youth, resident or guest in a sexual or other inappropriate manner
- Use discipline that frightens or humiliates children, youth, residents, or guests
- Use profanity while volunteering at Carriage Town Ministries
- Enter into any agreement /contract on behalf of at Carriage Town Ministries

Why Volunteer

We are Called – As a faith-based organization, Carriage Town Ministries believes that individuals are called and gifted by God to serve one another. Matthew 20:28 says that “just as the Son of Man did not come to be served, but to serve...,” so we are called to serve. Volunteering is a practical, tangible way of being God’s hands and feet to a needy world and

volunteers are needed to serve, rescue and transform those in greatest need.

Great Need – There are great needs within our neighborhoods, communities and the region we serve. The Mission could not reach and impact as many people as we do without the wonderful support and partnerships we have with our volunteers.

Fun and Rewarding – It’s fun to serve. You meet new people, develop new relationships, and discover, grow, and use gifts and talents you may or may not know about!

Obligation – Sometimes we start serving as an obligation – for school, church, community service, or simply out of civic obligation. It’s perfectly fine to serve for this reason! Many volunteers start in this mode, but are transformed themselves and keep on going after their “obligation” is met.

Better Health - Volunteering means you’re active. Activity has long been linked to better overall physical health and well-being. New research suggests positive feelings translate to better mental health as well.

Experience Transformation—As a volunteer you will get to see and experience transformation in the lives of residents, guests, staff, volunteers and the communities we serve. Transformation through restored relationships with God, self, and others is an extraordinary thing to be a part of!

Volunteer Policies & Guidelines

VOLUNTEER APPLICATION

Please complete the online volunteer application at carriagetown.org/volunteer. Your volunteer application will be reviewed and within 1-3 business days and further documentation may be required. Once approved, you will receive an email notifying you of volunteer opportunities you are eligible to sign up for.

7 Volunteer Policies & Guidelines

AGE REQUIREMENTS AGE REQUIREMENTS

All volunteers, ages 13 years or older, must complete the online volunteer application and be approved. Youth 12 years old or younger are strongly encouraged, but not required, to

complete a volunteer application. (Having an official volunteer record can help fulfill volunteer service requirements and/or expectations for schools, scholarships, job applications, etc.)

CRIMINAL BACKGROUND REVIEW

Carriage Town Ministries serves a substantial number of vulnerable populations, such as domestic violence victims, human trafficking victims, youth, etc. To help protect these populations, the volunteer application process includes a background review of criminal history. Volunteer applicants with a criminal history are not necessarily or automatically excluded from volunteering. The Mission considers a variety of factors, including, but not limited to the type of offense, frequency, magnitude, and timing of offenses. We generally allow volunteers to serve in any program area or facility at the Mission. On occasion, we may, at our discretion, ask a volunteer to limit their service to a particular facility (e.g., Men's Shelter). On rare occasions, volunteer applicants will not be allowed to serve—typically if they have an extensive and on-going criminal history and/or record of criminal sexual assault. Volunteer applicants are always offered the opportunity to explain their criminal history and their accompanying stories of redemption, restitution, corrective actions, etc. that may not be readily apparent in an initial criminal background check. Additional questions or concerns about this process can be directed to the Volunteer Coordinator, Niara Owens – nowens@carriagetown.org

VOLUNTEER SERVICE ON REGULAR/REPEATING BASIS If your volunteer opportunity is a regular and on-going event then please notify the Volunteer Coordinator, who can automatically register you for a “group” of events. You must still check-in/out when you arrive/depart, but you do not need to sign up, in advance, each week. (Call (810) 233-8787ext 6206 or email nowens@carriagetown.org)

REPORTING OF VOLUNTEER HOURS /NAME TAGS

It is vital to Carriage Town Ministries to report and track all volunteer hours. We ask all volunteers sign- up for each volunteer opportunity/event they are helping with. This greatly assists Carriage Town Ministries in planning and scheduling activities and programs. All volunteers are required to wear name tags. At sign-in make sure you receive a name tag and wear it for the duration of your work assignment.

REPORTING OF VOLUNTEER HOURS /NAME TAGS

All volunteers must check-in and check-out at the beginning and end of each volunteer event.

For grant and insurance purposes, it is important that Carriage Town Ministries has an accurate record of our volunteers and the dates and times they served.

In the event of an emergency, it is helpful to have a record of all people – staff, residents, and volunteers who are in the building.

8 REPORTING OF VOLUNTEER HOURS

/NAME TAGS

Lastly, we want to acknowledge, thank, and solicit feedback from our volunteers, which is, in part, reliant on accurate volunteer records being obtained as volunteers serve.

COMMUNITY SERVICE

There are many opportunities for individuals to complete community service obligations at Carriage Town Ministries. Individuals with community service obligations must register as a regular volunteer and pass the background screening. Once this is done the individual can then volunteer in all eligible areas until their community service hours are fulfilled. Once fulfilled, the volunteer can contact the Volunteer Coordinator, who can prepare and issue a Community Service letter for the volunteer and/or their organization/school/court.

UNABLE TO ATTEND A SCHEDULED VOLUNTEER ACTIVITY/EVENT

Carriage Town Ministries relies on and plans activities and events based upon registered volunteers. Please make every effort to keep your volunteer commitments. However, we understand that changes—illness, car troubles, etc.—are sometimes unavoidable. If you are unable to volunteer as planned, please cancel your volunteer commitment by contacting Niara Owens: nowens@carriagetown.org or (810)233-8787ext 6206 and notify the manager of the facility/program area you were scheduled to serve.

GROU PS

Most of our sites and facilities are set up to accommodate groups of 4-15 people; this constraint is an operational and safety consideration for volunteers, staff, residents and guests. Larger groups may be considered on a case-by-case basis, but generally if your group is larger than 15 volunteers (including any chaperones), then we ask that your group be deployed into smaller teams. This helps ensure effective service and ministry to our residents and guests and helps ensure volunteers have a meaningful and transformative experience as well. A group volunteer application must be completed at carriagetown.org/volunteer and reviewed and approved prior to serving—a group leader may complete the group volunteer applications on behalf of their individual team members. We generally accommodate large volunteer groups on

Saturdays from 9:00-12:00 pm.

DRESS CODE

To help prevent accidents and injuries, we have basic dress codes for our volunteers. Listed below are guidelines which may be supplemented with requirements specific to a particular facility or program where a volunteer is serving:

- Long or short sleeved shirts are appropriate; no tank tops, halter tops, etc.
- Pants are appropriate. (Skirts and dresses are not recommended, strictly for practical reasons— serving, cleaning, etc.)
- Closed-toe shoes must be worn for volunteer events involving physical activity or in the kitchen

9 DRESS CODE

- Wear clothing appropriate to the weather, if serving outside.

In addition, modesty of dress is very helpful to support—spiritually, socially, and emotionally—residents and guests, many who have been victims of, or struggled with human trafficking, domestic abuse, sexual abuse, etc. Therefore, modesty in clothing should be exercised. Clothes that are too loose, too tight, too short, too revealing, etc. are not appropriate. Clothing must not portray alcohol, cigarettes, drugs, sexual, violent, death or un-Christian themes.

NON-HARASSMENT

Carriage Town Ministries seeks to maintain an environment free from all forms of harassment. Conduct that creates an intimidating, hostile, or offensive environment is not acceptable. Any such conduct can result in dismissal from the Mission. If you believe you have been subjected to or witnessed any type of harassment while volunteering at the Mission, you are required to bring the matter to the immediate attention of your supervisor, the department head or the Volunteer Coordinator. Harassment complaints are investigated promptly and appropriate action will be taken.

NON-FRATERNIZATION

We welcome volunteers to interact in a friendly, respectful and courteous manner, but use caution when relating to program residents and guests. Carriage Town Ministries recommends that you do not give out your last name, email, phone number, address or social media contact information. We also ask that you do not make plans with a resident or guest to meet outside the Mission unless approved by the Resident Coach Supervisor.

CONFIDENTIALITY

Confidentiality can be a life and death issue for some people. Carriage Town Ministries staff and volunteers are responsible for protecting the privacy of residents and guests. No information about Carriage Town Ministries residents and guests is to be given verbally or in writing to anyone, including news agencies and social media, and no photos are to be taken without a signed release from Carriage Town Ministries and the resident/guest involved.

GIFTS TO CLIENTS

Residents have most of their physical needs provided for within the Carriage Town Ministries program. If a volunteer learns about a resident's unmet need, the most productive way to respond is to alert the Resident Coach Supervisor to the need. At no time should a volunteer give money to a resident or guest of Carriage Town Ministries without the proper approval.

SUPERVISION

Volunteers working on site at Carriage Town Ministries will be supervised by paid staff and/or a trusted volunteer. The supervisor should be available to answer questions and provide direction and support at all times. Supervision will include making the volunteer familiar with restrooms, drinking water/coffee, and emergency exit routes, the volunteer's work area, work expectations, supplies, and any other applicable information and working guidelines.

10 WORKING WITH CHILDREN

For the protection of the volunteer and children, volunteers should not be alone with a child at any time. If a need arises that requires an exception, permission from the on-site supervisor is required.

SMOKING, ALCOHOL, &

DRUGS

All facilities operated by Carriage Town Ministries are non-smoking facilities, and alcohol and drug free zones. If you smoke, your supervisor can direct you to a smoking patio. Cigarette butts must be disposed of in a receptacle.

MEALS FOR VOLUNTEERS

Lunch is available weekdays at Carriage Town Ministries and volunteers serving during lunch are welcome to eat. If you are the leader of a volunteer group, please notify/remind the Volunteer Coordinator that your group would like a meal. This ensures the proper amount of food is prepared.

PERSONAL BELONGINGS

Volunteers are responsible, at all times, for their personal belongings. We encourage you not to bring purses, wallets, cameras, unnecessary extra items (clothes, bags, etc.), money and other valuables when you come to serve. If something is missing, please report it to your supervisor.

DO I HAVE TO BE A CHRISTIAN TO VOLUNTEER WITH THE MISSION?

Generally, no. We welcome people of all faith backgrounds to volunteer with us. We simply ask that if you do not share our beliefs, you respect them and do not proselytize against our Statement of Faith. Some volunteer opportunities (e.g., Bible Study leader) do require agreement with our Statement of Faith.

VOLUNTEERS WITH DISABILITIES

In accordance with applicable regulations, we will work to make appropriate accommodations for persons with disabilities. Please contact us directly at nowens@carriagetown.org so we can work with you to find the best fit for your accommodations.

RESERVING THE RIGHT TO LIMIT OR REMOVAL OF VOLUNTEERS

Carriage Town Ministries reserves the right to limit, remove or refuse a volunteer from serving at any Carriage Town Ministries facility, program or event. This determination—made at the sole discretion of Carriage Town Ministries staff—may be due to, but is not limited to such things as

non-compliance with volunteer guidelines, not maintaining appropriate physical, emotional and relational boundaries, being a recent resident or guest of Carriage Town Ministries, and angry, harassing, threatening, or disrespectful behavior and/or words directed towards staff, residents and guests, other volunteers, etc.

11 FIRST AID

Band Aids are available at the front desk and First Aid Kits are located in many areas of the buildings. There is one AED in the Main building, Family Center, and Clinic. Staff **MUST** be notified when any first aid is needed. Incidents require an incident report to be filled out whether or not the incident required a hospital visit or 911 call.

FOOD HANDLING It is unlawful for any person afflicted with any contagious or infectious disease to work in or about any place where unwrapped or unpackaged food and/or beverage products are prepared. If this applies to you, please stay home until you are well.

Kitchen volunteers **MUST** always wear closed-toe shoes to provide protection.

Kitchen volunteers should receive information or training regarding safe food handling practices prior to the commencement of volunteering.

Children under the age of 12 are not allowed to serve hot food, but are welcome to assist with cold food or non-food items. We allow children 4 and older to serve dinner with their parents.

PERSONAL SAFETY WHILE VOLUNTEERING

Volunteers are expected to remain in their assigned work area. Please do not enter other areas of the shelter without the knowledge and permission of your supervisor.

Do not give personal information to anyone other than Carriage Town Ministries employees while volunteering.

Be alert and aware of your surroundings. Please pay attention to the people around you and provide personal space to guests.

Take care not to startle guests or get involved in arguments. Move away from any guest who begins to use a loud voice or seems agitated. Alert a staff member to any situation that concerns you.

FINAL

COMMENTS

We have endeavored to cover all volunteer related questions in this handbook but you may still have more questions. If so, please feel free to contact us at nowens@carriagetown.org or 810-233-8787 ext. 6206 with further questions.

Your volunteer efforts will be a part of serving, rescuing and transforming lives of those in greatest need through the grace of Jesus Christ. Thank you and God Bless!