



Western Wake Crisis Ministry Volunteer Information

Today's Date _____

Volunteer Name (First, Middle Initial, Last)

Birth Year

Street Address

City

State

Zip

Email Address

Phone (cell)

(home)

(other)

Emergency Contact: Name, Relationship, & Phone Number (available during volunteer time)

Church, Civic Group, or Club Affiliation (may list more than one)

Name of Parent/Guardian (if volunteer is a youth)

Phone Number (available during volunteer time)

Email and Phone Number of Parent/Guardian(if volunteer is a youth)

Please list any special medical conditions we should be aware of:



Volunteer Areas of Interest

Primary Day of Week you would like to volunteer (please choose one only) _____

Please note times for youth volunteers may be limited.

Volunteer Area of Interest: **(If you are an existing volunteer, please indicate where you are currently volunteering)**

Often, new volunteers start in the warehouse. Please indicate your other specific interests below and alert us to them verbally after you have been volunteering for a few weeks so that we may train/assign you accordingly.

- Warehouse/Pantry activities: Prepare food for distribution by verifying, sorting, labeling and stocking items (appropriate for individuals, youth, and groups, minimal training required)
- Food Collection:
 - Pick up from collection sites (must have your own vehicle)
 - Food drives (appropriate for individuals, youth, and groups; please coordinate with pantry manager; waiver forms not required)
- Shopping Assistants: Help clients in the food choice pantry shop for items to take home to their families (requires special training)
- Client Support: Volunteers should have some background in social work, health care, or other related field (requires special training)
 - Financial Assistance and Resource & Referral
 - Home delivery
 - Client follow up and phone call reminders
- Client Outreach Team: Help get the word out to ensure that those who need our services are aware and have access
- Office/Facilities:
 - Administrative Support
 - Reception/Intake
 - Maintenance, odd jobs
- Education/Speaking: Educate the community about WWCM activities & resources
- Fundraising/Events: Help with annual golf tournament and other fundraising activities or community events



Western Wake Crisis Ministry Volunteer Guidelines

Thank you for your interest in volunteering with Western Wake Crisis Ministry (WWCM). Your service as a volunteer is invaluable to our mission to support and partner with those members of our community in crisis who struggle to meet their basic human needs. Our goal is to alleviate and prevent financial crisis and to help local families achieve self-sufficiency and stability in a dignified and supportive manner.

The guidelines below are in place to ensure a positive experience for you as a volunteer and also to ensure the collective work of WWCM is offered with respect, efficiency and mutual compassion. Adherence with these guidelines is essential. Failure to follow these guidelines could result in serious injury or termination as a volunteer with WWCM.

All volunteers who plan to serve on a regular basis should attend a WWCM Orientation prior to beginning their volunteer service.

Volunteers are expected to read and follow all guidelines including any specific guidelines that are unique to specific programs, roles or duties that are provided separately.

Dress Code:

- Wear close-toed shoes at all times; no sandals or flip-flops are allowed in the warehouse
- No extremely loose clothing or dangling jewelry
- Shorts are permitted, but must be mid-length to the knees
- No clothing with obscene or controversial messages
- No muscle shirts on men or women
- No overly tight or sexually suggestive clothing

WWCM prohibits discrimination or harassment based on race, religion, color, national origin, age, sex, disability, gender expression, physical appearance, language, education background, veteran status or any other status protected by applicable law. Accordingly, we ask all volunteers to respect all people while serving by using language that is encouraging, appreciative, and honors the confidentiality of clients. Cursing, sexually explicit language, or language that is disrespectful or hurtful is not permitted.

Under no circumstances will any person be allowed to volunteer while under the influence of alcohol, illegal drugs or other impairing substances. WWCM also is a no smoking facility and weapons of any kind or nature are not permitted on the premises.

Please report any pre-existing or temporary medical conditions that may restrict you from performing any physical activities. However, it is your responsibility as a volunteer not to attempt activities that should be restricted due to any physical condition and to let your lead volunteer know of any accommodations that you require in connection with a medical condition. Please use correct lifting techniques at all times and do not attempt to lift anything weighing over 50 pounds without assistance. Volunteers are not covered by workers compensation insurance, therefore, volunteers serve at your own risk.

When on-site, please do not block emergency exits, fire extinguishers or any other equipment requiring immediate access. In case of a fire, immediately stop what you are doing and proceed to the nearest fire exit. WWCM staff and volunteer leaders will be responsible for helping all WWCM clients to exit. All dock and

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warehouse floors, aisles, and sitting areas are to be continuously free of debris, clutter and spills. We also ask all volunteers to help us keep our space clean and clear. If you see an issue, please help clean it up.

No horseplay is permitted in or around the building. Climbing on equipment, machinery, racks, pallet stacks, chairs or other furniture is prohibited. Please be cautious of your environment at all times. Please immediately report all accidents and injuries, or unsafe conditions or practices, to the Executive Director.

Every volunteer working with food in any way should wash his/her hands at the start of each shift and during each trip to the bathroom.

Guests are only permitted in the facility to tour, ask questions, inquire about services, provide donations, receive assistance, or inquire about volunteer options. Volunteers who bring family members or guests along while serving as a volunteer MUST check in with the Executive Director or Pantry Manager so that they may complete required paperwork before serving.

Confidentiality:

WWCM employees and volunteers hold a sensitive position and may have access to information about WWCM clients that is of a personal nature. All information about WWCM clients is considered confidential. This includes the fact that a person is a client of WWCM. Information about WWCM clients (verbal or written) should only be shared with written consent from the client or his/her legal guardian. WWCM clients' identifying information in particular should not be shared in any electronic form such as email, text, or other media platform. This includes name, address, social security number, date of birth, or any other "personal identifier information" about a WWCM client. Volunteers should also refrain from making casual comments about WWCM clients to any WWCM employees/ volunteers as well as the volunteer's own family, friends or others.

If a volunteer becomes aware or suspects that a WWCM client is involved in an abusive situation (as victim or perpetrator) or a potential self-harming situation, notify the Executive Director immediately.

Youth Volunteers (under age 18):

Fellow volunteers, WWCM volunteer leaders, and WWCM staff are not responsible for the safety of minor volunteers. Therefore, parents of youth volunteering at WWCM must agree to either:

1. Provide direct on-site supervision themselves or through their child's teacher, youth leader, or other designee assigned by the parent, or
2. For youth aged 16 and older only, parents may give consent for their youth to act on his/her own behalf and volunteer without direct parental supervision.

Youth volunteers are not permitted to drive a vehicle in connection with their efforts on behalf of WWCM. If a youth volunteer does not follow directions from the WWCM staff or WWCM volunteer leader, or does not follow these guidelines, he/she may be asked to leave WWCM's premises immediately and parents are expected to respond to such a request in a timely manner.

When off-site, please remember that even when you are not at WWCM, as a volunteer for WWCM, you are representing WWCM to the public. Accordingly, please be professional and respectful at all times in order to reflect well on WWCM and its mission.



Western Wake Crisis Ministry Volunteer Waiver and Release

In consideration of my acceptance as a volunteer for Western Wake Crisis Ministry, I, _____, on behalf of myself and my personal representatives, agents, attorneys, assigns, heirs, and next of kin, do hereby agree to indemnify and hold harmless Western Wake Crisis Ministry, along with any affiliates, divisions, officers, directors, employees, volunteers, agents, representatives, and attorneys, and any of their respective successors, assigns, heirs, executors, and administrators (the "Released Parties") from any and all potential claims, demands, actions, causes of action or suits of any kind or nature relating to my volunteer activities for Western Wake Crisis Ministry.

I acknowledge that this waiver and release is being signed by me voluntarily, without coercion, duress, or undue influence and with full knowledge of its terms and effects. I have read the above waiver and release of liability and fully understand its contents.

Printed Name of Volunteer

Signature

Date

Agreement to Western Wake Crisis Ministry Volunteer Guidelines and Confidentiality

I have read the Western Wake Crisis Ministry Guidelines, specifically including the confidentiality provisions, and agree to follow these and other Western Wake Crisis Ministry guidelines that may be specific to a volunteer role or program. I also agree that I will not share any information regarding any Western Wake Crisis Ministry client with any person or entity without written consent of both the client in question and the Executive Director of Western Wake Crisis Ministry.

Initial Here

Media, Pictures, and Video Waiver

I hereby grant Western Wake Crisis Ministry the right to use my name as well as any photographs or videotape of me providing volunteer services to Western Wake Crisis Ministry in promoting Western Wake Crisis Ministry to the general public. Western Wake Crisis Ministry will have total ownership of these materials, and the right to edit and use them as it sees fit for purposes of program promotion, advertising, or public relations. Western Wake Crisis Ministry's use of these materials will not result in any liability on the part of Western Wake Crisis Ministry to remit any form of remuneration or economic benefit to me or any other person or entity.

If Western Wake Crisis Ministry wishes to use the name and/or any photographs or videotape of a minor (a person under 18 years of age) in its marketing or program promotions, then the initials of such minor's parent or guardian below shall constitute, on behalf of such minor, (i) a grant to the Western Wake Crisis Ministry of the same rights referred to above and (ii) the same release of liability regarding remuneration or economic benefit in connection with Western Wake Crisis Ministry's use of such materials.

Initial Here

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Volunteer Driver Insurance Confirmation

As a volunteer for WWCM, I understand that my safety/the safety of others is paramount during my activities on behalf of WWCM. Therefore, I hereby agree that if I drive my own vehicle on behalf of WWCM, I will continuously maintain my status as a duly licensed driver in North Carolina and continuously maintain adequate liability insurance coverage on my vehicle as required by the state of North Carolina. I further agree that as a volunteer driver for WWCM, the limits and coverages provided by my personal vehicle insurance coverage are applicable to any accidents or incidents involving my vehicle that occur while I am serving as a volunteer driver for WWCM.

Initial Here Valid Driver's License # and State ((only for those using your vehicle as a part of your volunteer service))

Parental Permission (youth volunteers only):

I hereby give permission for my youth, _____, to volunteer at Western Wake Crisis Ministry.
(Printed Name of Youth Volunteer)

- Because my youth is under 16 years old, I will provide direct on-site supervision at all times while s/he is volunteering at Western Wake Crisis Ministry.
- My youth is 16 years old or older and I give permission for him/her to volunteer without my direct on-site supervision.

I agree that if for any reason I need to come pick up my youth, I will respond to this request as quickly as possible.

In the event of a serious injury or medical emergency involving my youth, I authorize Western Wake Crisis Ministry staff to seek immediate medical treatment for my youth and/or to take other appropriate action for his/her immediate health, safety and welfare. On behalf of myself and my personal representatives, agents, attorneys, assigns, heirs, and next of kin, I do hereby waive any and all potential claims, demands, actions, causes of action or suits of any kind or nature against Western Wake Crisis Ministry, along with any affiliates, divisions, officers, directors, employees, volunteers, agents, representatives, and attorneys, and any of their respective successors, assigns, heirs, executors, and administrators relating to the efforts of Western Wake Crisis Ministry staff on behalf of my youth in such a situation.

Printed Name of Parent/Guardian Signature Date

Emergency Contact for Youth Volunteer During Volunteer Time (Name, Relationship, & Phone Number)

I acknowledge that this waiver and release is being signed by me voluntarily, without coercion, duress, or undue influence and with full knowledge of its terms and effects. I have read the above waiver and release of liability and fully understand its contents.

Printed Name of Volunteer Signature Date