



VOLUNTEER HANDBOOK

2022 REVISED



SERVE WITH HEART.
ENGAGE AUTHENTICALLY.
ACT WITH COURAGE.

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Here for every
NEIGH**OR**

Welcome!

We would like to take this opportunity to welcome you to Churches United (CU) which includes Micah's Mission, Safe Haven, Bright Sky Apartments, Dorothy Day House, Dorothy Day Food Pantry - Moorhead, and Dorothy Day Food Pantry - West Fargo. We are pleased that you have been called to volunteer with us and hope your time here will be fulfilling.

As with any community, Churches United functions more smoothly when volunteers share the same understanding of expectations and responsibilities.

The Volunteer Handbook is provided to assist you in understanding those expectations and responsibilities as a volunteer of Churches United and to help you become more familiar with our organization. The procedures and guidelines contained in this handbook are not intended to be a contract of employment and should not be construed as a contract governing the terms and working conditions of volunteering.

Churches United
1901 1st Ave N
Moorhead, MN 56560
218.656.7495
churches-united.org

Mission, Vision, and Values

The mission of Churches United is to provide "safe shelter, stable housing, nutritious food, and a path toward healing" for our neighbors in need. Our mission emphasizes our four main tenants:

- (1) Shelter - to furnish a temporary emergency shelter for those experiencing homelessness;
- (2) Housing - to provide safe and stable housing;
- (3) Nutritious Food - to ensure that those utilizing our services have access to warm, healthy meals every day;
- (4) Healing - to support our guests through every step of their journey towards healing and housing.

We accomplish these things in keeping with our core values to serve with heart, engage authentically, and act with courage.

Here for Every Neighbor.



Points of Contact

Hannah Young - Volunteer & Donations Coordinator
218.656.7540 or hannahy@churches-united.org

Suzanne Hamel - Food Pantry Manager
218.656.7603 or suzanneh@churches-united.org

Judy Hauschultz - Kitchen Coordinator - Micah's Mission
218.656.7570 or judyh@churches-united.org

Dilan C. - Children's Program Assistant
218.656.7564 or dilanc@churches-united.org

Ashleigh Thurn - HS Case Manager - Bright Sky
218.656.7452 or ashleight@churches-united.org

All direct lines are phone/fax/text capable.

Points of Contact Continued

Aylssa Barney - House Supervisor - Dorothy Day House
218.656.7442 or alyssab@churches-united.org

Quincy Claitt - Shelter Supervisor - Safe Haven
218.656.7495 or quincyc@churches-united.org

Sam Jangula - Front Desk Supervisor - Bright Sky
218.789.2598 or samj@churches-united.org

All direct lines are phone/fax/text capable.

Code of Ethics

- I will evidence a genuine interest in all persons served and do hereby dedicate myself to their best interests.
- I will maintain a professional attitude that upholds confidentiality and respect towards the individuals served, other volunteers, applicants, staff, and the non-profit.
- I will not engage in or condone any form of harassment or discrimination.
- I will accurately represent my education, training, experience, and competencies as they relate to volunteer with Churches United.
- I will not steal or misuse Churches United property.
- I will not purchase items for guests using my personal funds.
- I understand that violation of the code may be grounds for dismissal as a volunteer.

Attendance

We understand that life happens. If you are not able to attend your scheduled shift, please let your site supervisor or the Volunteer Coordinator know no later than two hours before your scheduled shift. You can always reschedule for another day! Our volunteer opportunities will be here when you are ready to come back.

Confidentiality

- The relationship between professional staff, volunteers, and clients is strictly confidential.
- Under no circumstances is the business, medical affairs, or identity of clients at Churches United to be discussed with any outside party without the specific written permission of the client or by order of the court.
- Who is seen here stays here, but feel free to share your experiences as long as any personal information or identifying factors can be excluded.
- If confidentiality is breached, dismissal of the volunteer will occur.

Boundaries & Safety

- Do not designate any gifts to specific residents (money, clothing, food, etc.). If you wish to donate to the organization, please feel free to do so - donated dollars can even be designated toward a specific program. Individual gifts can show favoritism.
- Do not exchange personal information (addresses, emails, phone numbers, etc.) or offer rides to consumers of Churches United services without first discussing it with the Volunteer Coordinator.
- Children under the age of 18 need a chaperone. Groups of youth should have one adult per six children.

Discipline Procedure

1. A reminder and verbal warning by the Volunteer Coordinator will be issued, which is then documented in the volunteer's file.
2. A written warning and correction place will be issued and documented in the volunteer's file.
3. A one (1) month suspension from volunteering at Churches United will be issues and documented in the volunteer's file.
4. The volunteer will no longer be eligible for volunteer service at Churches United.

We reserve the right to terminate any volunteer service from any individual or group based on the needs of the organization.

Liability Release

I hereby release, indemnify, and hold harmless Churches United, the agencies, organizers, sponsors, and supervisors of all its activities from any and all liability in connection with any injury (including injury caused by negligence) received in conjunction with Churches United. I also hold harmless from liability any person transporting me to or from any Churches United activity.

Media Release

I hereby give my consent to Churches United to photograph and then use, reproduce, and publish said images of me and/or my child/children.

I agree that photographs/negatives, thereof shall constitute the sole property of Churches United with full right of disposition in any manner whatsoever, including the right to publish where needed.

I hereby release Churches United and their legal representatives and assigns from all claims whatsoever about the use, production, publication of the images thereof.

This release can be revoked upon written request of person signing the document at which time all the photos, negatives will halt being used to the best of our knowledge or ability; otherwise it will remain in effect for five (5) years from the date of the signed document. All signed releases will be available upon request from the Human Resources Office Administrator at Churches United.

Company Vehicle Use

Volunteers are allowed utilization of Churches United vehicles if the following criteria are met:

- Vehicles will travel no more than 25 miles from 1901 1st Ave N, Moorhead, MN.
- Vehicles are used no more than twice a week. Sundays being the exception.
- The vehicle must be scheduled a week in advance on a week by week basis.
- Vehicle must be checked out and checked back in on the same day.
- Use of vehicle will not conflict with staff usage.
- Mileage will be documented and tracked on the appropriate ledger.
- Those being transported must have a Transport Liability Release Agreement signed both with Churches United and the organization the volunteer is transporting for.
- All drivers need to have a copy of their license and insurance information documented with Churches United.
- If the vehicle does break down, volunteers must contact the shelter and appropriate shelter staff first.

Locations

Churches United is comprised of six locations.

Micah's Mission

(1901 1st Ave N, Moorhead, MN 56560)

Dorothy Day House

(714 8th St S, Moorhead, MN 56560)

Safe Haven

(1015 30th Ave S, Moorhead, MN 56560)

Bright Sky Apartments

(3305 3rd Ave NW, Moorhead, MN 56560)

Dorothy Day Food Pantry - Moorhead

(1308 Main Ave, Moorhead, MN 56560)

Dorothy Day Food Pantry - West Fargo

(45 21st Ave E, Suite A, West Fargo, ND 58078)

Each location provides unique services to the greater Fargo-Moorhead community through our mission to provide safe shelter, stable housing, nutritious food, and a path toward healing for our neighbors in need.

Thank you!

We're looking forward to working with you!



Here for Every Neighbor.

