

VOLUNTEER EXPECTATIONS

Thank you all for your continued support of our guests and our mission. Volunteers are the backbone of our meal service, and we are so appreciative of you all. Your presence during meal service frees up our staff to make sure they can give all their attention to our guests.

Here is the main list of expectations:

- We know that things come up and you may need to get out of your shift, please give notice as much notice as possible. All call outs should be made no later than 4pm the day of your shift.
- Please complete the checklist before leaving for the evening.
- If you feel that you need more guidance with your duties, don't hesitate to reach out to Andre.
- Utilize the walkie to communicate with staff. You're welcome to step into the kitchen and/or the back office to have privacy.
- Please make sure that you are not allowing anyone to stay and eat in the common area. Since we have limited space, we do not allow this. It is also for the safety of our guests and volunteers that this is prohibited.
- Guests are also not allowed to loiter in the common area. If this occurs, please ask the guest to leave the space. If you're not able to get them to leave, notify the staff.
- If you encounter a guest who is intoxicated and/or belligerent, please get a staff person right away. This is not something you should or are expected to deal with.
- Please do not buy and/or give items to specific guests because it doesn't lend to an equitable environment. If a guest lets you know that they need something, please give that information to our staff so that we can work to address those needs.
- Never lend money or personal property to our guests.
- You're welcome to bring in donations in which all guests have access.
- Do not bring things in prior to getting approval from the volunteer coordinator. Since we get our food provided by an outside catering company, we don't have a need for canned goods or food items brought in.
- If you're interested in helping provide goods that our organization needs, please check out the list here: <https://www.anewplacevt.org/donatinggoods.html>
- You are not to be onsite when you're not volunteering unless you're coming for a training or other approved reason by the volunteer coordinator.
- Do not give your number and/or other personal information to our guests.
- Language which is discriminatory, demeaning, sexually suggestive or insulting must never be used. This includes profanity.
- If you are spoken to by a staff member regarding your behavior, please take corrective action.
- If a volunteer isn't able to follow these expectations after conversations with staff, they may be asked to not volunteer anymore.

Printed Name_____

Signature_____