

# Hope House Mission

## Volunteer Guidelines & Policies

### Relationships & Boundaries

1. **Share your life, not your address.** By their very nature, relationships involve sharing aspects of our lives with one another. Personal journeys, interests, hobbies, triumphs and failures. We encourage you to share these aspects of your life. We also acknowledge certain limitations are necessary for safety. **Please avoid giving personal information such as your address, phone number or social media information without prior approval from your staff supervisor. Also, do not invite any guests or participants to your home.**
2. **No room for romance.** The integrity of Hope House's work depends on healthy boundaries in the community. It is important that every volunteer avoids any romantic or flirtatious behaviors with anyone in the community. For your safety, and the safety of others please refrain from being alone while serving at Hope House.
3. **Stay connected.** If your group includes children, an adult should always be with them.

### Personal Conduct & Other Important rules

4. **Leave Valuables at home.** Please remember to lock your doors and leave valuables at home (including purses), or out of sight! Hope House cannot take responsibility for any damage or loss incurred to your vehicle or its contents while you are serving at Hope House.
5. **Money isn't the answer.** Understanding that poverty is rooted in something far greater than a mere financial need, and that monetary gifts can be a complicating factor in relationships, we prohibit monetary or other gifts to people in our community at Hope House.
6. **Dress Code** – Clothing can be distracting! We ask that you dress modestly and comfortably, so you can really focus on the task at hand – relationships! Please avoid tight, low, and barely-there tops, short shorts and skirts, and muscle shirts (women and men). Please also avoid wearing clothes that advertise, promote, or portray sex, alcohol, cigarettes, drugs or violence.
7. **...but words will never hurt me. We disagree!** Our goal is to facilitate and participate in edifying conversation. We request that cursing and harsh words are avoided while serving with Hope House.
8. **Mission Confidential.** Please no photos of residents or sharing the personal information of those not in your volunteer group.
9. **For Safety Sake!** If anything causes you to feel uncomfortable, or seems inappropriate, unsafe, or is concerning, please report it to the staff person on duty. Our goal is to keep the community as safe as possible.
10. **When in doubt, defer it out.** Staff are trained and equipped with the resources to address concerns that may arise, -- when in doubt, ask a staff member. If the media or news wants to talk to you about Hope House, please contact the staff on duty. Staff members have your best interest at heart, please listen to their instruction and respect their authority. Please contact Kami Barnes at [kbarnes@hhmission.org](mailto:kbarnes@hhmission.org) with any other questions.
11. **Keep your germs to yourself.** If you are sick, or if you are concerned those allergies might be leading to something else, stay home. Please call us and let us know you will not be able to participate or provide that meal. We are a tight community and germs spread quickly when living in close spaces. Help us keep our residents safe and stay home.
12. **Give us a head's up:** We understand things happen, if you need to cancel or if you are running late, call us and let us know. We will reschedule you or take you off the schedule. If it is after 2PM please call the shelter directly.