



## OPEN DOOR MISSION

Restoring Hope and Changing Lives in [Rochester, N.Y.](#)

### Guidelines for Volunteers

**Our mission is to serve those in need in our community to the best of our ability. We want to be good stewards of the donations we have been blessed with. We thank you for the time you give to us and ask that you comply with the following guidelines:**

1. Scheduling for volunteer hours are arranged with the Mission's Volunteer Department. Please remember that your scheduled hours are allotted to you, therefore please arrive on time or call to let us know you will be late or not coming.
2. Please **DO NOT** bring additional people with you to volunteer. Volunteers exceeding the number scheduled will be asked to leave.
3. At the Samaritan House Crisis Center located at 210 West Main Street please check in with a Mission employee at the front desk. The hours for Kitchen volunteer services at our 210 West Main Street location are: Monday - Sunday 6:00am-8:00am & 4:00pm-8:00pm.
4. At the Caring Center, located at 156 North Plymouth Avenue, you are required to check in with the receptionist. Sign in at the front desk. Volunteer hours at the Caring Center are scheduled between Monday - Friday from 9:00am-5:00pm, primarily. The supervisor for the department you are placed in will give you instructions as to the tasks you are assigned.
5. We rely on your attendance. If for some reason the time you have been assigned no longer suits your schedule please let us know.
6. Please be sure to wear proper attire. Shirts should have no offensive words, art, advertisements, etc. on them. No low cut tops, tight clothing, tank tops, muscle shirts, pants need to be at waist, basically be sure that the body is covered appropriately. Closed toe foot wear must be worn. All persons working in areas where food is prepared are to use hats, caps, or hair nets as restraints which minimize hair contact with hands, food, and food-contact surfaces.

### **Rules to Follow:**

- A. Lunchtime is from 12:00- 1:00pm. During those hours you can be in the dining room, front foyer, or outside. No one should be in their area assigned during this time unless approved by the manager ["A" pertains to the Caring Center at 156 North Plymouth Avenue].
- B. No one is to take anything from the Mission without permission. A Caring Center Voucher must be completed by any Employee, Volunteer, or Student that wishes to receive an item that has been donated to Open Door Mission. In the clothing room you can sign-up to have a shopping day, if you are in need.
- C. You may not save clothes each day you work for your shopping day.
- D. Must respect clients and other workers; if any issues arise speak to the manager or supervisor of your department.
- E. No inappropriate language will be allowed.

### **General Policies and Procedures**

- No T-shirts, with offensive materials.
- No shorts or skirts above 1/2 thigh length or tight clothing of any kind.
- No open-toed shoes.
- Wash your hands before you start your shift.
- Wear proper hats, caps, or hairnets and gloves at all times.
- No use of cell phones, iPhones, iPods or MP3 players.
- Allowed two (15) minute breaks per 6 hour shift.
- Allowed one (30) minute lunch break, sometime between 12:00pm - 1:00pm.
- Call the Mission to report a late arrival or absence. Missed volunteer hours without first notifying the Mission are not acceptable. Three incidents of a "no call / no show" will result in suspension from the volunteer program.
- Always be respectful of all individuals.
- Report all questions and concerns to your assigned supervisor.
- Unless they are also signed up to join you, please **DO NOT** bring friends or family members with you to volunteer. Volunteers exceeding the number scheduled will be asked to leave.
- Park in designated areas of the Mission.
- Please use respectful language.
- No smoking allowed on Mission property.
- Enter and exit Mission buildings from main entrances only.
- Do not operate the trash compactor without supervision.
- No one is allowed in the dining room except for during breaks and lunches.
- No food or drink is allowed outside of the dining room.