



Preble Street Volunteer Expectations

Volunteers at Preble Street must act in a manner consistent with the mission—to *provide accessible barrier-free services to empower people experiencing problems with homelessness, housing, hunger, and poverty; and to advocate for solutions to these problems*—and treat everyone with dignity and respect.

To promote a welcoming atmosphere for both clients and volunteers, we maintain a professional working environment that includes:

RESPECT AND TOLERANCE

1. Be respectful of everyone present
 - a. Try to just listen
 - b. Be as respectful to those receiving services as to those who are working
2. Remember that your conversations should have:
 - a. No shame/blame/judgment
 - b. No swearing or inappropriate language
 - c. No name calling
 - d. No sex talk or drug talk
3. Try not to personalize comments that may seem negative

BOUNDARIES

1. Maintain appropriate boundaries with clients
 - a. Don't give clients rides
 - b. Don't give clients money
 - c. Don't make arrangements to help clients on our own (with housing, jobs, etc.). If you want to offer to help a client please contact one of the social work staff on duty
 - d. Don't make arrangements to meet with clients outside of Preble Street
 - e. Don't answer personal questions or share personal information
2. Refrain from physical contact of any kind. Many people are not comfortable with being touched.
3. Don't get talked into things: If asked to do anything that you are not sure about always ask the program manager on duty. Do not rely on what other volunteers or clients say.
4. Honor the guidelines of each program. If your needs are not being met, please contact the Volunteer Manager for other alternatives.

DRESS CODE

1. Full shirts must be worn.
2. No tank tops, bare midriffs, halter tops, etc.
3. Appropriate, closed-toe footwear must be worn: no flip flops or high heels.

SAFETY

1. Do not bring valuables. We cannot be responsible for valuables lost or stolen while volunteering.
2. Sign in whenever you are working
3. Follow all food, equipment, and building procedures and safety rules
4. Don't prop the doors open
5. Check with the program manager before allowing anyone to enter
6. Don't give out food to people at the volunteer/delivery entrance

RESPONSIBILITY

1. Stay on task: Feel free to chat while you work, but do not leave your work to chat.
2. If you choose not to finish a shift, let the program manager know that you are leaving.