



# VOLUNTEER HANDBOOK

from homelessness  
to wholeness



YAKIMA UNION GOSPEL MISSION

1300 N FIRST ST YAKIMA WA 98901 (509) 248-4510 WWW.YUGM.ORG



# Dear Volunteer,

Thank you so much for your interest in and commitment to becoming a volunteer with Yakima Union Gospel Mission. Whether you are with us for a short time or a long time, your contribution is both needed and valued. You are truly the “U” in YUGM as we partner to make a difference in the lives of people in our community.

As you volunteer, you join a team of more than 2,000 people who have also chosen to help people move from homelessness to wholeness. We could not do what we do without your service.

At YUGM, DOVE stands for the Department of Volunteer Engagement, made up of four positions: the Director of Volunteer Engagement, the Church Engagement Specialist, the Data and Program Support Specialist, and the Corporate Engagement Specialist. Please do not hesitate to contact any one of us with your questions, concerns, or suggestions.

We are pleased to welcome you to our volunteer team and look forward to getting to know you as you serve.

Sincerely,

YUGM DOVE Department

[Volunteer@yugm.org](mailto:Volunteer@yugm.org)

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Church Engagement Specialist	(509) 853-4308
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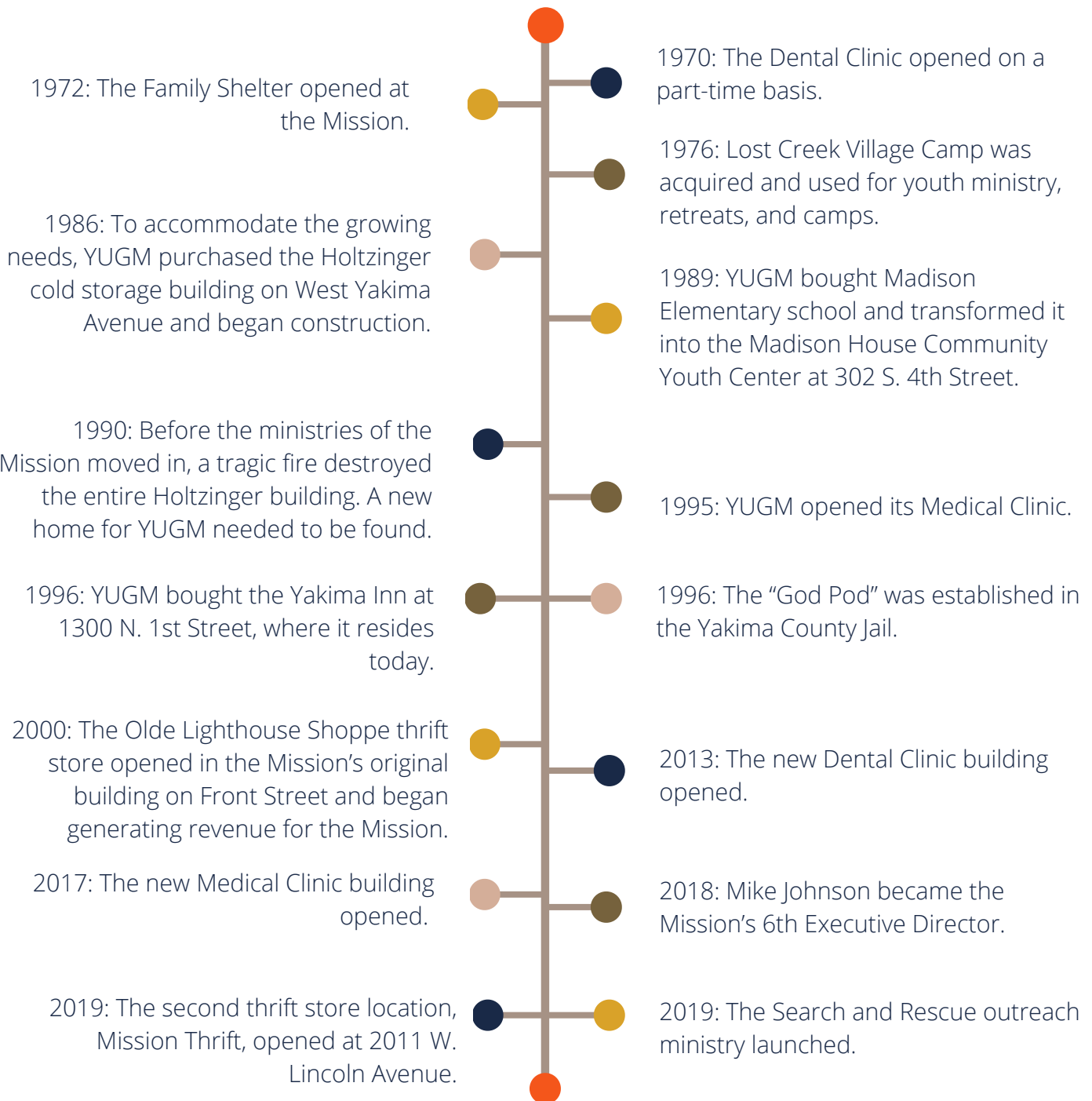
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# YUGM

## OUR TIMELINE

1936: Born from the hearts and support of local churches, Yakima Union Gospel Mission opened its doors to the public down by the train tracks on Front Street during the Great Depression. YUGM has had 6 executive directors, with 50 of those years led by the father/son team of Roger and Rick Phillips.



2021: YUGM's third thrift store, Summit Thrift, opened at 5606 Summitview Ave. YUGM's thrift enterprises (Lighthouse Thrift, Mission Thrift and Summit Thrift) generate 21% of the Mission's overall income, allowing more donor dollars to go directly to programs.

# YUGM

## MISSION, VISION, AND GUIDING TENETS

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### Mission & Vision

Throughout our history, we have remained true to OUR MISSION:

*"to follow Christ in helping people move from homelessness to wholeness."*

OUR VISION is simple, and we believe it can happen:

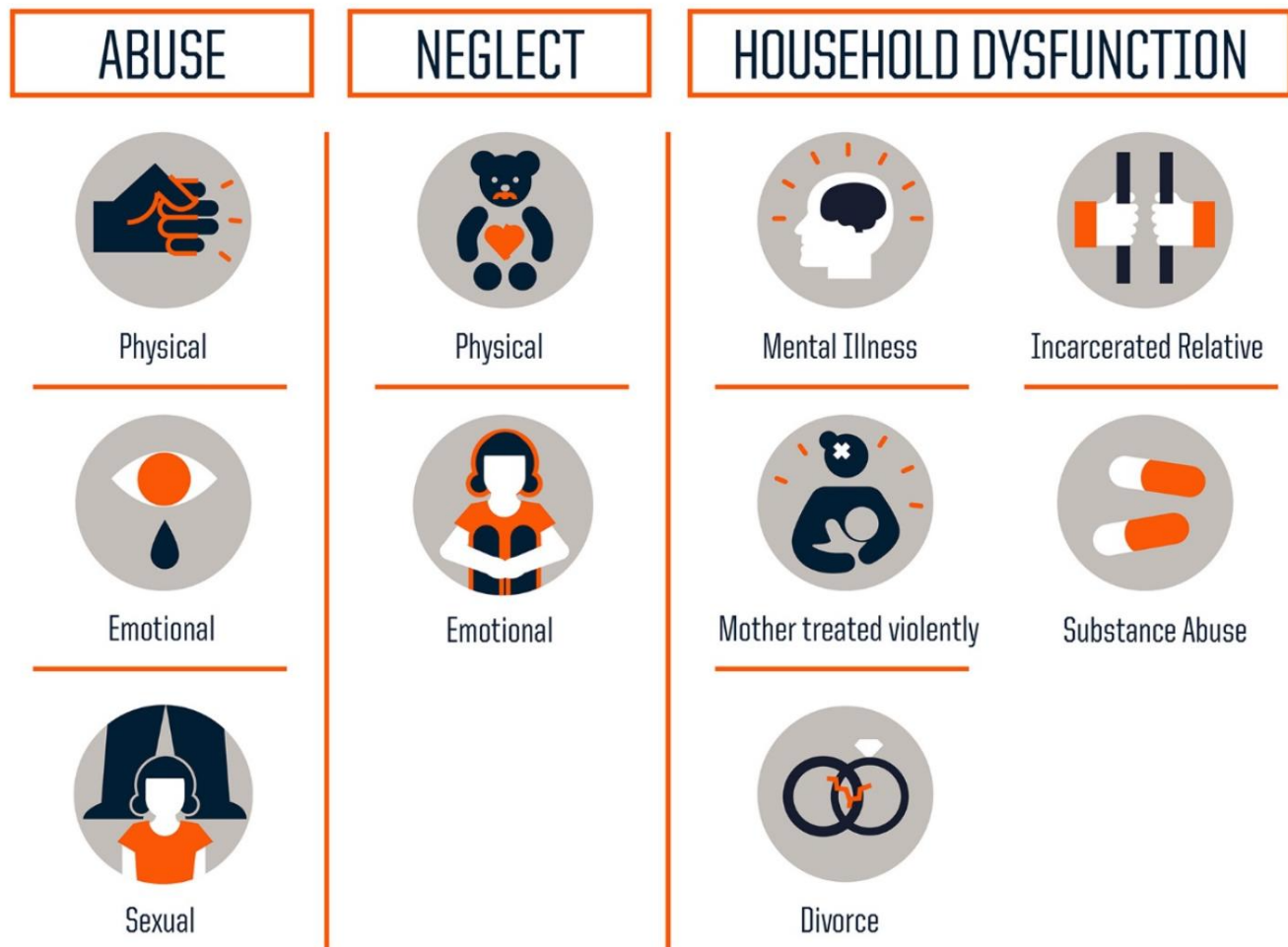
*"that every homeless person in Yakima Valley has the opportunity for permanent life transformation in Jesus Christ."*

### Guiding Tenets

- Faithful ministry stewardship requires combining loving, Jesus-centered relationships with good business practices and outcomes measurements.
- Most homelessness results from human brokenness due to high levels of childhood trauma and neglect. Thus, most of our clients need life change, not just temporary or limited assistance.
- This work requires YUGM and the local church to work together to express God's relentless care for the poor, orphaned, lost, broken, and vulnerable members of our community.
- We are called to serve and testify before our neighbors and city by how we excel at our mission, working collaboratively with church, civic, and business partners to fulfill our mission.

# A Little Insight

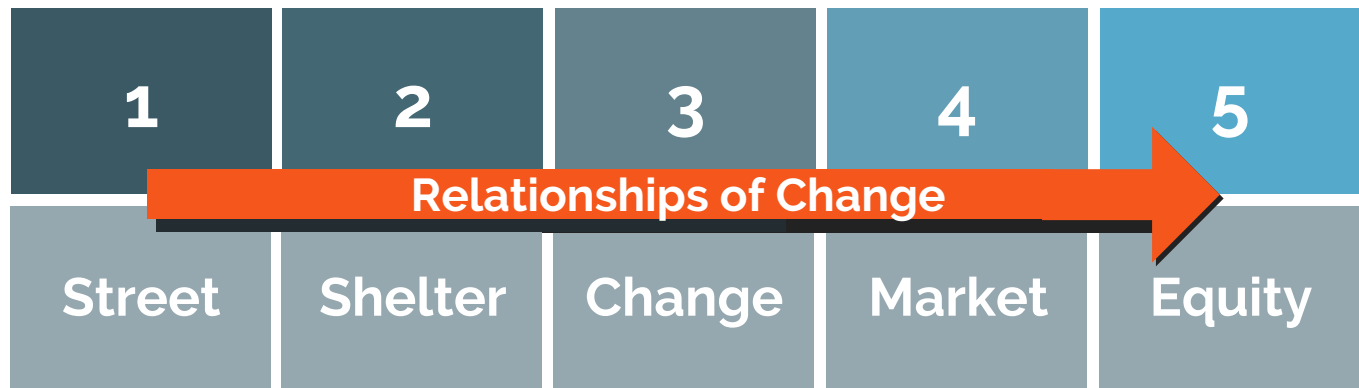
There is a direct correlation between childhood trauma and adult behavior. The acronym ACEs stands for Adverse Childhood Experiences. The more ACEs a child experiences, the more likely they are to have deep rooted struggles as adults, potentially leading to homelessness.



The good news is that healing is possible. At the Mission, we believe every person deserves a chance to live in wholeness. We use the 5-Space Model (on the next page) to help identify where people are and move them toward becoming stable, thriving members of the community.

# THE 5-SPACE MODEL

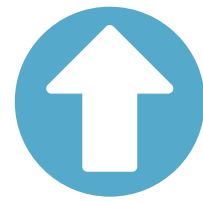
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1. **STREET:** Proactively engage street homelessness to reduce its impact on the surrounding community and motivate actively homeless persons to pursue change.
2. **SHELTER:** Offer safe and dignifying shelters that connect clients to opportunities for lasting change.
3. **CHANGE:** Operate professional-quality rehabilitative and transformational programs that permanently change the barriers homeless persons experience in pursuing abundant life in Christ.
4. **MARKET:** Facilitate homeless persons' successful participation in housing and employment market as they pursue God's plan for their lives.
5. **EQUITY:** Support our formerly homeless clients in their journey out of poverty, creating equity, and breaking the cycle for subsequent generations.

# CORE VALUES

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## LOVE



Only love heals brokenness. The love of Christ is our unique attribute, the centerpiece of our culture, and the engine of all change. We seek that all we encounter would say they were loved well by us.

## PROFESSIONALISM



Our work must be done at the highest standards of professional excellence, producing value that endures over time so that Christ's reputation would be enhanced among those we help and before a watching community.

## OUTCOMES

Our mission is to produce fruit that lasts—measurable change. We will measure our work in order to support continuous improvement, as well as to ensure the highest stewardship of resources entrusted to us by God.

## PROGRAMS AND VOLUNTEER OPPORTUNITIES

- **Bridge Program\***: Helps clients conquer barriers contributing to homelessness. Looking for volunteers to assist case managers and be advocates for our clients. (Need to be 21 or older.)
- **Community Engagement**: Houses volunteer engagement, donor relations, communications, and marketing. Looking for volunteers to help with fundraising, events and newsletter mailings.
- **Dental Care Center**: Provides low-cost dental care to those in need. Looking for volunteer dentists, dental assistants, and English/Spanish interpreters.
- **Discovery Program\***: A first step for adult shelter clients interested in learning more about the New Life and Bridge programs. Looking for volunteers to assist case managers and spend time developing friendships with our clients. (Need to be 21 or older.)
- **Distribution Center (Warehouses)**: Sorts and distributes community donations of food, recycling, and household items. Looking for volunteer delivery drivers and donation sorters. (Need to be accompanied by an adult if 13-17 years old. Need to be 18 or older to use machinery.)
- **Family Shelter\***: Helps families connect successfully to the employment and housing markets. Looking for volunteers to teach classes and care for children,
- **Guest Relations\***: Provides a safe, low-barrier alternative to street homelessness, helping guests take their next step towards wholeness. Looking for volunteers to provide a compassionate, listening ear and consistent friendship. (Need to be 18 or older.)
- **Lighthouse Thrift, Mission Thrift and Summit Thrift**: Transforms community donations into profit to support YUGM programs. Looking for volunteers to help sort donations and assist on the retail floor. (Need to be 14 or older.)
- **Maintenance**: Works to keep our campuses clean, well-kept and equipment functioning at full capacity. Looking for volunteers to provide vehicle maintenance, landscaping, snow removal, cleaning, and construction skills. (Need to be 18 or older.)
- **Meal Services (Kitchen)**: Serves between 400-600 meals a day. Looking for volunteers to help prep, serve and clean up meals 7 days a week. (Need to be accompanied by an adult if 13-17 years old.)
- **Medical Care Center**: Provides high-quality medical care for the uninsured and homeless at no charge. Looking for English/Spanish interpreters and volunteers with medical experience.
- **New Life Program\***: Coaches recovery program participants on holistic healing. Looking for volunteers willing to build relationships through teaching and mentorship. (Need to be 21 or older. Can be 18 or older to help provide childcare.)
- **Search and Rescue\***: Uses the outreach van to build relationships with homeless community members while meeting basic needs and extending invitations to receive YUGM services. Looking for volunteers who are sturdy in soul and spirit to reach out to our neighbors in need. (Need to be 18 or older.)

\*Since it is our mission to follow Christ in helping people move from homelessness to wholeness, it is essential that client-facing volunteers providing direct spiritual guidance agree with our faith statement. Please refer to the full text of our faith statement in the appendix section of this handbook.

Please speak directly to the DOVE Department about any skills or abilities that may not be listed here and could be helpful at YUGM. New volunteer opportunities emerge regularly.

## GENERAL VOLUNTEER POLICIES

- **Individual and group volunteering:** YUGM can accommodate both individuals and groups of people interested in serving. Whether serving individually or with a group, each person must complete a Community Connect account and receive approval before volunteering.
- **Dress code:** Please wear close-toed shoes, shirts with a modest neckline, and clothing without vulgar or inappropriate language or images. Cover gang-related tattoos. If working outdoors, wear weather-appropriate clothing. When serving in the kitchen, long hair should be tied back away from the face. Department staff will explain any additional requirements during training.
- **Nametags:** Volunteers who serve on a regular basis and desire a YUGM nametag with their picture can notify their program manager. DOVE will create personalized nametags for volunteers to use as they serve on YUGM campuses.
- **Volunteer Driver protocol:**
  - Transporting goods and clients in a personal vehicle requires volunteers to submit a copy of their driver's license, proof of auto insurance and sign the driving record declaration on the Qualifications page on their Community Connect account.
  - Driving a YUGM vehicle requires volunteers to submit a copy of their driver's license and provide a copy of driver's abstract from the Department of Licensing. This form costs \$13.00 and can be obtained online at this website <https://www.dol.wa.gov/driverslicense/requestyourrecord.html> Volunteers will receive training as needed through YUGM Human Resources department to gain all the skills needed to drive a YUGM vehicle. (See Volunteer Driver Policy in the appendix for more details.)
- **Weapons/Concealed Carry policy:** Volunteers are not allowed to carry any weapons--including a concealed firearm--on any YUGM campuses unless they have passed the required 8-hour class, background check, completed an interview with the YUGM CEO, and received the CEO's approval.
- **Drug/Alcohol policy:** YUGM is a drug-free workplace. The possession, use, production, or sale of any illegal drug, intoxicants, marijuana, non-prescribed controlled substances, or drug paraphernalia is strictly prohibited. Volunteers may not bring alcohol onto Mission property for any reason and must refrain from smoking or vaping on all YUGM campuses.

## WHAT TO DO IN AN EMERGENCY

Volunteers are assigned a supervising staff member while serving on any YUGM campus. If a client acts out, an accident happens, or any other kind of emergency occurs, the volunteer should report immediately to their supervising staff member (or any YUGM staff member) to request assistance. After the incident is resolved, a volunteer may be asked to assist a staff member in filling out an incident report. Volunteers are trained for general duties in each department and are never expected to handle an emergency alone.

## VOLUNTEER AGE POLICY

- Adults 18 years old and older can serve in all YUGM departments with an approved Community Connect account and department manager approval.
- For parents of minors serving at the Mission: the population served by YUGM has diverse mental, spiritual, emotional, physical, and social conditions that could include distressing or violent behavior. Minors need to be supervised closely by their parent or guardian at all times.
  - In the **main kitchen**, volunteers between 13-17 years old can serve when accompanied by a supervising adult.
  - In **YUGM thrift stores**, volunteers who are 13 years old can serve when accompanied by a supervising adult. A volunteer who is 14-17 years old can serve without an adult with them as long as they have a minor waiver signed by a parent/guardian in their Community Connect account.
  - In the **Family Shelter, New Life and Bridge Programs**, young children can come with their parents to serve in a childcare capacity as long as a parent directly supervises their children at all times.
  - In the **Discovery, New Life and Bridge Programs**, volunteers must be 21 years and older, with the exception of those providing childcare, who can be 18 years old.
  - In the **warehouse & recycling department**, volunteers between 13-17 years old can serve when accompanied by a supervising adult. Volunteers must be 18 years and older to use the machinery.
  - At **special events**, minors may participate while immediately supervised by an adult family member.



## COMMUNITY SERVICE POLICY

Any person desiring to complete **court-ordered community service** hours must follow these procedures:

- Have a completed and approved Community Connect account. Please allow at least 24 business hours for this process. When creating the Community Connect account, make sure to include the number of required hours and the date by which they need to be completed.
- Sign up for a **Meal Services volunteer opportunity** in Community Connect at least 24 hours before arriving to serve.
- To ensure that community service hours are properly logged and approved, volunteers **must check in and out of the kiosk** on location in the kitchen. Select the "Check in and Check out now" buttons to log time. **DO NOT** use the "Custom Time" option. **DO NOT** use the app or the online option for adding hours. **If hours are added in any way other than the kiosk, they will be considered void and not counted towards the total hours required.**

Once the required hours are completed, the volunteer may contact the DOVE department by emailing [volunteer@yugm.org](mailto:volunteer@yugm.org) to request a formal verification letter issued on YUGM letterhead. That letter can be emailed to the volunteer or printed for the volunteer to pick up at our main office. Please allow at least 24 business hours for this process. It is the volunteer's responsibility to submit the verification letter to the court.

# ONLINE VOLUNTEER ACCOUNT

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## USING COMMUNITY CONNECT

Community Connect is the online volunteer software that allows Yakima Union Gospel Mission staff to protect vulnerable clients by vetting all volunteers. Before volunteers are permitted to serve, they must have a completed Community Connect account that includes signed waivers, allowing permission to process necessary background checks. Those with certain criminal infractions will be considered on a case-by-case basis by the DOVE Department. However, sex offenders or those with a history of crimes against children are prohibited from serving on YUGM campuses. In case of an accident or injury, Community Connect documents volunteers on our campuses so our liability insurance can cover them as needed. It also provides us with valuable data that contribute to our ability to receive grant money that benefits the entire Mission. Every volunteer hour translates into a monetary value that is recorded in the annual accounting of YUGM resources.

## CREATING A COMMUNITY CONNECT ACCOUNT

- Create a CC account at [www.yugm.org/volunteer](http://www.yugm.org/volunteer)
  - Detailed instructions for creating a CCC account are on p.14 of this handbook.
- Attend a volunteer orientation and interview with a member of the DOVE Department if interested in directly serving clients. YUGM requests that every volunteer attend a volunteer orientation within two months of creating an account.
- A member of the DOVE Department can assist any volunteer with finding a place to serve that is a good fit. Sign up for that opportunity online in Community Connect before arriving to serve.
- Training in each department will be provided before volunteer service begins.

### ADDITIONAL NOTES:

- If the volunteer does not have an email address, the format of “your name” @example.com can be used to create a CC account. (i.e. samplename@example.com)
- Answer all the red asterisked questions on each page and electronically sign the waiver. A Washington-State background check is completed for every volunteer. A second federal-level background check is completed for every volunteer serving with or near children in any YUGM program.

## TYPES OF OPPORTUNITIES

- An opportunity with '**RECURRING SHIFTS**' (i.e. in the kitchen), gives the volunteer the ability to sign up for the exact shift time and day that works for them. Select just one shift or sign up for multiple shifts. Once the shift(s) are submitted, the program manager for that department receives an email notification and will expect the volunteer to arrive ready to serve on their selected day(s) and time(s).
- Signing up for an '**ONGOING**' opportunity means a staff member will receive an email indicating the volunteer's interest in serving in their department and will contact the volunteer to talk more about the details before serving begins.

## REGISTERING & UNREGISTERING FOR OPPORTUNITIES

With a completed and approved Community Connect account, a volunteer must first **REGISTER** for an opportunity before arriving to serve. To do this:

- Log into the CC account by going to <https://yugm.galaxydigital.com/user/login/>, enter login credentials, and click **LOGIN**.
- Click on the **PROGRAMS** tab or the **OPPORTUNITIES** tab on the menu on the left. Use the search function to locate specific topics of volunteer interest.
- Click on **VIEW DETAILS** for an opportunity and then click **RESPOND**.
- Take note of the details (i.e. parking information, etc...), and finally click on **SUBMIT OPPORTUNITY RESPONSE** to complete the process.
- Both the volunteer and the program manager for that opportunity will receive confirmation emails.

If a volunteer needs to **UNREGISTER** for an opportunity, follow these steps:

- Log back into CC account and use the steps above to return to the opportunity that needs adjusting.
- Click on **UNREGISTER** and **SUBMIT** at the bottom of the page. If unregistering for a recurring shift, make sure to uncheck the box next to the shift that needs adjusting.
- The volunteer and program manager will receive emails confirming that the volunteer is no longer planning to serve on that day and time.

## VIEW VOLUNTEER SCHEDULE OF OPPORTUNITIES

Log into CC account and click the circle menu in the upper right-hand corner and select **VOLUNTEER SCHEDULE**. This shows all of the shifts you are registered for at a glance in a monthly calendar. Clicking on **OPPORTUNITY RESPONSES** shows them in a list format.



# YUGM Volunteer:

## HOW TO CHECK-IN/OUT

### Step 1: Create a Volunteer Account

- Go to [www.yugm.org/volunteer](http://www.yugm.org/volunteer) and **create your account**.
- Complete **all pages** of the application
  - **Sign the Waiver and Guidelines** form (required before registering for all opportunities).

### Step 2: Sign up for a volunteer opportunity

- **Log in to Community Connect** account at <https://yugm.galaxydigital.com/user/login/>
- Select "**Programs**" or "**Opportunities**" from the menu on the left side of the webpage.
- Select "**View Details**" on desired opportunity.
- Select "**Respond**" on the opportunity and then click "**Submit Opportunity Response**." If an opportunity has shifts, select the check box next to the desired shift and then "**Submit Opportunity Response**."

### Step 3: Check-in and Check-out using the Kiosk, Mobile App, and/or Community Connect Account

*Three options on the next page*

### Volunteer Support Team Contact Information:

Email: [volunteer@yugm.org](mailto:volunteer@yugm.org)

Director of Volunteer Engagement	(509) 853 - 4318
Data & Program Support Specialist	(509) 853 - 4314
Church Engagement Specialist	(509) 853 - 4308
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### Option 1: Kiosk

**Locations:** Main Office, Kitchen, Family Shelter, Madison House, Lighthouse Thrift, Mission Thrift, Summit Thrift, Distribution Center, and Medical Care Center.

#### To Check-In:

1. Select **"I have an account."**
2. Select **"Enter Mobile Number," "Enter Email Address,"** or **"Enter Name"** and type information.
3. Select **"This is me!"** button next to the appropriate volunteer name.
4. Select **"Opportunity"** (if pre-registered)  
**OR**
5. If not pre-registered, select **"View Opportunities"> Click "View Details"** on selected opportunity> **"Check-in."**

#### To Check-Out:

1. Log in again and select **"Check-out."**

### Option 2: Mobile App

Download App named **"CauseConnect"**



CauseConnect

#### To Check-In:

1. Open App and **Log in>** enter email address & password.
2. Select the menu (three lines on the top left), click **"Schedule"** and **"Check-in"** for the appropriate opportunity.
3. Select the correct **check-in time**.

#### To Check-Out after the shift:

1. Select the **"Check-out"** option.
2. Enter **check-out time**.
3. Select **"Check-out."**

#### To Add All Hours (alternative to check-in/out)

1. Click the menu (three lines on the top left).
2. Click **"Add Hours."**
3. Enter your information and click "Submit."

### Option 3: Community Connect

*If you did not check in using the app or a kiosk, you can add hours to your Community Connect account. Please add hours within 48 hours of serving.*

1. **Log into your volunteer account** at <https://yugm.galaxydigital.com/user/login/>
2. **Add Hours**—button is located on the menu at the top of the website.
3. **Add your information.** Complete all information with a red asterisk (\*) and click **"Submit."**

### Volunteer Support Team Contact Information:

Email: [volunteer@yugm.org](mailto:volunteer@yugm.org)

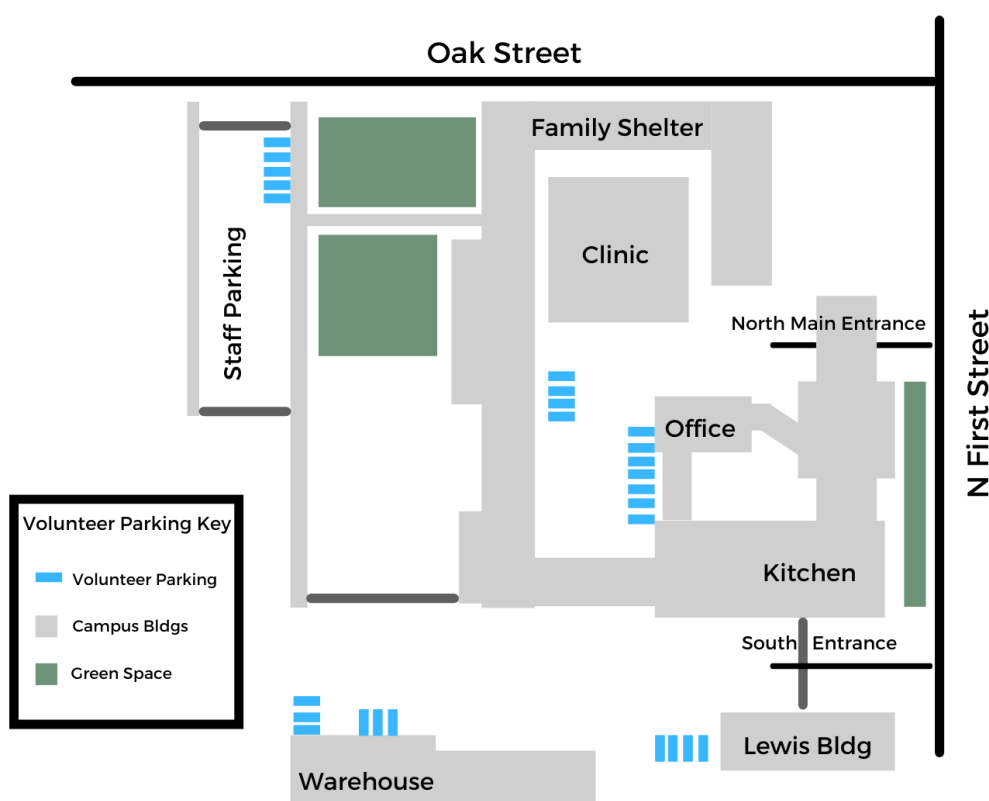
Director of Volunteer Engagement  
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Church Engagement Specialist  
Corporate Engagement Specialist

(509) 853 - 4318  
(509) 853 - 4314  
(509) 853 - 4308  
(509) 853 - 4311

## ARRIVING TO VOLUNTEER

Steps to follow when a volunteer arrives to serve on any YUGM campus:

1. Check in using the kiosk or the app upon arrival.
2. A YUGM staff member will provide a brief orientation/training and assist the volunteer with check-in, if necessary. (See p. 15 for detailed instructions on logging volunteer hours. There is an option to log hours from home within 48 hours of serving if the hours are not needed for a court-ordered requirement.)
3. There will always be a YUGM staff member available for any volunteer questions or concerns while serving.
4. Please keep personal belongings locked in a vehicle or at home.
5. When the volunteer shift is completed, check out using the kiosk or app. Volunteer hours are then submitted to program managers for weekly approval. The volunteer check-in and check-out process is essential for tracking volunteer hours, providing liability insurance for volunteers, and increasing the Mission's ability to receive grants.
6. If serving on our main campus and using our south entrance, pull up to the black security gate and push the button to speak to a staff member. Let them know you are here to volunteer, and they will open the gate for you. If no one answers the intercom, use the Adult Shelter On-Call number: (509) 480-9949
7. Please refer to the parking lot diagram below of our main campus, noting **LIGHT BLUE** parking zones designated for volunteers.



## VOLUNTEER ORIENTATIONS

Volunteer orientations are one hour long and are offered monthly in two formats: online via Zoom or in-person. Please attend a volunteer orientation within two months of creating a volunteer account. Volunteers can RSVP for an orientation by using the EVENTS section of Community Connect. Each orientation includes a tour (a video tour or in-person), a Community Connect training, a brief explanation of YUGM's most important policies, and a chance to meet other volunteers and ask your questions of our Department of Volunteer Engagement staff members.

## CLIENT-FACING OPPORTUNITIES AND INTERVIEWS

When volunteers show interest in serving directly with our clients (i.e. with guests in Adult Shelter, Family Shelter, Discovery, New Life or Bridge programs), YUGM takes the following steps to ensure the best fit for both the volunteer and client:

1. Volunteers will be provided with specific training for client-facing serving opportunities and must complete our general volunteer orientation before starting to serve.
2. If a volunteer is completely unknown to YUGM, the DOVE Department will interview them over the phone or in person to get to know them a little better. As volunteers are placed, DOVE considers the skills, faith, age, and availability of the volunteer, as well as the needs of YUGM's departments.
3. A program manager will meet with the volunteer before scheduling them to serve.

## BOUNDARIES

To maintain helping, professional relationships with our clients:

- There will be no romantic or sexual relationships between volunteers and clients.
- Volunteers must be thoughtful in their interpersonal relationships with clients either while residing at YUGM or after transitioning into other housing. Do not establish electronic communication with any YUGM client until they graduate/move out of the Mission. Slowly pace the giving out of personal information or engaging in off-work socializing with a person's progress toward wholeness in mind.
- Do not give money/gifts or accept gifts/favors from clients in a way that contributes to expectations on the client's part, or in a way that elevates the client to a unique status. To guard against the appearance of special status or consideration, discuss such situations with a YUGM staff member.
- Do not spend one-on-one time with a client outside YUGM without getting staff approval first. If you are driving a client, you must first become an approved YUGM Volunteer Driver. (See p. 9 and p. 30)
- Honor confidentiality. All personally shared information is confidential and should not be shared with other residents, volunteers, or people outside of YUGM; however, if it is for the wellbeing of the client or anyone else, information should be shared with a counselor or staff member immediately.

### OF PARTICULAR IMPORTANCE:

Most of the guests and clients at YUGM have experienced trauma and often have undetectable levels of internal fragility. When possible, please avoid physically touching YUGM clients so as not to trigger past trauma unintentionally. YUGM's focus is to develop trustworthy relationships with each client over time, and permission is granted before something like a hug is offered. Be sensitive in your use of humor and do not meet with a client alone, behind closed doors.



## ANTI-BULLYING AND ANTI-HARASSMENT POLICIES

YUGM will not tolerate workplace bullying behavior. Bullying is repeated inappropriate behavior, either direct or indirect, whether verbal, physical, or otherwise conducted by one or more persons against another or others, at the place of work and/or in the course of employment/volunteer service.

- Bullying is intentional. As in sexual harassment, it is how the behavior affects and disrupts the individual. The following types of behavior are examples of bullying:
  - Verbal Bullying: slandering, ridiculing, or maligning a person or his/her family; persistent name-calling, which is hurtful, insulting, or humiliating; using a person as the subject of jokes or abusive remarks.
  - Physical Bullying: pushing, shoving, kicking, poking, tripping, assault, or threat of physical assault, or intentionally damaging a person's work area or property.
  - Gesture Bullying: non-verbal threatening gestures or glances that can convey threatening messages.

In addition, the following examples may constitute or contribute to evidence of bullying in the workplace:

- Screaming at an individual in public and/or in private
- Using obscenities or obscene gestures
- Not allowing the person to speak or express him/herself (i.e. ignoring or interrupting)
- Personal insults and use of offensive nicknames
- Public humiliation in any form
- Constant criticism on matters unrelated or minimally related to the person's job performance or description
- Public reprimands
- Deliberately interfering with mail and other communications
- Spreading rumors and gossip regarding individuals
- Inflicting menial tasks, not in keeping with the normal responsibilities of the job
- Unwanted physical contact, physical abuse, or threats of abuse to an individual or an individual's property (i.e. defacing or marking up property)
- Volunteers who violate these guidelines are subject to disciplinary actions up to and including termination of service.

## CHILD SAFETY POLICY

Volunteers should observe the following guidelines when interacting with minor children (minor children are any children under the age of 18) on our N. First Street campus:

- Two YUGM-approved adults must be present at **all** times in work situations involving minor children.
- Volunteers who find themselves unexpectedly caring for a minor child during a crisis should make every effort to find an additional adult or staff person to assist in the care of the child.
- Two YUGM-approved adults must be present to supervise volunteer groups involving minor children. One person must be YUGM staff. The other adult can either be a volunteer working with the team or a second staff adult assigned to assist with the team.
- Volunteers should never assist with diapering or bathroom needs of a minor child. Please allow appropriate program staff, a parent, or an older sibling handle such needs.
- Volunteers will never touch or communicate with a minor child in an inappropriately intimate or sexualized manner.
- Volunteers are never authorized to undress, physically discipline any minor child client/volunteer, or to physically posture in an intimidating fashion.

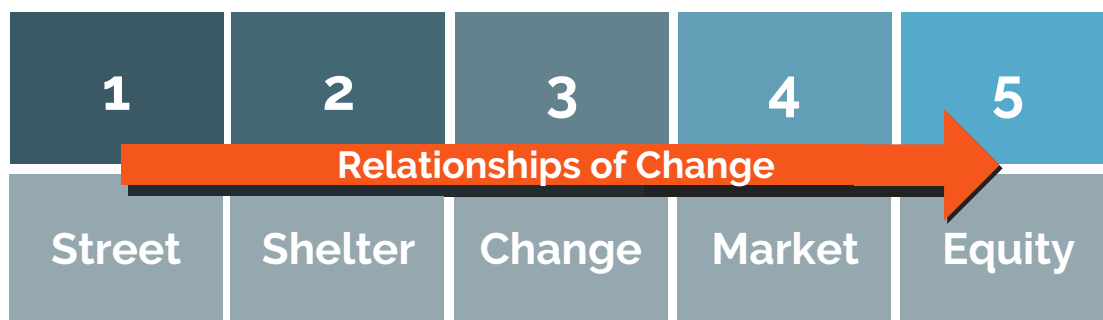
**Mandated Reporting Requirements:** YUGM Staff are required by law to report any actual or suspected physical or sexual abuse of any child we have contact with during our work at the Mission. If you see evidence of abuse of any child, or hear complaints of abuse of any child, or suspect abuse of any child, please report it immediately to your YUGM Staff Supervisor. ( 1-866-ENDHARM is Washington State's 24-hour reporting hotline).

## DOVE DEPARTMENT

The Department of Volunteer Engagement exists to serve both YUGM and its volunteers, optimizing the volunteer experience for both parties. DOVE will follow up with volunteers after they are placed in a service role. YUGM wants volunteers to grow in their volunteerism, avoid burnout, and share their feedback about the organization. DOVE will provide orientations, training, and volunteer appreciation. When a volunteer desires to end their service with us, DOVE can assist with the process of finishing well. DOVE is in charge of any volunteer reassignment or termination of services.

## DOVE DEPARTMENT DEFINITIONS

- **A High-Impact volunteer** is typically devoted to a certain department and volunteers an average of once a week or more.
- **A Volunteer Mentor** is a trusted and experienced volunteer who can provide mentoring and training to new volunteers. They can greet volunteers, provide a job “shadow” experience and be available to answer volunteer questions.
- **A HOPE volunteer:** (Heaven-Sent Ongoing Personal Engagement) is a follower of Jesus who faithfully walks closely and relationally with a client over time. This type of involvement typically results in the volunteer traveling with the client over 2-3 spaces of our 5-space model.



# EXPECTATIONS

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## PARTNERSHIP AGREEMENT:

Yakima Union Gospel Mission Commits to:

- Treat you as a partner in the ministry of the Mission and offer you a suitable assignment considering your personal preferences, temperament, life experiences, and skills.
- Provide effective training for your tasks, offer constructive feedback about your work, allow you to be heard and listen to your suggestions.
- Offer you information about new developments and opportunities.
- Give you recognition and appreciation for your generous service.

## WE ASK YOU TO COMMIT TO:

- Be timely and reliable in the fulfillment of your duties and accept supervision graciously.
- Speak and behave in a manner consistent with the faith and values of YUGM.
- Be supportive of Mission staff and program residents' decisions.
- Bring concerns or suggestions to the DOVE Department promptly.
- Make a conscious choice to encourage others instead of tearing others down.
- Be flexible when changes are needed and ask questions if you need clarity.

## PERFORMANCE IMPROVEMENT AND DISMISSAL

If a volunteer does not conform to YUGM's expectations or heed a YUGM staff member's coaching towards improvement, the following steps will be taken:

1. Verbal warning
2. Written warning
3. Dismissal from volunteer duties, with a chance for restoration in the future. A dismissed volunteer who would like to be reinstated needs to acknowledge and take responsibility for the actions that resulted in their initial dismissal and demonstrate improved behavior, maturity and personal growth in a setting outside of the Mission. If these two things are shown, a restoration conversation with the appropriate YUGM staff members can occur. A decision about reinstatement to volunteer duties will be made after that conversation.

Some infractions are serious enough to result in immediate and permanent dismissal, as determined by the DOVE department.

# APPENDICES

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All forms in the appendix can be read and signed in any Community Connect account.

## YUGM Adult Volunteer Guidelines

The following are established to ensure that we maintain wise boundaries in our relationships with the residents and children we serve at YUGM. These are for the protection of our residents, volunteers, staff, and the whole of YUGM ministries. YUGM is a secure facility: we do not give out names or personal information of residents or staff. We do not give out cell or home phone numbers, personal addresses, or email addresses.

We have helping, professional relationships with our residents at YUGM:

- We do not give money or gifts. If there is a need, refer the situation to your staff supervisor, who can then follow up.
- We do not establish electronic communication until a program resident graduates. Examples include: phone conversations, email, or Facebook Friend invitations.
- We ask that you do not spend one-on-one time outside of YUGM with residents, without clearing it in advance with your staff supervisor.
- We honor confidentiality. All personally shared information is confidential and should not be shared with other residents, volunteers, or people outside of YUGM; however, if it is for the wellbeing of the resident, information should be shared with a counselor or staff member.
- Be very careful, discreet, and appropriate in engaging in any physical touch or hugging of residents. Do not do so when you are alone with a resident. Ask permission. Get staff counsel if a client is a “hugger.”
- Many departments have additional guidelines which are a part of the training you will receive.

If you have questions or concerns regarding boundaries, an interaction, or a relationship with a resident, please bring them to the attention of your department head or staff member.

## YUGM Consent for Criminal Background Check

Your signature authorizes the Yakima Union Gospel Mission to obtain information about you (if applicable) from various law enforcement agencies, courts, and corrections agencies, including Washington Access to Criminal History (WA State level check) and Sterling Volunteers (Federal level check). To ensure the safety of our guests, all volunteer applicants over the age of 18 must successfully pass a criminal background check before they can volunteer. An applicant's criminal background history will not automatically disqualify an applicant from volunteering at the Mission; however, the nature of, number of, and recency of the conviction(s), as well as the nature of the volunteer opportunity for which the applicant is applying will be taken into account during the approval process. In the interest of ensuring the fulfillment of our mission, as well as the safety and well-being of those whom we are called to serve, Yakima Union Gospel Mission reserves the right to restrict or deny any individual from serving as a volunteer.

## YUGM Volunteer Waiver, Agreement, and Release

I, the undersigned volunteer ["Volunteer"] of Yakima Union Gospel Mission or Madison House or Thrift Stores [collectively, "YUGM"] agree that, to the best of my knowledge, I am physically and practically able to carry out the duties of my volunteer task. I understand and agree that the main purpose of this ministry is to follow Christ in helping people move from homelessness to wholeness so that every homeless person in Yakima County has the opportunity for permanent life change in Jesus Christ.

I understand and agree that the population served by YUGM has many diverse needs and conditions, which may include mental, spiritual, emotional, physical, and social maladjustments. I further understand that members of the client population may have difficulty under various circumstances in controlling their verbal and physical behavior, and that inappropriate behavior, including violence, is possible. With full knowledge of these conditions and other dangers inherent in the ministry client base, I hereby release YUGM and its directors, employees, and agents from any and all claims, responsibility, liability, or causes of action, for any injury, loss, or damage that I may incur in connection with my volunteer activities at YUGM.

I understand that YUGM carries volunteer insurance as a secondary policy for insured persons, and primary coverage for uninsured persons, but this policy does not cover incidences that occur from failure to comply with safety protocol and instructions of the volunteer task supervisor. In such cases, YUGM does not assume any responsibility for or obligation to provide financial assistance or other assistance, including but not limited to medical, health, or disability insurance in the event of injury or illness resulting from volunteer service with YUGM.

I further understand that, as a volunteer of YUGM, any and all information pertaining to individuals served by the ministry is strictly confidential. I understand that I must not divulge information about or discuss the clients residing at or participating in any event at any YUGM facility with anyone, except as necessary in performing ministry services. I agree to hold in confidence any information about clients and donors which comes to my knowledge during my association with YUGM.

I understand that YUGM is a Christian organization, with the mission of ministering to those in need through the Gospel of Jesus Christ, the living Son of the living God. YUGM's foundation of faith is that everyone is created equal and is able to receive salvation by the grace of God through Jesus Christ. I hereby agree to not share any different belief system with the clients, volunteers, or staff at any YUGM facility. YUGM's ministry is carried out through faith in Jesus, and if my belief system does not share this same understanding, I agree to not interfere with YUGM's mission by offering different religious beliefs.

## Continued:

I agree that a photo or other reproduction of me or my likeness may be used by YUGM for the advancement of its work. Upon request, I agree to provide proof of licensure or certification before performing any professional or skilled task. Upon request, I also agree to provide references, and I hereby authorize YUGM to verify any such information.

I understand and acknowledge that either party may terminate this volunteer relationship at any time. I understand and agree that my services are voluntary in nature, and I have no expectation of any salary, compensation, benefit, or remuneration of any kind for my time.

I acknowledge that by signing this document, I am agreeing to act in good faith toward all persons in all actions undertaken as a volunteer of YUGM. I agree to hold harmless YUGM, its directors, employees, and agents from all loss, cost, expense, damage, claims, or liability due to my negligence or fault, including claims or liability relating to injury to others.

**I have read the YUGM Volunteer Guidelines, YUGM Consent for Criminal Background Check, and the YUGM Volunteer Waiver, Agreement, and Release carefully before signing, and I understand what they mean and to what I am agreeing by signing. I give Yakima Union Gospel Mission permission to verify any information I have provided.**

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Participant signature

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Date

# MINOR VOLUNTEERS

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The YUGM Minor Volunteers Guidelines and Waivers form is exactly the same as the adult form with these **two exceptions**:

1. The background check consent section is omitted. We do not run background checks on minors.
2. The additional section below is added and parents are required to sign this document before their child under the age of 18 can serve with us.

## **FOR THE PARENT/GUARDIAN TO SIGN for a minor child under the age of 18:**

My child, \_\_\_\_\_, is hereby authorized, and has my permission to serve as a volunteer and participate at Yakima Union Gospel Mission in all volunteer locations with the Mission.

I, the parent/guardian of the above named minor, for myself and on behalf of my child, acknowledge that my child's participation in this activity may involve the risk of injury from their actions, inactions, or negligence; from the actions, inactions or negligence of others; from the conditions of the items being used, the weather or other occurrences in the area where the event is being conducted. I release, waive, discharge and relinquish the sponsors, organizers, and participants, their officers, directors, employees and agents from any and all liability, loss, damage, claim, demand, or cause of action against them, arising out of or related to my child's participation in this activity as a volunteer.

I assume all risks of bodily injury to my child and give permission for him/her to be taken to a hospital and/or treated by licensed medical personnel for a medical emergency, illness, or injury; and for licensed medical staff to take emergency measures as they deem appropriate. I understand that under no circumstances is my child allowed to operate any vehicles, machinery or power tools.

**I have read this document and understand that it has legal consequences, and sign it voluntarily.**

\_\_\_\_\_  
Participant (Minor) Signature

\_\_\_\_\_  
Date signed

\_\_\_\_\_  
Parent/Guardian Signature

\_\_\_\_\_  
Date signed

# STATEMENT OF FAITH

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As a community of believers centered on knowing and serving Jesus Christ, our religious beliefs, life in community, and Christian values represent the heart of the Yakima Union Gospel Mission, informing and shaping the substance and style of all we do.

## OUR BELIEFS:

As source material, the Statement of Faith of the Yakima Union Gospel Mission relies entirely upon the text of the 66 books of the Bible, the Apostles' and Nicene Creeds. As such, we believe:

1. The Bible alone is the inspired, infallible, authoritative and final Word of God; constituting unchanging truth for all people across time, place and culture.
2. That there is and has always been only one God, undivided, yet eternally existing in three co-equal persons: Father, Son, and the Holy Spirit. God is love, because He lives in eternal relationship within himself.
3. God created humans in His image. We are therefore made for three specific personal relationships: loving God, loving oneself, and loving one's neighbor as oneself. He made humanity expressed in two complimentary and immutable sexes, male and female, each displaying features of His nature. For their joy and well-being, God commanded human sexual expression to be completely contained within the marriage of one man to one woman, equally naming every other expression sinful.
4. Though made without sin, humans sought to govern themselves free from God's loving guidance. They sinned, as have all persons since. Sin breaks relationship with God, self, and others, appropriately condemning humans to God's righteous judgment. But sin and separation were not God's destiny for people.
5. Forgiveness for our sins and reconciliation with God, self, and others is available because of Christ's substitutionary, sacrificial and atoning death on the cross. God knowingly planned this salvation for us from before creation. Only faith in Christ accesses this grace; forgiveness cannot be earned by good works.
6. Jesus Christ, fully God and fully human, inaugurated the inbreaking of God's Kingdom through his death and resurrection. His Church is all who have responded in faith to God's grace in Christ. He has made them heirs of his Kingdom, indwelling them by The Spirit.
7. The Church has been given the grace to proclaim and labor within God's expanding Kingdom of Salvation, until the Lord Jesus comes again, as He promised to do. At that time, He will judge the living and the dead, and receive His own to be with Him forever in heaven. Those who have chosen to remain separate from Him in life shall remain separate from Him eternally in Hell.

## OUR ACTIONS:

These beliefs create ministerial expectations of all who hold them. As such, we freely and willingly accept that:

1. We have asked for this privilege and opportunity (Jas 3:1) to represent equally (Pr 24:23) to all persons the good news of God's redeeming love shown in Christ Jesus (Jn 3:16-17).
2. Biblical teaching about the Image of God (Gen 1:26) and Jesus' command to love our neighbor as ourselves (Mt 22:39) means YUGM does not tolerate any discriminatory (Lk 10:25-37) or demeaning behavior in the delivery of its services. We are serving Christ Himself when we serve our neighbors in need (Mt 25:31-40).
3. We seek for God to direct us to situations of need—physical, spiritual, emotional, etc. and ask God how we can be a part of meeting that need (Mt 25:31-40). This may involve offering prayer, spiritual support, and even an explanation of the reasons for our own Christian commitment (1 Pt 3:15).
4. While all Christians are on a journey of spiritual and personal growth (Js 3:2; 1 Jn 1:8-9), we seek God's power (2 Tm 1:7) to live lives that can serve as examples of a new creation (Mt 5:16), directed by the incarnate (Col 1:27) and written Word of God (2 Tim 3:16-17),
  - By seeking to live out biblical instructions for interpersonal relationships, including promoting positive communication (Eph 4:29), avoiding gossip and slander (Jas 4:11), and pursuing reconciliation and conflict resolution (Mt 5:23; Mt 18:15ff);
  - By pursuing the fruit of the Spirit (Gal 5:22-24) and Christlikeness (1 Jn 2:6; Phil 2:5) as our relational standards;
  - By avoiding anything in our personal, romantic, or professional lives that would undermine our Christian testimony, our Statement of Faith, or bring reproach on the name of Christ (1 Jn 2:3-5; Gal 5:19-21; Eph 4:29; Eph 5:3-5; etc.)
5. We need to pursue spiritual disciplines and growth in Christ while we are away from work, including regularly gathering with other believers for worship, fellowship and growth (Heb 10:25) so that we arrive with a surplus of spiritual assets from which to minister (Jn 7:38; Ps 51:10-13).
6. We represent a broad range of Christian tradition and fellowship, and so we choose to focus on what we share in common (1 Cor 15:1-5), rather than our differences (Tit 3:9; 2 Tim 2:23), and we choose always to speak with respect and goodwill in regards to those differences.

**NOTE:** For the purposes of this document and all other YUGM policies and procedures, the term “Evangelical” is used to describe someone who has a personal relationship with God through Jesus Christ and who positively affirms the content of this section.

# MINISTRY TIME GUIDELINES

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For those specifically interested in opportunities to teach, preach, and minister at Yakima Union Gospel Mission, please read and respond to the following:

The gospel of John says that while the Law was given through Moses, grace and truth came in Jesus Christ. YUGM is committed to Biblical truth AND amazing grace! As you consider sharing the gospel with YUGM clients, please know that:

- Most YUGM clients have experienced childhood physical and sexual abuse, broken families, and incarceration. They're much like the Samaritan woman at the well. Their greatest question is if God could actually love and forgive THEM.
- Most YUGM clients have misunderstandings about church-going Christians. Some may see them as being charmed and untouched by suffering, or as crass hypocrites.
- The high level of childhood trauma in the lives of YUGM clients means most didn't do well in school, have shorter-than-average attention spans, and are not advanced readers.
- Most YUGM clients are open to faith, prayer, and God, but are wary of people who seem to have agendas.

As a result, YUGM has found these principles to be most effective in spiritual engagement efforts:

- Getting to know individuals through conversation earns the right to be heard.
- A heart of compassion and humble honesty about our own need for grace earns the right to be heard.
- A positive message of love, hope, freedom, and community in Christ is more motivating. Hell is real but isn't very motivating for YUGM clients. They feel like they're already there.
- Avoiding complicated topics or advanced approaches by keeping messages and content at a level understandable to a 6th grader is essential.

By signing my name below, I acknowledge that I can bring a heart of compassion and grace to the clients who participate in Ministry Time at the Mission. I will work to come alongside each person in humility instead of preaching from a place "above" them.

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Volunteer Signature

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Date

# VOLUNTEER DRIVERS

The following criteria must be met to be a volunteer driver for any Union Gospel Mission program. The volunteer driver must have:

1. A completed and approved Community Connect volunteer account
2. A Valid Driver's License
3. Current Auto Insurance
  - a. If the volunteer driver offers to use their own vehicle, YUGM insurance requires that the volunteer provide a copy of their insurance coverage. They must carry coverage at a minimum for the driver and passengers of the vehicle.
    - i. Please submit a copy of your driver's license and auto insurance to the DOVE department, as well as the signed declaration below. These steps can be completed in Community Connect or brought to the DOVE department to be copied.
  - b. If the volunteer driver will be driving a YUGM vehicle, they must have an approved volunteer account, valid driver's license, and pay for and provide a copy of their Driver's Abstract at minimum, and confirm that HR has added them to YUGM's driver insurance. Depending on the type of vehicle to be driven, the YUGM Human Resources department may also request the completion of a training course in order to receive final approval.
    - i. Use this link to obtain a copy of your driver's abstract. The DOVE department can assist you in this process. <https://www.dol.wa.gov/driverslicense/requestyourrecord.html>
    - ii. Levels of driver approval for YUGM:
      1. Volunteer driving YUGM clients or goods, using their own vehicle
      2. Volunteer driving a YUGM vehicle with no extra training needed (i.e. suburban, etc...)
      3. Volunteer driving a YUGM 15-passenger van, requires training
      4. Volunteer driving a YUGM Box Truck or Fork Lift, requires training
    - iii. Once approved, the volunteer driver will receive the appropriate YUGM driver sticker for their name badge from DOVE, HR or the Distribution Program Manager. Please wear your badge when driving for us, so you can be identified as an approved YUGM driver.

## Driving Record Declaration

I hereby declare that:

- I have a valid and current United States Driver's License.
- I have a clean driving record without any moving violations or accidents in the last three years.
- I have not had a DUI charge within the last 5 years.
- If driving my own vehicle, I am currently insured, in good standing with my auto insurance company and my insurance covers both the driver and passengers of my vehicle.
- I understand and agree that if and when I transport any guest or client on behalf of Yakima Union Gospel Mission in my personal vehicle as a part of my volunteer service, I will be personally liable for any injuries that incur to the guests or clients while being transported by me.
- I understand and agree that if and when I transport any guest or client on behalf of Yakima Union Gospel Mission in a vehicle other than my own that is not a YUGM vehicle (a church van, etc.), I am responsible to the church/organization/governing body that owns and insures that vehicle to complete their requirements to drive it. That church/organization/governing body is fully liable for any injuries that are incurred while in use.
- I understand and agree that should I change my personal vehicle insurance coverage or incur any traffic violations during my volunteer service at Yakima Union Gospel Mission, that I will notify the DOVE Department of these immediately.

# VOLUNTEER KEY CARD POLICY

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I, \_\_\_\_\_, have been briefed on the new badge/keycard policy.

- I have been issued a YUGM badge/keycard as part of my volunteerism with YUGM. I will access the facility only in the pre-approved areas related to my volunteer tasks at reasonable, pre-approved times.
- I will not share or loan my key card with any staff member, volunteer, community member, or client.
- I must immediately notify my Program Manager if I lose my badge/keycard in order to keep our facilities safe.
- I will be charged \$50.00 to replace a lost badge/keycard. I agree to pay this fee (cash, check or money order), realizing it is my responsibility to guard the safety of YUGM because I have chosen to accept this keycard as a volunteer.
- If I cease volunteering with YUGM for any reason or my YUGM Program Manager requests it, I will return the badge/keycard immediately or be charged \$50.00.

I understand and agree to the policy regarding the badge/keycard that I have been issued.

Date: \_\_\_\_\_

Volunteer Signature: \_\_\_\_\_

Volunteer Printed Name: \_\_\_\_\_

Program Manager: \_\_\_\_\_

Program: \_\_\_\_\_

Volunteer access level: \_\_\_\_\_

**PLEASE RETURN THIS FORM TO THE DOVE DEPARTMENT,  
LOCATED IN THE MAIN OFFICE.  
THANK YOU!**

**YAKIMA UNION GOSPEL MISSION**

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