



Volunteer Handbook and Policies

(revised 4/2024)

"As each has received a gift, use it to serve one another,
as good stewards of God's varied grace."

1 Peter 4:10



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WELCOME TO THE ERIE CITY MISSION

Letter from the CEO

Dear Erie City Mission Volunteers,

I am writing to you with a heart filled with gratitude and admiration for the incredible work you do. As the CEO of the Erie City Mission, I have witnessed firsthand the impact that volunteers have on our community.

Volunteers like you are the lifeblood of our organization. Your selflessness and commitment to serving others embody the spirit of compassion and empathy that defines the Erie City Mission. Whether you are serving meals to the homeless, mentoring youth, or providing comfort to those in need, your contributions make a tangible difference in the lives of countless individuals.

It is important for me to express just how vital you are to the success of our mission. Without your unwavering support, we would not be able to fulfill our commitment to serving the most vulnerable members of our community.

As we serve together, let us remember the words of Jesus in Matthew 25:40, "whatever you did for one of the least of these brothers and sisters of mine, you did for me." These words are more than just a verse; they are our guiding light, illuminating the path of service and love that we walk together.

On behalf of our staff, the Board of Directors, and those we serve, thank you for choosing to volunteer at the Erie City Mission. Your commitment to making a difference in the lives of others is a beacon of hope in our community, and I am deeply grateful for the opportunity to work alongside you.

Welcome to the Erie City Mission! Together, we are restoring hope and transforming lives.

With sincere appreciation,



Brian R. Johansson, MPA
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Letter from the Volunteer Coordinator

Dear Volunteers,

I hope this letter finds you well and filled with the same warmth and kindness you bring to our mission every day. As the Volunteer Coordinator at the Erie City Mission, I am constantly in awe of the incredible love and dedication you show to our community.

From the bottom of my heart, I want to express my deepest gratitude for the invaluable role you play in making the Erie City Mission a beacon of hope for so many. Your selfless acts of kindness, whether it's serving meals with a smile, lending a listening ear, or offering a comforting hand, make a world of difference to those we serve.

You are the heartbeat of our organization, infusing it with compassion and empathy that spreads far and wide. Each moment you spend with us is a testament to your unwavering commitment to making the world a better place, one small gesture at a time.

In this handbook, you'll find not just policies and guidelines, but a reflection of our shared values and aspirations. It's a testament to the incredible community we've built together, and I encourage you to explore its pages with the same spirit of warmth and compassion you bring to your volunteer work.

Thank you, from the depths of my heart, for all that you do. Your kindness, generosity, and love are truly the soul of the Erie City Mission. It is a privilege to work alongside people who have a heart to love the Lord and our neighbors.

With all my love and gratitude,



Katie Peppers

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ABOUT THE ERIE CITY MISSION

History

In 1911 a group of community leaders-who cared enough about the crushing burden of hunger, homelessness, and addiction-rolled-up their sleeves and organized the Erie City Mission.

For over a century, the Erie City Mission has helped those impacted by the effects of addictions, poverty, homelessness, and lack of hope. Through five quality programs, the Mission has successfully met both the immediate and long-term challenges of those in greatest need.

The Mission has endured two world wars, an international depression, many foreign war conflicts, and numerous recessions. Dedicated staff, financial donors, and volunteers have kept the doors open to meet the ongoing spiritual, physical, and emotional needs of thousands of people.

Mission, Vision, and Core Values

MISSION STATEMENT

Restoring Hope, Transforming Lives

VISION STATEMENT

Cultivating a Community of New Life;
Breaking the Cycle of Hopelessness;
Building the Kingdom of God

CORE VALUES

1. Rooted in Jesus Christ
2. We Go the Second Mile
3. We Lay Down Our Stones
4. In the City, For the City
5. We Run to Win the Prize

Ministries

Men's Ministries

New Life Program for Men: A long-term comprehensive residential recovery program for men committed to making a true change in their lives. The program lasts from eight to 12 months with additional aftercare services up to two years.

Samaritan Care Program: An emergency men's shelter that provides a safe, clean place to sleep for men 18 years or older for up to 60 nights with optional case management services.

Women's Ministries

New Life Program for Women at Grace House: A long-term comprehensive residential recovery program for women committed to life transformation. The program lasts from 12 to 18 months.

Youth Ministries

Urban University Youth Leadership Program: After-school program and offers summer workshops that seek to develop junior high and high school students into servant leaders. Students experience career exploration, academic enrichment, commerce, service learning, mentorship, and faith formation.

Public Meal Ministry

Our Food Service Program provides free public breakfast daily (Monday - Friday) starting at 7:00 a.m., and free public lunch daily (Monday - Sunday) starting at 11:30 a.m. to upwards of 250 men, women, and children in Hagen Hall, the Mission's Public Dining Room at 11th and French Streets.

Donation Center

Our Donation Center accepts donations of gently used clothing, furniture, and small household items. Items are sorted and either given at no cost to those in need or sold at a reasonable price in one of the Mission's two thrift stores.

Our Donation Center is located at 2064 W 16th St.

Social Enterprises

Funds generated from our thrift stores and other social enterprise ventures support the Mission programs that house the homeless, feed the hungry, and rescue the lost in Erie.

Thrifty Shopper, Erie - 2064 W 16th St

Thrifty Shopper, Girard - 10081 W Ridge Rd

Development Ministries

We are able to do what we do because of the generosity and support of donors. Our homeless neighbors are served, the hurting are healed, and the hopeless are helped because of the compassion of our donors who support us. Whether you can give your money, your goods, or your time – we want to partner with you!

VOLUNTEER POLICY MANUAL

Definition of Volunteer

A volunteer is anyone who, without compensation or expectation of compensation, performs a task at the direction of, and on behalf of the Erie City Mission. The placement of a volunteer is not considered a contractual relationship between the volunteer and the Erie City Mission. Volunteers are considered “at will” so that either party may terminate the volunteer relationship at any time, for any reason.

A volunteer must be at least 14 years old. If a volunteer is under the age of 18, the GUARDIAN RELEASE FORM must be signed by a parent or guardian. No one under the age of 18 is permitted to volunteer without an adult chaperone or a guardian present (*exceptions may be made for specific volunteer opportunities*).

Volunteer Application Process

Individual Volunteers*

1. All prospective volunteers must complete and submit a volunteer application prior to being scheduled. The application may be completed online at www.eriecitymission.org under the Volunteer tab, or paper applications are available at our admin office: 1017 French Street.
2. Prospective volunteers must attend and complete a Volunteer Orientation prior to placement. Orientation includes an overview of the Erie City Mission, a summary of our programs and services, an optional facility tour, and a one-on-one interview with the Volunteer Coordinator.
3. The Volunteer Coordinator will review applications and reach out to applicants via phone or email to make appropriate placement recommendations according to skill set, desire and availability.
4. Upon approval, the volunteer can sign up for volunteer opportunities using Mission Tracker and/or through the program supervisor.

**One-time volunteers are not required to participate in an orientation.*

**Some volunteer positions may require additional ministry interviews, clearances, waivers, or a signed statement of faith.*

Volunteer Groups*

1. The Group Representative must complete the individual and group sections of the volunteer application prior to being scheduled. The application may be completed online at www.eriecitymission.org under the Volunteer tab, or paper applications are available at our admin office: 1017 French Street.
2. The designated Group Representative must attend and complete a Volunteer Orientation prior to placement. Orientation includes an overview of the Erie City Mission, a summary of our programs and services, an optional facility tour, and a one-on-one interview with the Volunteer Coordinator.

3. The Volunteer Coordinator will review applications and will reach out via phone or email to make appropriate placement recommendations according to skill set, desire, and availability.
4. Upon approval, the volunteer group can sign up for volunteer opportunities using Mission Tracker and/or through the program supervisor.
5. Each member of the Group must complete and submit an individual volunteer application. The application may be completed online at www.eriecitymission.org under the Volunteer tab OR paper applications will be available at the volunteer site.

**One-time volunteers group representatives are not required to participate in an orientation.*

**Accommodation can be made for unique or specific service projects.*

Community Service/Probation/Parole Volunteers*

1. All prospective volunteers must complete and submit a volunteer application prior to being scheduled. The application may be completed online at www.eriecitymission.org under the Volunteer tab OR paper applications are available at our Main Office, 1017 French Street.
2. Prospective volunteers must attend and complete a Volunteer Orientation prior to placement. Orientation includes an overview of the Erie City Mission, a summary of our programs and services, and an optional facility tour with the Volunteer Coordinator.
3. The Volunteer Coordinator will review applications and reach out to applicants via phone or email to make appropriate placement recommendations according to skill set, desire and availability.
4. Upon approval notice, the volunteer can sign up for volunteer opportunities using Mission Tracker and/or through the program supervisor.
5. It is the sole responsibility of volunteers in need of community service hours to sign in and out of the department in which they volunteer and to ensure that all necessary documentation is maintained and properly signed.

**Volunteers that need less than 10 service hours are not required to participate in an orientation.*

**Volunteers are responsible for tracking their hours served through Mission Tracker or Volunteer sign in sheets.*

**Long-Term placement of an individual fulfilling hours for probation/parole is not guaranteed.*

Mission Tracker

Mission Tracker is the volunteer tracking system that the Erie City Mission uses to simplify our volunteer opportunities. You will be able to use this platform to review your volunteer hours, sign up for opportunities, and edit your volunteer profile.

Username & Password

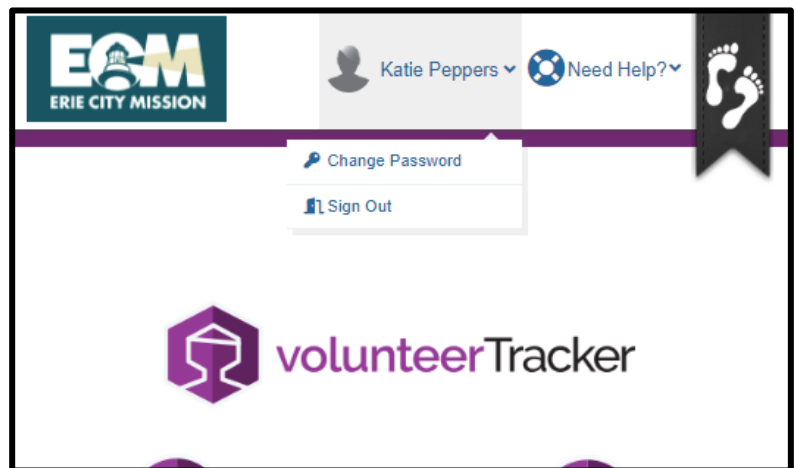
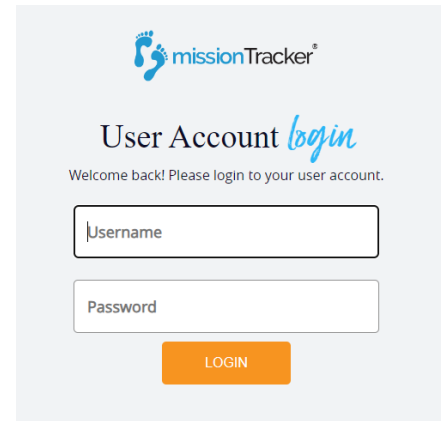
After you complete your volunteer application and you have been accepted, you will be emailed* a username and password that you will use to log into Mission Tracker.

**Please be sure to check your junk or spam mailboxes.*

Please keep the given username and password stored for future reference.

If you would like to change your password, follow these instructions:

1. Log-in to mission tracker using the username and password that were emailed to you.
2. After you log in, the page should look like the image to the right. Select your name and the top of the page. A dropdown menu will appear. Select “Change Password”
3. Fill out the “Change Password” form.



If you have lost the username and password given, please contact Volunteer Coordinator, Katie Peppers at Katie.Peppers@eriecitymission.org or 814/452-4421 ext. 262



Sign up for a Volunteer Opportunity:

1. Use the following link to log-in* to Mission Tracker using the User name and password that ECM Mission Tracker sent to you: <https://eriestymissionpa.missiontracker.io/login>
**You may be prompted to update waivers upon your login.*
2. Select Volunteer Tools.



3. In the menu on the left side, select “Volunteer Opportunities”

This is the tab that allows you to see all of the opportunities currently available for the next 30 days.

If you are looking for a specific opportunity or an opportunity outside of this date range, you will have to use the filter function under “Search Opportunities.”

Title	Date	Start Time	End Time	Location	Openings Left	Max Needed	Level Required
Testing (new)	04/15/2024	07:00 PM	08:00 PM	Food Service	4	4	1

Legend: Available - This opportunity is available for you to sign up for.
 Pending - You have requested this opportunity and are waiting for approval.
 Active - You are signed up for this opportunity.

4. Select the desired Volunteer Opportunity. A screen like this will appear:
 Select the button under “Sign Up”

Opportunity			
Title			
Testing (new)			
Location	Department	Openings Left	Max Needed
Food Service	Volunteers > Food Service	4	4
Date & Time			
Date	Start Time	End Time	
04/15/2024	07:00 PM	08:00 PM	
Location Address			
1017 French St Erie, PA 16501			
Sign Up			

5. At this point, you are signed up for a volunteer opportunity. You will receive a confirmation email and follow-up information closer to the date of the volunteer opportunity.

Rights and Responsibilities

Volunteers have the right to:

- Expect clear and open communication.
- Receive appropriate levels of support, management, orientation, and training for their position.
- Be provided with a healthy and safe workplace.
- Accept and give suggestions and constructive feedback.

Erie City Mission has the right to:

- Expect clear and open communication from volunteers.
- Select volunteers who support the organization's mission, goals, and objectives.
- Expect volunteers to adhere to their designated position and the volunteer standards and guidelines, as well as receive and follow instruction from the site supervisor.
- Accept and give suggestions and constructive feedback.

Volunteers have the responsibility to:

- Be consistent and faithful in fulfilling the agreed upon commitment and scheduled dates of service.
- Conduct that is in accordance with the Erie City Mission's "Mission, Vision, & Core Values."
- Ensure confidential information is respected and treated appropriately.
- Comply with the policies and procedures of the Erie City Mission.
- Perform their duties to the best of their abilities.

Erie City Mission has the responsibility to:

- Maintain a system for managing volunteers that supports the organization's mission, goals, and objectives, and has clear lines of responsibility.
- Treat each volunteer as a fellow team member.
- Ensure volunteer information is kept confidential and used appropriately.
- Review and evaluate policies on a regular basis to ensure best practice is followed.
- Ensure fair, equitable, and transparent processes for managing complaints, conflicts, and grievances.

Volunteer Standards & Policies

The Erie City Mission recognizes and affirms the involvement of volunteers at all levels of the organization as a vital component to achieving its mission. Volunteers are engaged to perform a specific service and the Erie City Mission agrees to provide the volunteer with a worthwhile and rewarding experience.

Photo Release

All volunteers are asked to sign a photo release as part of the application process. If you do not wish to have your picture taken, please advise our staff or the photographer to omit you from any photo taking activity.

Criminal/Background Checks

A formal background check and clearances are required for certain volunteer assignments. FBI clearances and finger printing may be required for specific volunteer positions. Although a background check will be completed, convictions are not an automatic disqualification to volunteering. Volunteers who do not agree to a required background check may be refused specific assignments.

Dress Code

Volunteers are an extension of the Erie City Mission staff and are asked to dress appropriately and modestly for their assigned task. T-shirts and jeans or reasonable length shorts are appropriate in most cases. Shirts with inappropriate language or images are not permitted. No tank tops or open-toed shoes are permitted in the Kitchen.

Parking

The Volunteer Coordinator will advise volunteers of designated parking areas when a volunteer assignment is made.

Volunteers who serve at our Main Facility, 1017 French Street, on weekdays outside of regular business hours or weekends may choose free on-street parking on 11th street, east of French Street.

You are encouraged to lock your car. The Erie City Mission is not responsible for any loss, theft, or damage to your vehicle or any of its content.

Entering and Exiting the Premises

Volunteers will be advised about the proper entrances and exits to use for volunteering, as well as unauthorized areas, prior to the first date of service. Our insurance company prohibits unescorted or unauthorized visitors in our facilities. You are expected to abide by these rules at all times. Failure to do so will lead to corrective action or dismissal.

Record Keeping/Timesheets

All volunteers **must** sign in and out on Mission Tracker or the designated volunteer sign in sheets at the beginning and end of their scheduled shift. Time sheets are provided at each location. It is the responsibility of volunteers in need of community service hours to sign in and out of the department in which they volunteer and to ensure that all necessary documentation is maintained and properly signed.

As a member of Citygate Network and the Evangelical Council for Financial Accountability (ECFA) along with State and Federal filings, the Erie City Mission is required to keep record of all non-paid positions, and volunteers.

Corrective Action

Corrective action may be taken if the volunteer's work is unsatisfactory. Corrective action is at the discretion of the Site Supervisor, Department Director, or Volunteer Coordinator and may include:

1. Additional supervision
2. Retraining
3. Reassignment/referral to another department
4. Dismissal: With grace extended, volunteers who do not adhere to the policies and procedures, or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. Dismissal is at the discretion of the Site Supervisor, Department Director, or Volunteer Coordinator. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for the possible dismissal with supervisory staff.

Drug & Tobacco Free Workplace

Erie City Mission is committed to protecting the safety, health, and well-being of all employees, volunteers, and visitors. Alcohol, drug, and tobacco use is prohibited in all of the Erie City Mission facilities and company vehicles. You may smoke at approved times in designated smoking areas in accordance with Pennsylvania law.

Weapons

The Erie City Mission prohibits all persons who enter the Erie City Mission property from carrying a handgun, firearm, knife, or other prohibited weapon of any kind regardless of whether the person is licensed to carry the weapon or not.

The only exception to this policy is police officers, security guards, or other persons who have express written consent by the Erie City Mission to carry a weapon on the property. Any volunteer disregarding this policy will be subject to immediate termination.

Safety Rules and Compliance

The Erie City Mission is committed to the safety of all volunteers and recognizes the need to comply with regulations governing injury and accident prevention and volunteer safety. The Erie City Mission will maintain safety and health practices consistent with the needs of our ministry. Maintaining a safe work environment requires the continuous cooperation of everyone, including volunteers.

Compliance with safety rules is considered a condition of volunteering. Therefore, it is a requirement that each supervisor make the safety of volunteers an integral part of his/her regular management functions. It is the responsibility of each volunteer to accept and follow established safety regulations and procedures. If you are unsure about how to safely perform a task, it is the volunteer's responsibility to

consult a supervisor before proceeding with the task. The Erie City Mission strongly encourages you to communicate with your supervisor regarding safety issues. Failure to adhere to safety rules and policies is considered a serious infraction and may result in corrective action or dismissal.

Reporting Safety Issues

All accidents, injuries, potential safety hazards, safety suggestions, and health and safety related issues *must be reported immediately* to your supervisor. Call 9-1-1 if you need immediate medical assistance. If an injury does not require medical attention, the incident must still be reported to a supervisor and an Incident Form must be completed in case medical treatment is needed later, and to ensure that any existing safety hazards are corrected.

Federal law (Occupational Safety and Health Administration (OSHA)) requires that we keep records of all incidents and accidents which occur during the workday. OSHA also provides for your right to know about any health hazards, which might be present on the job. Should you have any questions or concerns, contact your supervisor for more information.

Fire Prevention

Be aware of the location of the fire extinguisher(s) in your area and make sure they are always kept clear. Notify your supervisor if an extinguisher is used or if the seal is broken. Keep in mind the extinguishers that are rated ABC can be used for paper, wood, or electrical fires.

In Case of a Fire

If you are aware of a fire, you should:

- Dial 9-1-1 or the local fire department
- Immediately contact your supervisor, if possible. Evacuate the area.
- If the fire is small and contained, locate the nearest fire extinguisher. This should only be attempted by a team member who is knowledgeable in the correct use of extinguishers.
- If the fire is out of control, leave the area immediately. No attempt should be made to fight the fire.
- When the fire department arrives, direct the crew to the fire. Do not re-enter the building until directed to do so by the fire department.

Emergency Evacuation

If you are advised to evacuate the building you should:

- Stop all work immediately.
- Shut off all electrical equipment and machines, if possible.
- Walk to the nearest exit, including emergency exit doors.
- Exit quickly, but do not run. Do not stop for personal belongings. Do not use the elevator; use the stairs.

- Proceed, in an orderly fashion, to the sidewalk across French Street. Be present and accounted for during roll call.
- Do not re-enter the building until instructed to do so.

Security

Maintaining the security of the Erie City Mission buildings and vehicles is every volunteer's responsibility. Develop habits that ensure security as a matter of course. For example:

- Always keep cash or personal property properly secured. If you are aware that cash or personal property is insecurely stored, immediately inform the person responsible.
- Know the location of all alarms and fire extinguishers and familiarize yourself with the proper procedure for using them, should the need arise.
- When you leave the Erie City Mission's premises make sure that all entrances are properly locked and secured.

RECEIPT AND ACKNOWLEDGMENT

Understanding and Acknowledging Receipt of Volunteer Handbook and Policies

I have received the Erie City Mission Volunteer Handbook and Policies. I agree to follow the policies outlined and understand that the policies and procedures described in it are subject to change at the sole discretion of the Erie City Mission at any time.

Volunteer Name (Print) _____ Date _____

Volunteer Signature _____

CONFIDENTIALITY AGREEMENT

This agreement applies to all volunteers associated with and/or involved in the activities or affairs of the Erie City Mission. This includes all activities associated with the Erie City Mission at its Main Campus and all outreach site locations.

All data, materials, knowledge, and information generated through, originating from, or having to do with the Erie City Mission, or persons associated with our activities is to be considered privileged and confidential and is not to be disclosed to any third-party. All pages, forms, information, designs, documents, printed matter, policies and procedures, conversations, messages (received or transmitted), resources, contacts, email lists, email messages, client, staff, or public information is confidential and the sole property of the Erie City Mission.

This also includes, but is not limited to, any information of, or relating to, our staff, clients, operations, and activities. This privilege extends to all forms and formats in which the information is maintained and stored, including, but not limited to hard copy, photocopy, micro-form, automated and/or electronic form.

Client information, including all file information, is not to be disclosed to any third party, under any circumstances, without the consent of the Erie City Mission employee that is supervising you and the Volunteer Coordinator.

Any disclosure, misuse, copying or transmitting of any material, data or information, whether intentional or unintentional, will subject you to disciplinary action and/or prosecution, according to the procedures set by the Erie City Mission and any applicable laws.

My signature signifies that I agree to these terms and will abide by, adhere to, and honor all the above.

Volunteer Name (Print) _____ Date _____

Volunteer Signature _____

PHOTO/VIDEO RELEASE FORM

I hereby grant the Erie City Mission the irrevocable and unrestricted right to use and publish photographs and/or videos of me, taken during my volunteer activities with the organization, for use in printed materials, online, and in other media formats.

I agree that the Erie City Mission may use these photographs and/or videos of me for any lawful purpose, including but not limited to publicity, illustration, advertising, and Web content.

I waive any right to inspect or approve the finished product wherein my likeness appears. Additionally, I waive any right to royalties or other compensation arising or related to the use of the photographs and/or videos.

I hereby hold harmless and release and forever discharge the Erie City Mission from all claims, demands, and causes of action which I, my heirs, representatives, executors, administrators, or any other persons acting on my behalf or on behalf of my estate, have or may have by reason of this authorization.

My signature signifies that I agree to these terms and will abide by, adhere to, and honor all the above.

Volunteer Name (Print) _____ Date _____

Volunteer Signature _____

GUARDIAN RELEASE FORM

I, hereby consent to allow my child/ward to volunteer at the Erie City Mission. I understand that my child/ward and I have received the Erie City Mission Volunteer Handbook and Policies. We agree to follow the policies outlined and understand that the policies and procedures described in it are subject to change at the sole discretion of the Erie City Mission at any time.

I understand that it is my responsibility to ensure my child arrives and departs from volunteer activities safely and on time. I also agree to provide any necessary medical information about my child that may be relevant to their participation in volunteer activities.

I have read this release agreement and fully understand its contents, meaning, and impact. I voluntarily agree to its terms and sign it of my own free will.

Child/Ward Name (Print) _____ Date _____

Parent/Guardian Name _____

Parent/Guardian Signature _____