



Volunteer Handbook

Policies, Procedures, and
Acknowledgements

(revised 2/2021)

TABLE OF CONTENTS

OUR PHILOSOPHY	Page
Welcome Letter	3
Our History	4
Mission, Vision & Core Values	5
Statement of Faith	5
POLICY MANUAL	
Volunteer Process	6
Rights & Responsibilities	8
Standards & Policies	9
Definition of Volunteer	9
Dress Code	9
Parking	9
Entering and Exiting the Premises	10
Record Keeping/Timesheets	10
Corrective Action	10
Dismissal	10
Drug & Tobacco Free Workplace	11
Weapons	11
Safety Rules and Compliance	11
Reporting Safety Issues	11
Fire Prevention	12
In Case of a Fire	12
Emergency Evacuation	12
Security	13
Confidentiality Agreement	14
Receipt & Acknowledgement	14

_____ Welcome to the Erie City Mission _____

On behalf of our staff, Board of Directors and guests, thank you for choosing to volunteer at the Erie City Mission. Volunteers are very important to us and we consider it a privilege to work alongside of people who have a heart to serve the Lord.

Volunteers directly contribute to The Mission's growth and success and are a vital part of delivering much needed services to our guests. It is our hope that when you partner with The Mission as a volunteer, you will find yourself in a fulfilling and rewarding experience.

The information provided in this handbook will give you an overview of our volunteer program and provide details about the roles and responsibilities of volunteers.

If you have any questions, please don't hesitate to contact me.

Welcome to the Erie City Mission!

In His Service,

Volunteer Coordinator
814/452-4421 ext. 210
ecmvolunteers@eriecitymission.org

Erie City Mission
PO Box 407
1017 French Street
Erie, PA 16512

eriecitymission.org

History of the Erie City Mission

The first mission in Erie was founded in October 1911, following a city-wide campaign by the famous evangelist Billy Sunday. A special tabernacle was built for the campaign at 12th and Myrtle. Every meeting was packed and often many were turned away. The result was the conversion of many thousands of people.

During the six-week Billy Sunday Campaign, a friend of Billy's, Mel Trotter, shared how rescue missions were changing the lives of many unfortunate individuals throughout the United States. The Personal Work League was looking for work it could carry on when the Sunday Campaign was closed and chose to start a rescue mission. Mel Trotter came back later to help organize what is now the Erie City Mission. The League was a temporary organization and was replaced by the Erie Evangelistic Association, composed of representatives from the evangelical churches of the city. The incorporated body organized and operated the City Mission for a number of years. Later the Evangelistic Association dissolved and the Mission incorporated under the name "City Mission of the Evangelical Churches of Erie."

Money was needed. Byron Walker, president of Lovell Manufacturing, who with others, organized the first capital campaign and raised the necessary funds to start the now historic Mission. An old church building on 12th and Peach Streets, which had formerly housed the German Evangelical Church, was secured. That area had become the cheap lodging district inhabited by old-time Lake sailors. Erie used to be a busy port on the Great Lakes and many sailors wintered here. They were a rough, tough crowd given to much drunkenness and kept the police department busy.

When the Mission opened, people came in from the cold to hear the singing, but most importantly, they came to hear the Gospel.

After just a few years, the Bessemer Railroad bought the building used by the City Mission, forcing them to find new quarters. A store building at 22 East 9th Street between State and French was selected and a successful campaign for funds provided the purchase money.

In 1918, Reverend and Mrs. C.A. Blackmore were called to serve the City Mission; they served until 1950. During their stay, the Mission relocated once again. A larger facility was needed so a lot was purchased at 1117 Peach Street and a building was erected to meet their needs. The City Mission has moved twice more since 1950: 150 East 9th Street (1971 – 1978) and 1023 French Street (1978 – present).

The Mission has endured through two World Wars, an international depression, many foreign wars and 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.

Your help in moving the Mission forward is needed more today than ever.

_____ 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

_____ Statement of Faith _____

As outlined in Article 1 of the Bylaws of the Erie City Mission

The City Mission of the Evangelical Churches of Erie is dedicated to the following principles:

1.1 Bible

The Bible is the inspired, infallible, ultimately authoritative Word of God.

1.2 God

There is one God, eternally existing as Father, Son and Holy Spirit.

1.3 Jesus Christ

The Lord Jesus Christ is deity; He was born of a virgin; we are redeemed by His atoning death through His shed blood; He was bodily resurrected and ascended into heaven; and He will come again in power and great glory.

1.4 Salvation

Individuals are saved through a direct, personal encounter with the risen Lord, at which time they are regenerated by the Holy Spirit. This event is an experience, rather than a doctrinal supposition.

1.5 Holy Spirit

The Holy Spirit unites all true believers in the Lord Jesus Christ and together they form one body, the Church.

_____ Volunteer Process _____

Individual Volunteers

1. All prospective volunteers must receive and review a copy of this volunteer handbook (either electronically or physically). To request a copy, please contact the Volunteer Coordinator via email at ecmvolunteers@eriecitymission.org or call 814/452-4421 ext. 210.
2. All prospective volunteers are subject to a phone interview at minimum.
3. All prospective volunteers are required to complete a registration form via the online link listed below.

<https://eriecitymissionpa.missiontracker.io/volTracker/application?formID=1>

If you do not have access to the internet, contact the Volunteer Coordinator via email at ecmvolunteers@eriecitymission.org or call 814/452-4421 ext. 210 to schedule an appointment to complete the registration at our Main Office, 1017 French St.

4. All prospective volunteers are required to accept all current release waivers to be considered for placement (see page 11).
5. All registration forms will be reviewed to make the appropriate placement recommendations according to skill set, desire and availability.
6. All prospective volunteers will be notified of the placement decision and provided all necessary details related to service approval, i.e., area(s) of service, date(s) of service, time(s) of service, additional documentation required, etc. Placement as a volunteer is based on skill level, interest level, and availability. Placement is also dependent upon the number of positions available. Placement as a volunteer is NOT guaranteed.

Volunteer Groups

1. All prospective volunteer groups are required to have one primary contact serving as the Group Representative and one secondary contact, in case of emergency. The Group Representative must receive and review a copy of this volunteer handbook (either electronically or physically) and is responsible for disseminating all information provided to the members of the group. (See #1 above for contact information in acquiring a copy if needed.)
2. Prospective Group Representatives may be subject to a phone interview.
3. All prospective Group Representatives are required to complete a registration form via the online link listed below.

<https://eriecitymissionpa.missiontracker.io/volTracker/application?formID=2>

(See #3 above for contact information in setting appointment for in person registration.)

4. All prospective Group Representatives are required to accept both the Confidentiality Agreement and the Receipt and Acknowledgment of Volunteer Handbook release waivers to have their groups considered for placement (see page 11).
5. The Volunteer Coordinator will review all registration forms and work with prospective Group Representatives to make appropriate placement recommendations according to skill set, desire and availability. The Volunteer Coordinator will also give notice of the placement decision and provide all necessary details for date(s) of service.

Community Service/Probation/Parole Volunteers

1. Initial contact **must** be made through the assigned Probation/Parole Officer. **No applicant needing community service hours through probation or parole should initiate this process.**
2. All prospective volunteers are required to complete a registration form via the online link listed below.

<https://erocitymissionpa.missiontracker.io/volTracker/application?formID=1>

If you do not have access to the internet, contact the Volunteer Coordinator via email at ecmvolunteers@erocitymission.org or call 814/452-4421 ext. 210 to schedule an appointment to complete the registration at our Main Office, 1017 French St.

3. All prospective volunteers are required to accept all current release waivers to be considered for placement (see page 11).
4. All registration forms will be reviewed to make the appropriate placement recommendations according to skill set, desire and availability.
5. All prospective volunteers will be notified of the placement decision and provided all necessary details related to service approval, i.e., area(s) of service, date(s) of service, time(s) of service, additional documentation required, etc. Placement as a volunteer is based on skill level, interest level, and availability. Placement is also dependent upon the number of positions available. Placement as a volunteer is NOT guaranteed.
6. 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.

_____ Rights and Responsibilities _____

Equal Opportunity

The Erie City Mission encourages the participation of all people regardless of race, ancestry, place of origin, citizenship, creed, sex, sexual orientation, marital status, family status, age or religious beliefs, in contributing to and building their community. The Erie City Mission will comply with all anti-discrimination and equal opportunity legislation.

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 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 our Fundamental Principles (see page 4).
- 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 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.

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.

Dress Code

Volunteers are expected 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 volunteer assignment is made.

Volunteers who serve at the Main Facility, 1017 French Street, during regular business hours (8:30AM – 4:30PM) are encouraged to use the parking garage located between 10th and 11th across the street from the Mission. Upon entering the garage, take a ticket. After your volunteer service is complete, see the Front Desk Receptionist and ask for a temporary parking pass. To exit the garage, wave the pass in front of the pay station until gate lifts. NOTE: YOU MUST RETURN THE PARKING PASS TO THE FRONT DESK IMMEDIATELY AFTER EXITING THE GARAGE. The parking garage is free and open to the public on weekends.

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** document the time at the beginning and end of their scheduled shift. Some areas will provide a device to clock in and out electronically using an assigned badge ID number. Other areas will provide time sheets to record this necessary information. Along with signing in and out of the department in which they volunteer, it is the responsibility of volunteers in need of court ordered community service to ensure that all necessary documentation is maintained and properly signed.

As a member of The Association of Gospel Rescue Missions (AGRM) 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; 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, Director or Volunteer Coordinator and may include:

1. Additional supervision
2. Retraining
3. Reassignment/Referral to another department
4. Dismissal

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, 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 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 policy 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 911 if you are in need of 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 illnesses 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.

We appreciate, encourage and expect volunteer participation and input on health and safety matters. Please obtain a Safety Suggestion Form from your supervisor for this purpose. Volunteers may report potential hazards and make suggestions about safety without fear of retaliation. The success of the safety program relies on the participation from all members of our team.

Fire Prevention

Be aware of the location of the fire extinguisher(s) in your area and make sure they are kept clear at all times. 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. Make sure all flammable liquids are stored in approved and appropriately labeled safety cans and are not exposed to an ignition source.

In Case of a Fire

If you are aware of a fire, you should:

- Dial 911 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 extinguisher.
- If the fire is out of control, leave the area immediately. No attempt should be made to fight the fire.
- When 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.

_____ Erie City Mission, 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 Office 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 and pictures, 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, date 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 _____

_____ 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 _____