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Heart + Hand  
OUTREACH MINISTRIES

# VOLUNTEER HANDBOOK

—

"You have not lived today until you have done something for someone who can never repay you."

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OUTREACH  
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# MESSAGE FROM VOLUNTEER COORDINATOR

HEART+HAND  
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Welcome to Heart+Hand! I am so pleased to be working together. We have so many rewarding and fun volunteer projects waiting for someone like you! We hope that you find a volunteer position that is gratifying and engaging. My office is always open for your questions and concerns. Welcome!

**Jenny Keener**

Volunteer/Community Outreach Coordinator



Undies Sunday is a project of the United Methodist Church. Each year undies are collected and distributed at Heart+Hand for Christmas and at other times of the year to our neighbors in need.

Volunteer Project: During the month of September, engage area churches in the collection of undies and pick them up in October to use at Christmas.



## What We Do

We are a community based organization serving and supporting our neighbors with their emergency basic needs.

## Our Mission

To demonstrate the love of Christ and to minister to needs both physical and spiritual as we assist those who live among us.

## Our History

Heart and Hand House was created as a mission project of the Evangelical United Brethren Church in 1965. The EUB Church merged with the Methodist Church to form the United Methodist Church in 1968. The United Methodist Church developed Charleston District Outreach Ministries, later known as Community Development Outreach Ministries (CDOM). The two mission projects were merged and the name was changed to Heart + Hand Outreach Ministries in 2017. Heart + Hand Outreach Ministries is the mission project of the Midland South District of the West Virginia Annual Conference of The United Methodist Church. We partner with most of the churches in our service areas to improve the living conditions of those in need.

The community supports their neighbors through Heart + Hand by volunteering, providing donations of food, clothing, furniture, housewares, and monetary assistance.





HEART+HAND  
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# MEET THE TEAM



**Eddie Bucklen**

Executive Director



**Jenny Keener**

Volunteer/Community  
Outreach Coordinator



**Keshia Neal**

Social Service Manager



**Ginger Stanley**

Office Manager



**Carol Burdette**

Donations Manager

# OUR HANDBOOK

## About the Handbook

This handbook is designed to introduce you to Heart+Hand and to provide a basic overview of the policies and procedures which provide all of us – paid and volunteer staff – with guidance and direction. Much of the information contained here is similar to the information contained in our Employee Information Handbook. As a volunteer, we extend to you many of the same rights as paid staff with regards to the work environment, necessary job training, supervision, evaluation, and recognition. In return we expect you to honor your commitments to Heart+Hand, respect other staff members – both paid and volunteer – and perform your assigned duties to the best of your abilities. As our organization grows and changes, there will be a need to modify the policies, practices and other information described in this Handbook. When such changes occur, you will be notified by an announcement or update. It is your responsibility to keep your handbook current and to be informed about policies and changes that affect you. If you have any questions or need any clarification of the information contained in this handbook, please contact the Volunteer Coordinator.



Our Community Partner, The Riverwalk Kroger

Volunteer Project: Ring Bells at Christmas to collect needed funds for our Christmas Program.

# POLICIES AND PROCEDURES

## **Attendance and Absenteeism**

As a volunteer staff member, we depend on you to complete your scheduled shifts. We do understand that from time-to-time certain situations may arise that prevent you from doing so. Please alert the Volunteer Coordinator of any scheduled absences – such as vacation – as far in advance as possible so that an appropriate substitute may be found. In the event of an unscheduled absence – illness or emergency – please alert the Volunteer Coordinator as soon as possible, preferably before your scheduled shift begins. If absenteeism becomes excessive your volunteer relationship with Heart+Hand will be reevaluated.

**Reviews or Progress Reports** Many volunteers consider volunteer work as transition path to nonprofit employment, or as a great way to develop new professional skills. If you are interested in pursuing this course the Volunteer Coordinator will help you establish goals and will provide progress reports, or a review as requested. Your review will be based on Heart+Hand's core values of teamwork, leadership, accomplishment, dedication, and spirit.



Christmas Distribution for area Families

Volunteer Project: Join us in November and December as we collect and distribute food and toys to local families.



# POLICIES AND PROCEDURES

## **Volunteer Personnel Files**

Your personnel files are confidential and consist of written documents retained by the Volunteer Coordinator. The volunteer's personnel file can be only reviewed by the volunteer, the Executive Director, the Office Manager, and Volunteer Program Manager. This file contains basic contact information and records about your volunteer service with Heart+Hand.

## **Representing Heart+Hand**

Volunteers are only authorized to act as a representative of Heart+Hand if specifically tasked with this responsibility in your volunteer job description. Please consult with and receive permission from the Volunteer Coordinator before engaging in any actions which may affect or hold the organization liable including but not limited to: public statements to the press, signing contracts or entering into financial agreements, lobbying or forming partnerships with other organizations.



Hike for Hunger

Volunteer Project: Join us the 1st Sunday in October, Yearly, to participate in our annual fundraiser for the food pantry.



# POLICIES AND PROCEDURES

## Ending Your Volunteer Service

You may resign from your volunteer service with Heart+Hand at any time. We request that you notify the Volunteer Coordinator ideally two weeks prior to your departure and request that you complete the Exit Interview process.

## Disciplinary Practices

The following guidelines may be used in some instances at the sole discretion of Heart+Hand:

Step 1: Oral warning with documentation in the individual's personnel file.

Step 2: Written warning to individual and copy to personnel file.

Step 3: Written warning with suspension – documentation to personnel file.

Step 4: Termination/Dismissal

These guidelines are based on cumulative infractions, regardless of whether the infraction is of the same general nature as a previous warning. The use of these disciplinary practices in no way alters the fact that your volunteering with Heart+Hand is "at-will".



Food Drive for Our Pantry

Volunteer Project: Help to collect and package food for our South Charleston Middle School Meal Bag Program.

# POLICIES AND PROCEDURES

## **Problem Solving Procedure**

When a group of people work and volunteer together, problems may arise. It is important to all of us that such problems are solved as quickly as possible.

Step 1: You may submit a problem in writing to the Volunteer Coordinator within three (3) working days after the problem becomes known to you, He/she is interested in the solution of any Heart+Hand problem you, as a member of the team, may have. He/she will attempt to resolve your problem at this initial meeting. If unable to reach a mutually agreed upon settlement, the Volunteer Program Coordinator will investigate the situation further, and within three (3) working days, meet you to give his/her final answer in writing. If you are still not satisfied, then you may request a Step 2 meeting.

Step 2: This step consists of submitting, in writing, the problem to the Executive Director within three (3) working days of receiving the Step One response. The ED will schedule a meeting with you and the Volunteer Coordinator as soon as practicable. At this meeting the ED will attempt to resolve the problem, if he/she is unable to do so, he/she will provide you with a written resolution within three (3) working days. This will be the final determination.



Hurricane High School Clothing Closet Volunteers

Volunteer Project: Our area with the most need is our Clothing Closet. Gather a few friends and help us to sort, hang and process clothing.

# POLICIES AND PROCEDURES

## Dismissal

Dismissal of a volunteer is a serious consideration. Before a volunteer is dismissed attempts to reconcile the solution will be made including a meeting between staff and volunteer(s) involved, the Volunteer Coordinator, and, if appropriate, the Executive Director. Dismissal of a volunteer may take place if a volunteer is unreliable, irresponsible, disruptive, demonstrates inappropriate behavior, or fails to adhere to the policies and procedures of Heart+Hand. Dismissal procedures are only guidelines and do not constitute a legal contract between Heart+Hand and the volunteer, as this arrangement is by mutual consent.

## Exit Interview and Exit Checklist Process

We encourage all volunteers to participate in an exit interview before leaving Heart+Hand, regardless of your reason for leaving. You may also request a letter of reference or referral at this time. The exit interview is your opportunity to communicate your views about the position, management, and any other relevant information you feel it is important for us to know.



Joe and Deb Fuller ringing bells at the Riverwalk Kroger

Volunteer Project: Get your group or family together to RING BELLS to raise much needed funds for our Christmas Program.

# POLICIES AND PROCEDURES

## Volunteer Vouchers and Purchases

We are here to help our volunteers. Here is how to apply for assistance for Food, Clothing, or other Basic Needs.

- Recovery Community: Please see Keshia in Social Services for a Needs Assessment to complete with your counselor.
- Probation and Re-Entry Community: Please see Keshia in Social Services for a Needs Assessment to complete with your counselor.
- Senior Volunteers: Please bring Social Security Numbers and Proof of Income for everyone in your home.
- Student Volunteers: Please bring Social Security Numbers and Proof of Income for everyone in your home.
- Vocational Training Volunteers: Please bring Social Security Numbers and Proof of Income for everyone in your home.

**General Information:** Please apply before 2pm and at the end of your shift. We request that all voucher items be chosen from the thrift store stock. Items not in the store stock are not available on a voucher or in a \$5 Bag Sale. Questions regarding voucher qualifications may be answered by the Social Service Manager. All purchases must go out the front door directly after purchase.

**Holds:** We will hold any item, if space permits for 7 days in the appropriate area.



Heart+Hand Donation Pick-Ups

Volunteer Project: Ride Along with our Furniture Ministry during the summer to pick up furniture for our neighbors in need.



# POLICIES AND PROCEDURES

## **Solicitation**

Solicitation by non-staff members for any reason on company property is not allowed. Employees and volunteers may solicit or distribute literature for various groups or organizations for reasons including charitable ones. Prior permission from your supervisor or the Volunteer Coordinator is required.

## **Substance Abuse**

The possession, use or sale of illegal drugs is never acceptable in our business environment. Also, the abuse of prescription and over-the-counter drugs and alcohol can compromise your job performance and conduct. We recognize that substance abuse can be successfully treated. Seeking help or assistance is not considered grounds for discipline, but refusal to get help in certain circumstances may be. It is your responsibility to get professional help to improve your performance or conduct.

## **Confidentiality Agreement**

Due to the nature of the work you may be doing as a Heart+Hand volunteer, you will be asked to sign a confidentiality agreement. We expect you to abide by Heart+Hand rules and regulations, and by signing this document you acknowledge that you agree to refrain from the unauthorized use or disclosure of any confidential information.



Community Room Classes

Volunteer Project: Teach a class in our Community Room.



# POLICIES AND PROCEDURES

## **Volunteer to Paid Staff Hiring**

Heart+Hand encourages qualified volunteer candidates to seek paid work with the organization. We acknowledge that this situation may involve complex relationships and expect all participants to act with the highest levels of personal and professional respect for all people involved. The following process builds on, but does not bypass, the existing application process for paid work at Heart+Hand. All volunteer staff interested in paid work at Heart+Hand should use the following process. Inform Volunteer Coordinator of interest in a specific, publicly posted, paid position. The Volunteer Coordinator will be informed of the decision to either offer a paid position to a volunteer candidate, or to conclude the volunteer candidate's participation in the hiring process. The Volunteer Coordinator will then work with the volunteer candidate to provide a more comfortable and effective transition either to paid work, or back into volunteer work. If the volunteer candidate is not selected for the paid position, all attempts will be made to continue the existing volunteer relationship.



City National Bank Christmas Display

Volunteer Project: Organize a Food or Donation Drive at your church or place of business.

Heart+Hand policy prohibits harassment based on sex and harassment based on race, religion, creed, color, national origin or ancestry, physical or mental disability, medical condition, marital status, age, sexual orientation. All such harassment is unlawful. Heart+Hand's policy applies to all persons involved in the operation of Heart+Hand (both employees and volunteers) and prohibits unlawful harassment by any volunteer/employee of Heart+Hand including supervisors and co-workers. Examples of sexual harassment may include, but are not limited to:

- Physical, unwelcome touching; Verbal conduct such as epithets, derogatory jokes or comments, slurs, or unwanted sexual advances, invitations or comments;
- Visual conduct such as derogatory and/or sexually oriented posters, photography, cartoons, drawings or gestures;
- Threats and demands to submit to sexual requests as a condition of continued employment, or to avoid some other loss, and offers of employment benefits in return for sexual favors;
- Inappropriate conduct or comments.



## Volunteer Project: Help with Seasonal Thrift Store Changeovers Quarterly

# POLICIES AND PROCEDURES

## Food Pantry

Heart+Hand food pantry serves the community Monday through Thursday from 10am–3pm. All food removed from the pantry must go through social services. Please, ask the social service manager if you are in need of food assistance.

- Occasionally we have surplus foods. At this time, they are offered to staff and community members to prevent waste. You are welcome to take this food home.

Please abide by the following rules:

- Do not enter the food pantry unless asked by the Volunteer Coordinator, Social Services Manager, or Food Pantry Employees.
- Do not remove any food from the pantry without talking the Social Services Manager.
- Maintain the confidentiality of all food pantry clients, this includes staff, volunteers, and community members.
- Never discuss the needs of clients with staff or other volunteers. This kind of gossip is hurtful to our mission. Food Pantry clients undergo financial tests, and it is not appropriate for volunteers to comment.



Kroger Employee, Jay, Collects peanut butter for Heart+Hand Food Pantry  
Volunteer Project: Collect food for our pantry at your school or church.

## Heart+Hand Volunteer Position Descriptions

**Title:** Clothing Closet Volunteer

**Department or Team:** Donations

**Responsible to:** Caryle and Jenny

**Works With:** Caryle, Senior Volunteers: Caryle, Karen, Peggy, Donna

**Description of Role:** Sorting, Processing, and Hanging Clothing and Linens in our clothing processing area. May include placing clothing and linens in the store as time permits.

**What impact does the position make?** We served over 6,500 people last year with basic needs assistance. Heart+Hand provides low-cost clothing to the community and clothing vouchers to people who apply for assistance through social services.

**Primary Responsibilities:** You will be sorting clothing from bags that comes in through the rear donation dock. You will ensure that clothing placed in the thrift store is in very good condition and not inappropriate for work or school. Clothing that is not placed in the store should be placed in a bag for Causeworthy Clothing and marked with an X. Occasionally this position will require lifting bags up to 25lbs (help is available if needed) and clothing hanging may be completed from a sitting or standing position.

**Secondary Responsibilities:** Holiday or Special Event Clothing is displayed several times of year (ex. Holiday and Back to School). You will be asked to separate clothes for these events and store them until they are needed. During the event you will hang the clothing for sale or voucher.

**Dress required of all volunteers:** Close-Toed Shoes, No revealing clothing, No offensive language or political t-shirts.

**Skills/Qualifications Needed:** Will train.

**Desired Experience:** No experience required.

**Age Requirement:** All ages welcome. Under 14 years may require parental supervision.

**Time Commitment:** 2-20 hours per week

## Heart+Hand Volunteer Position Descriptions

**Title:** Seasonal Merchandise and Toys Volunteer

**Department or Team:** Donations

**Responsible to:** Caryle and Jenny

**Works With:** Caryle

**Description of Role:** Sorting, Processing, and Merchandising Holiday Seasonal Items, and Toys

**What impact does the position make?** We served over 6,500 people last year with basic needs assistance.

Heart+Hand provides low-cost clothing to the community and clothing vouchers to people who apply for assistance through social services.

**Primary Responsibilities:** You will be sorting holiday seasonal merchandise and toys into categories, cleaning, and preparing them for the store.

**Secondary Responsibilities:** Holiday or Special Event Clothing is displayed several times of year (ex. Holiday and Back to School). During the event you will hang the clothing for sale or voucher.

**Dress required of all volunteers:** Close-Toed Shoes, No revealing clothing, No offensive language or political t-shirts.

**Skills/Qualifications Needed:** Will train.

**Desired Experience:** No experience required.

**Age Requirement:** All ages welcome. Under 14 years may require parental supervision.

**Time Commitment:** 2-20 hours per week





## Heart+Hand Volunteer Position Descriptions

**Title:** Donations Dock Volunteer

**Department or Team:** Donations

**Responsible to:** Caryle and Jenny

**Works With:** Caryle, Kyle, Donald, Jeff, Nick

**Description of Role:** Accepting donations from our rear loading dock.

**What impact does the position make?** We served over 6,500 people last year with basic needs assistance. Heart+Hand provides low-cost items to the community and vouchers to people who apply for assistance through social services.

**Primary Responsibilities:** You will be accepting donations from the community on our rear loading dock. We ask that you familiarize yourself with donations we do not accept large box tv's, trash, pianos, \*please ask. These donations will go to the sorting areas of the store.

**Secondary Responsibilities:** Carry-outs for customers and clients.

**Dress required of all volunteers:** Close-Toed Shoes, No revealing clothing, No offensive language or political t-shirts. Seasonally appropriate clothing. Red top preferred.

**Skills/Qualifications Needed:** Will train. May require lifting heavy furniture—assistance may be provided. Ability to lift 25–50lb required. Standing required.

**Desired Experience:** No experience required.

**Age Requirement:** All ages welcome. Under 16 years requires parental supervision. Must be 18 to attend donation pick-ups.

**Time Commitment:** 2–20 hours per week



## Heart+Hand Volunteer Position Descriptions

**Title:** Books and Media Volunteer

**Department or Team:** Donations

**Responsible to:** Caryle and Jenny

**Works With:** Caryle, Jenny

**Description of Role:** Processing Books and Media Donations

**What impact does the position make?** We served over 6,500 people last year with basic needs assistance.

Heart+Hand provides low-cost items to the community and vouchers to people who apply for assistance through social services.

**Primary Responsibilities:** You will be sorting books and media, filling the thrift store with these items, moving older items to the "free shelf," stocking our mini free library. making contacts with literacy programs to donate books, filling area free little libraries with books.

**Secondary Responsibilities:** Hosting book events in the community room and assisting thrift store staff.

**Dress required of all volunteers:** Close-Toed Shoes, No revealing clothing, No offensive language or political t-shirts. Seasonally appropriate clothing. Red top preferred.

**Skills/Qualifications Needed:** Will train. May require lifting heavy furniture-assistance may be provided. Ability to lift 10lbs required.

**Desired Experience:** No experience required.

**Age Requirement:** All ages welcome. Under 16 years may require parental supervision.

**Time Commitment:** 2-20 hours per week



## Heart+Hand Volunteer Position Descriptions

**Title:** Electronics Tester

**Department or Team:** Donations

**Responsible to:** Caryle and Jenny

**Works With:** Caryle, Joe, Mark

**Description of Role:** Processing Electronic Donations

**What impact does the position make?** We served over 6,500 people last year with basic needs assistance. Heart+Hand provides low-cost items to the community and vouchers to people who apply for assistance through social services.

**Primary Responsibilities:** You will be sorting and testing donated electronics to ensure that they work and are safe.

**Secondary Responsibilities:** Placing electronics on the store shelf.

**Dress required of all volunteers:** Close-Toed Shoes, No revealing clothing, No offensive language or political t-shirts. Seasonally appropriate clothing. Red top preferred.

**Skills/Qualifications Needed:** Will train. May require lifting heavy furniture—assistance may be provided. Ability to lift 10lbs required.

**Desired Experience:** No experience required.

**Age Requirement:** All ages welcome. Under 16 years may require parental supervision.

**Time Commitment:** 2-20 hours per week



## Heart+Hand Volunteer Position Descriptions

**Title:** Community Room Class Instructor

**Department or Team:** Community Room

**Responsible to:** Jenny

**Works With:** Jenny

**Description of Role:** Teaching Community Room Classes

**What impact does the position make?** We served over 6,500 people last year with basic needs assistance. Heart+Hand provides low-cost items to the community and vouchers to people who apply for assistance through social services. You will be sharing your knowledge with community members.

**Primary Responsibilities:** Organizing the class and preparing materials for your class.

**Secondary Responsibilities:** Spreading the word about Heart+Hand Community classes.

**Dress required of all volunteers:** Close-Toed Shoes, No revealing clothing, No offensive language or political t-shirts. Seasonally appropriate clothing. Red top preferred.

**Skills/Qualifications Needed:** Must have knowledge of the subject you are teaching.

**Desired Experience:** No experience required.

**Age Requirement:** All ages welcome. Under 16 years requires parental supervision.

**Time Commitment:** 2-4 hours.



## Heart+Hand Volunteer Position Descriptions

**Title:** Ebay, Poshmark

**Department or Team:** Thrift Store

**Responsible to:** Jenny, Ginger

**Works With:** Jenny, Ginger

**Description of Role:** Placing items that have significant value on Poshmark or Ebay to maximize funds for our programs.

**What impact does the position make?** We served over 6,500 people last year with basic needs assistance. Heart+Hand provides low-cost clothing to the community and clothing vouchers to people who apply for assistance through social services.

**Primary Responsibilities:** You will be looking for items with potential high value to place on Ebay or Poshmark. You will maintain our presence on these sites and answer public questions, monitoring the page accounts and answering potential buyer questions. Packaging the items when sold and applying an address label. Office manager will ship. You will keep the Ebay/Poshmark Closet clean, organized and free from holds and clutter.

**Secondary Responsibilities:** Assist the volunteer coordinator in finding items for Ebay and Poshmark.

**Dress required of all volunteers:** Close-Toed Shoes, No revealing clothing, No offensive language or political t-shirts.

**Skills/Qualifications Needed:** Will train.

**Desired Experience:** No experience required.

**Age Requirement:** Age 18 and up.

**Time Commitment:** 10-20 hours per week







# Yearly Volunteer Events

**Soup-ER Bowl Sundays**- During the month of February collect cans of soup in support of your team and the Heart+Hand Food Pantry! Count the cans to see who wins at your school, office, church, or organization. Donate the soup to help your neighbors in need.

**Spring Changeover**- February and March, the weather is getting warmer, and we are ready to hang all of our clothing for Spring and priced saved Easter items. Join us to prepare for this special event!

**Spring Gardening Classes**- Do you know special tips and tricks that you would love to share with your neighbors? Join us to teach a class.

**Volunteer of the Year Celebration**- Join us to celebrate a special volunteer chosen each year for recognition.

**Back to School Bash Supply and Bookbag Collection**- Help us to collect supplies and Bookbags for area students in need. Distributed in July.

**Armed Forces Day Parade**- Join us as we celebrate and Recognize our Armed Forces.

**First Presby Furniture Ministry**- Help our neighbors in need by volunteering to pick up and deliver furniture on a Saturday in July or August.

**South Charleston Middle School Meal Bags**- Help us feed students on the weekends by packing meal bags every Thursday or collecting food.

**United Way Day of Caring**- Register your organization or office to help a non-profit with a special project.

**Hike for Hunger**- 1st Sunday in October, yearly. Join us by participating in our annual fundraiser for our programs. Students may receive up to 5 hours of volunteer credits for participating in the event and helping to clean up after.

**Fall Changeover**- September and October, Crisp leaves and pumpkin spice mean that we are preparing for warm sweater, Halloween, and turkey! Help us to price and display seasonal merchandise and clothing.

**Christmas Collection**- Help us to collect funds, toys, food, or stocking stuffers for our neighbors in need. Contact social services to see how you can help!

**Bell Ringing at Riverwalk Kroger**- Thanksgiving through Christmas, join us to ring bells and raise much needed funds for our Christmas program. This is a great family or group activity. Previous bell ringers have caroled, played instruments, or dressed in their best holiday attire!

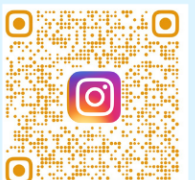
# VOLUNTEER APPLICATION

## Volunteer Application Checklist:

- I have read and understand the handbook.
- I have signed the confidentiality agreement.
- I have signed the photography/social media consent form.
- I have answered 2 questions about volunteering.
- Ages 14-17: I have turned in my parental permission form.
- I am ready to help my neighbors in need.

*Want to see our newest store items and community updates?*

CONNECT  
WITH US ON  
SOCIAL  
MEDIA



# VOLUNTEER INTERVIEW QUESTIONS

## Volunteer Interview Questions

- What experiences have you had in working with adults in a volunteer or employment setting?
- What skills and qualifications do you have that will help you in this position?
- Give an example of how you would involve parents, guardians, or other community members in your project.
- What do you plan on doing as a volunteer?
- What kind of rewards do you need to stay motivated?
- How do you like to be recognized?
- Consider the following scenario: Volunteers are talking behind a client's back. What do you do?
- How would you work with an upset shopper or volunteer?

## Choose and Answer 2 Questions:

1. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



# SIGNATURES

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## Photography and Social Media Consent

I, \_\_\_\_\_, grant permission to Heart+Hand to use my photo, electronic image, for social media posts and informational purposes. I understand that my photo may appear on the Heart+Hand Website, Heart+Hand Facebook Pages, Heart+Hand informational brochures, or for other mission specific places. I understand that I may revoke this permission at any time by writing a letter to the Volunteer Coordinator. Use of images prior to this letter may not be deleted.

Volunteer Name \_\_\_\_\_

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

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

Please initial this box if you DO NOT consent:

☐



# SIGNATURES

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## **Confidentiality Agreement**

Respecting the privacy of our clients, donors, members, staff, volunteers and of Heart+Hand Outreach Ministries.

Personal and financial information is confidential and should not be disclosed or discussed with anyone without permission or authorization from the executive director. Care shall also be taken to ensure that unauthorized individuals do not overhear any discussion of confidential information and that documents containing confidential information are not left in the open or inadvertently shared. I agree to abide by these standards when volunteering.

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

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

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





# Heart + Hand

OUTREACH MINISTRIES

## APPLICATION

### Volunteer Application

Name: \_\_\_\_\_

Birthday: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Emergency Contact 1: \_\_\_\_\_

Emergency Contact 2: \_\_\_\_\_

Are you Volunteering for a school, church, business, or agency? Which one? \_\_\_\_\_

What is your Availability? Shifts Available Tuesday through Saturday 10am-2pm, other times for groups by appointment.

Do you need a signed record of your volunteer hours? \_\_\_\_\_

### Position of Interest:

- Clothing Closet: ☐
- Donation Dock: ☐
- Books/Media ☐
- Seasonal/Toys: ☐
- EBay/Poshmark: ☐
- Community Class: ☐

### Special Needs or Considerations:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



*We currently only accept volunteers from state certified recovery centers and homes. Volunteers with felonies must have non-violent crimes. No sex offender volunteers. All volunteers are subject to a background check under the advisory of the Executive Director and Volunteer Coordinator. Volunteers aged 14-17 must have their parents sign a permission slip before beginning to volunteer.*



# Heart + Hand

OUTREACH MINISTRIES

## VOLUNTEER AGE 14-17 PERMISSION

My name is \_\_\_\_\_ and I am the  
Parent/Legal Guardian of \_\_\_\_\_.

**Parent/Guardian Information:**

Full Name: \_\_\_\_\_

Address: \_\_\_\_\_

Daytime

Contact: \_\_\_\_\_

Emergency Contact: \_\_\_\_\_

**Minor Child Information:**

Full Name: \_\_\_\_\_

Birthdate: \_\_\_\_\_

Allergies or Medical Conditions: \_\_\_\_\_

Transportation: \_\_\_\_\_

**By Signing this document, declare the following:**

- I am truly the parent or legal guardian of the minor child named above.
- I am aware that my child will be volunteering at Heart+Hand Outreach Ministries at 212 D Street in South Charleston.
- I give my full permission to Heart+Hand Outreach Ministries to guide and prepare the minor child named above to become a volunteer.

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

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



We currently only accept volunteers from state licensed recovery centers and homes. Volunteers with felonies must have non-violent crimes. No sex offender volunteers. All volunteers are subject to a background check under the advisory of the Executive Director and Volunteer Coordinator. Volunteers aged 14-17 must have their parents sign a permission slip before beginning to volunteer.



## **Acknowledgement of Receipt of Handbook**

I acknowledge that I have been given a copy of the Heart+Hand Volunteer Booklet. I understand that this Booklet summarizes Heart+Hand's personnel guidelines, and that it is furnished to me solely for my information. I further understand that volunteering with Heart+Hand is not for a specified term and is at the mutual consent of me and Heart+Hand. Accordingly, Heart+Hand or I can terminate the volunteer relationship at will, with or without cause, at any time. I further understand that the statements contained in the booklets are not intended to create any contractual or other legal obligations. I also understand that Heart+Hand may modify or rescind any of its policies, or practices described in the Booklet at any time, except for those policies required by law. I acknowledge that it is my responsibility to read and become familiar with the contents of the Handbook.

Volunteer Name \_\_\_\_\_

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

Date \_\_\_\_\_

# Notes

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Heart + Hand  
OUTREACH MINISTRIES

# LET'S GIVE TOGETHER

[VOLUNTEERS@HHOMWV.ORG](mailto:VOLUNTEERS@HHOMWV.ORG)

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[WWW.HHOMWV.ORG](http://WWW.HHOMWV.ORG)

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