

# Volunteer Guidelines and Information

## Parking

Parking passes are available to place in your car if you wish to park at LaGrave Christian Reformed Church on the corner of Sheldon & Cherry Street. Please park on the South and West side parking area in the main lot when volunteering during the day. When volunteering in the evening, please use the lot directly east of LaGrave Church on Sheldon. The signs on this lot say "Touchstone Parking Only". This lot is available for our use in the evening. Please display your parking pass here as well. On street parking is also available on Cherry Street as well as parking meters on Division Ave.

## Entering the Building

When arriving to volunteer, ring the bell at our Division Street door. A staff member will let you in. Once you are in the building, let a staff member know that you are here to volunteer, and they will direct you to the appropriate floor and to your supervisor.

## General Volunteer Guidelines

1. It is important that we have volunteers to cover all of the roles here at Dégagé. Please call Bonnie at 454-1661 ext. 12 if you are unable to come at your assigned time.
2. Group Leaders: Contact Dégagé's volunteer coordinator as soon as possible if you are not able to bring your agreed upon number of volunteers.
3. If you are running late, please call and let us know.
4. Dress modestly—no sleeveless tops or short shorts.
5. Alert your supervisor of any problems, uncomfortable conversations, solicitations or other concerns.

## Guidelines for Kitchen Volunteers

1. All workers must wear gloves and hairnets or hats while working in the kitchen. The grill cook and cash register person are the only exceptions. Feel free to bring your own hat or bandana.
2. No eating in the kitchen. Feel free to purchase food and eat it in the dining room.
3. Drinking is allowed in covered containers only.
4. Do not volunteer while you are ill.

## Security Guidelines

1. Please do not give out personal information, including last name, telephone number, address or place of employment.
2. If you observe inappropriate behavior or conversation, it is very important that this be reported to your supervisor or security person as soon as possible to ensure a safe environment for volunteers and patrons. Do not try to intervene in any type of altercation.

3. At the end of the evening, the security person is available to escort you to your vehicle. Please do not walk to your car alone.
4. Please do not hand out money. Help us to ensure the consistency of this policy in our organization. If a patron asks you for money, please refer them to the Evening Supervisor who will explore options of ways to assist the patron.
5. Do not ever give a patron a ride.
6. If you would like to make an exception to one of the above guidelines, please receive authorization from a staff member first.