



Volunteer Policy for Old Town Christian Outreach Center

Old Town Christian Outreach Center (Old Town) is a faith-based organization that provides various services and programs to the community, such as soup kitchen, food pantry, clothing closet, youth ministry, addiction recovery, and more. We rely on the generosity and dedication of our volunteers to fulfill our mission and ministries. We welcome volunteers from all walks of life, backgrounds, and beliefs, who share our values of compassion, respect, and service.

We hope that this policy will help you understand what we expect from our volunteers and what you can expect from us. We appreciate your interest and commitment to serve with us and we look forward to working with you.

Old Town offers various opportunities for volunteers to get involved in our work, depending on their availability, skills, and interests. We categorize our volunteers into three types:

- **Group volunteers:** These are volunteers who come as part of a group, such as a church, school, business, or organization. They usually volunteer for a specific project or event, such as a soup kitchen take. They may volunteer once or on a regular basis, depending on the needs and availability of both parties. Large group volunteers are supervised by a group leader, who is responsible for communicating with Old Town staff and coordinating the group's activities
- **Individual volunteers:** These are volunteers who come as individuals or with a friend or family member. They may volunteer for a few hours or a whole day, depending on the nature and duration of the activity. Individual volunteers are supervised by Old Town staff or a designated volunteer leader, who is responsible for providing them with instructions and guidance.
- **Community service volunteers:** These are volunteers who need to complete a certain number of hours of community service for a court order, a school requirement, or a personal goal. They usually volunteer for a specific program or ministry. They may volunteer for a few weeks or a few months, depending on the amount and deadline of their hours. Community service volunteers are supervised by Old Town staff or a designated volunteer leader, who is responsible for tracking their hours and verifying their completion.

Volunteer application and screening process.

Old Town requires all volunteers who are NOT part of a group such as a church, school, business, or organization to complete an application and screening process before they can start volunteering with us. The purpose of this process is to ensure the safety and well-being of our clients, staff, and volunteers, as well as to match the volunteers with the most suitable opportunities. The process consists of the following steps:





- **Application:** All volunteers must fill out and submit a volunteer application form, either online or in person. The form asks for basic information, such as name, contact details, availability, date of birth, race (for background check), interests, skills, and references. The form also asks for the type of volunteer and the reason for volunteering, if applicable. The form must be signed and dated by the volunteer, and by a parent or guardian if the volunteer is under 18 years old.
- **Background check:** All volunteers must undergo a background check, which is conducted by a third-party service provider. The background check is mandatory for all volunteers, regardless of the type or frequency of their volunteering. The background check fee is covered by Old Town. The background check results are confidential and are only shared with Old Town staff who are authorized to review them. * Out of state volunteers may require additional information for background check.
- **Interview:** All volunteers must participate in an interview with Old Town staff, either in person or by phone. The interview is an opportunity for Old Town staff to get to know the volunteers better, to assess their suitability and readiness for volunteering, and to answer any questions or concerns they may have. The interview also helps Old Town staff to assign the volunteer to the most appropriate program or service, based on their availability, skills, and interests.
- **Placement:** All volunteers will receive a placement confirmation from Old Town staff, either by email or by phone. The confirmation will include the name and contact details of the volunteer's supervisor, the location and time of the volunteer's assignment, and any other relevant information or instructions. The volunteer must confirm their acceptance of the placement and notify their supervisor of any changes or cancellations.

The volunteer application and screening process may take up to a week, depending on the availability and responsiveness of the volunteer and Old Town staff. Old Town reserves the right to accept or reject any volunteer application, based on the results of the background check, the interview, and the availability of volunteer opportunities.

Group Volunteer process.

Members of group volunteer teams are exempt from the above volunteering process. However, we anticipate that the volunteering organization has made sufficient efforts to ensure that individuals participating in their group activities do not significantly jeopardize the safety and well-being of Old Town's clients, staff, and volunteers. Old Town recommends that groups refer to the background check guidelines outlined in this document for guidance.





Background check guidelines

The following criminal act convictions or pending case dispositions will lead to a judgment of character assessment that a volunteer is not qualified volunteer at Old Town:

Felonies that include a component involving physical violence

- Any criminal act involving sexual nature, no matter how long ago it occurred.
- Any criminal felony or misdemeanor conviction that resulted in physical and/or mental harm to a minor (no time limitations)
- Any volunteer who presently is or has been registered in a local, state or national sex offender registry.

The term “conviction” applies to the final disposition of any given criminal acts. Felonies that have been pleaded down to a misdemeanor, in that case then the following misdemeanors guidelines will apply:

- Misdemeanors concerning physical force or intimidation of force towards an individual (adult or minor) in the past ten (10) years
- Misdemeanors whereby sexual based conduct took part, including prostitution, solicitation. Said acts including but not limited to pornography, lewd conduct, and indecent exposure irrespective of how long ago they took place
- Both felony and misdemeanor convictions concerning controlled substances within the last five (5) years
- Both felony and misdemeanor convictions relating to cruelty to animals within the last ten (10) years

What is a felony?

Courts of law define felony as “a criminal act punishable by imprisonment in excess of one year”

What is a conviction?

In a court of law, a conviction is the final verdict that results when a judge or jury finds a defendant guilty of a crime.

Volunteer rights and responsibilities

Old Town values and respects its volunteers and recognizes their contribution to its work. Old Town is committed to providing its volunteers with a positive and rewarding volunteer experience. Old Town expects its volunteers to adhere to its standards and expectations and to perform their volunteer tasks with professionalism and integrity. Old Town has established the following rights and responsibilities for its volunteers:

As a volunteer, you are entitled to certain rights that guarantee fair and respectful treatment. These rights encompass finding a volunteer position that aligns with your interests and holds significance,





receiving proper orientation and training, and being provided with clear guidance and support. Additionally, it is important to receive constructive feedback on your performance in a timely manner and to be acknowledged and valued for your contributions. You should have the support and supervision of the organization's staff or a designated volunteer leader, and work in an environment that prioritizes safety and well-being. Always remember that you have the freedom to discontinue your volunteer work whenever you choose.

Volunteer recognition and feedback

Old Town appreciates and acknowledges its volunteers and their efforts and achievements. We strive to provide our volunteers with recognition and feedback that are meaningful and motivating, we also values and solicits its volunteers' feedback and suggestions on how to improve its work and volunteer program. Old Town will review and analyze its volunteers' feedback and suggestions and will use them to improve its work and volunteer program. Old Town will also communicate and report its volunteers' feedback and suggestions and the actions taken to address them.

Volunteer termination and dismissal

Old Town respects its volunteers' decision and right to terminate their volunteer service at any time and for any reason. Old Town also reserves the right and authority to terminate or dismiss any volunteer at any time and for any reason. The following are the procedures and grounds for volunteer termination and dismissal:

- Volunteer termination: A volunteer who wishes to terminate their volunteer service must notify their supervisor as soon as possible and provide a reason for their termination. The volunteer must also complete and submit a volunteer exit form, which will ask for their feedback and suggestions on their volunteer experience. The volunteer must also return any OLD TOWN property or equipment that they have in their possession, such as keys, badges, or tools.
- Volunteer dismissal: A volunteer who violates Old Town's policies, procedures, code of conduct, or ethics, or who fails to perform their volunteer tasks satisfactorily or consistently, may be subject to dismissal by Old Town. The dismissal may be immediate or progressive, depending on the severity and frequency of the violation or failure. The dismissal may be verbal or written, depending on the circumstances and discretion of Old Town.

I acknowledge that I have carefully reviewed and fully understood the content of the Old Town Christian Outreach Center's Volunteer Policy above.

Signature _____ Date _____

