Volunteer Handbook

2025

Mission Statement

Our mission is to impart hope and empower agency for people experiencing poverty in its many iterations, albeit food-insecurity, homelessness, financial hardship, and other challenges. We do this by providing critical services, training, and resources to cultivate flourishing lives.

Vision Statement

Heart and Hand Ministries seeks To embody the love of Christ by fostering a community of dignity and hope utilizing a trauma-informed, strength-based approach to help people achieve employment, housing, and health.

Core Values

- Dignity
- Community
- Hope
- Mutuality
- Agency

Areas of Action

Heart & Hand had two main locations. Our Program Center at 200 B Street houses the Food Pantry, the Day Center and Administrative offices. To access the Food Pantry people can book a time at with the Admin office on Tuesday evening or Friday morning. People can also request an Emergency Food box if they are facing a unique situation. The Day Center is open from 10 AM to 2 PM Monday-Friday. Clients can receive a meal and access local support services, laundry facilities and showers. The admin office provides support for ID or vital document restoration, vouchers for the Thrift Store and scheduling for the transportation service.

The Thrift Store is located at 305 N. Scott. In store there are a number of opportunities to serve. From front desk, shop floor and sorting in the back room. Contact the Thrift Store Manager to arrange a visit.

Volunteering with Heart and Hand Ministries

Volunteer Expectations

What You Can Expect from Heart & Hand

- Respectfulness of your commitment, time & confidentiality
- To be part of a team
- Ongoing support from everyone on the H&H Staff
- An inclusive, welcoming culture

- To be recognized and appreciated for your work
- The right to say no to projects and tasks that make you uncomfortable
- Heart & Hand is an inclusive, supportive organization where volunteers can
- expect to be treated with respect. We respect your valuable time and commitment to our
- program, as well as your right to confidentiality as a volunteer.

What Heart and Hand Expects From You

- Honor your commitment to our program
- Cooperate with the H&H staff and fellow volunteers
- Be prompt and reliable
- Notify us of any changes to your commitment as a volunteer
- Keep all communications with or concerning the clients in our program
- confidential
- Maintain a respectful relationship with clients

The Orientation Process

1. Attend Volunteer Orientation
2. Complete Volunteer Application Form
3. Complete Volunteer Agreement Form
4. Send in TB Test Results
5. Submit Background Check
6. Start volunteering!

Volunteer Positions

Admin Assistant

The admin assistant works with the Admin manager to support the work of the Day Center and Food Pantry. The admin office assists clients in ID restoration, answering phone calls, filling out thrift store vouchers and other tasks as assigned. The admin office is open 10-2

Food Pantry Volunteers

The Food Pantry assistant works with the Food Pantry Manager to assist clients. This includes shopping with the clients, stocking shelves and ensuring that our clients feel welcome.

Day Center Assistant

The Day Center Volunteer works with the Client Services Manager and Day Center Coordinator. The primary role of the volunteer is to help to build a sense of community with the clients. This may include interacting with clients, checking clients in at the reception desk or serving food.

Volunteer Box Truck Driver

The box truck driver provides a critical role to our food pantry. The driver and assistant make twice weekly trips to the Harvesters distribution center to collect critical food for the Pantry.

Volunteer Policies & Procedures

As a new volunteer, it will take time to adjust to your new surroundings and the way things operate here at Heart and Hand. This Handbook is designed to help you adjust to your new role here and answer questions about the policies, procedures and expectations here at Heart and Hand.

Volunteer and Client Boundaries

Some of the Volunteer Roles within Heart & Hand require significant interaction with our clients. In the Food Pantry this could mean shopping with a client, checking them in or helping them take food to their vehicle. In the day center it may mean checking clients in, engaging with them relationally, or helping them with some of our other services. In these situations, clients may share information about themselves. Many of our clients are facing complex social and emotional issues. Some clients may feel comfortable enough to ask for help that goes beyond your role as a volunteer. Building trust and a sense of community is important to the work that Heart & Hand does. There are somethings that we encourage our volunteers to do and some things that volunteers are not allowed to do.

Heart & Hand encourages volunteers to pray with and encourage our clients, if the client has given you permission to do so. We also encourage volunteers to help our clients engage in our services. For example, using the laundry services or signing up for the food pantry or a Thrift Store voucher. Some clients may make personal requests of our staff. If a client does, please direct those requests to staff. Heart & Hand does not condone and we ask that you do not give money directly to clients or purchase goods or services for them, to offer or give rides to clients or to spend time outside of the ministry setting.

Absences & Lateness

Volunteers are critical to Heart and Hand mission. If you cannot make your volunteer shift for whatever reason please notify our staff as soon as possible.

Attendance

Sign-in time sheets help us track your volunteer hours. Please sign in when you begin your volunteer service and sign-out when you are finished. At the Women's Empowerment center, sign-in sheets are located at reception desk. For volunteer service outside of the Heart & Hand center, please work with the Volunteer Coordinator to ensure your hours are tracked properly.

Background Checks

Volunteers that will be working with children are required to get a criminal history background check prior to volunteering. If a criminal history is present, offenses will be evaluated on a case-by-case basis as works best for the agency.

Confidential Information

We have an obligation to our clients to maintain their confidentiality and respect their privacy. Every client served by Heart and Hand has the right to confidentiality. However, every volunteer must use his or her best judgment. If you are aware of a client issue that requires immediate help, please inform the Volunteer Coordinator. As you work with the staff, information of a confidential matter may be shared with you. You must not share this information with anyone who does not have a professional right or need to know it. This applies to making copies of any Heart & Hand records, reports or documents without prior approval. Release of any confidential information to unauthorized persons can result in dismissal from your service.

Dress Code

Heart & Hand has a casual dress code, but we ask that your attire be neat and conservative. If staff feels your attire is out of place, you may be asked to change into proper attire.

Driving

Volunteers whose work required operation of a motor vehicle must present and maintain a valid driver's license. Heart & Hand will do follow-up background checks for drivers.

Equal Volunteering Opportunity

Heart & Hand provides equal volunteering opportunity for everyone regardless of age, sex, color, race, creed, national origin, religious persuasion, marital status, sexual orientation, political belief, or disability that does not prohibit performance of essential job functions. All matters relating to volunteering are based upon ability to perform the job, as well as dependability and reliability.

Exit Interviews

In instances where a volunteer voluntarily leaves, Heart & Hand would like to discuss your reasons for leaving and any other impressions the volunteer may have about Women's Empowerment. If you decide to leave, you will be asked to grant us the privilege of an exit interview. We hope that the interview will help us part friends, as well as provide insight into possible improvements. All information will be kept strictly confidential and will in no way affect any references that Heart & Hand will provide to another agency.

Feedback

An efficient, successful operation and satisfied volunteers go hand in hand. Volunteer grievances are of concern to Women's Empowerment, regardless of whether the problems are large or small.

In order to provide for prompt and efficient evaluation of, and response to, grievances, Heart & Hand has established a Feedback Procedure for all volunteers. It will

always be Heart & Hand to give full consideration to every volunteer's opinion. There will be no discrimination against or toward anyone for his or her part in presenting grievances.

Under this policy, a grievance is defined as any event, condition, rule, or practice which the volunteer believes violates his or her civil rights, treats him or her unfairly, or causes him or her any degree of unpleasantness or unhappiness on the job. A grievance may also deal with an attitude, a statement, or an opinion held by a manager or volunteer.

The Feedback Procedure is as follows:

1. Address your volunteer coordinator
If you feel that any volunteering condition, policy, practice, or action by Women's Empowerment is unjust, you should tell your volunteer coordinator about it and discuss the matter confidentially and in private with him or her. If for some reason your volunteer coordinator fails to offer you the opportunity to discuss the matter, or if the discussion does not lead to a satisfactory conclusion, then proceed to the next step.

2. Meet with the executive director
Your volunteer coordinator's immediate supervisor, the agency executive director, will review the grievance and ask you to meet with him or her. At this meeting, you should feel free to openly discuss your complaint and substantiate your reasons for feeling the way you do. In most cases, the matter will usually be resolved at this stage.

3. Meet with the board
Following the meeting with our executive director, if you are still displeased with the decision rendered, you should bring the problem directly to our Board. The problem will be discussed with all concerned and a final decision rendered. The Board's decision will be binding on all. The sole purpose of this Feedback Procedure is to give each volunteer and Heart & Hand a chance to clear up any problem, complaint, friction, or grievance.

Identification

While volunteering with Women's Empowerment, we ask that you wear a name badge to identify yourself as a volunteer.

Resignation

While we hope both you and Heart & Hand will mutually benefit from your continued volunteering, we realize that it may become necessary for you to leave your job with Women's Empowerment. If you anticipate having to resign your position with Women's Empowerment, you are expected to notify your Volunteer Coordinator in writing as far in advance as possible and make arrangements for an exit interview.

Standards of Conduct

By agreeing to volunteer with us, you have a responsibility to Heart & Hand and to you fellow volunteers to adhere to certain guidelines for conduct. Women's Empowerment tried to keep rules to a minimum. The purpose of the rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary. When each person is aware that he or she can fully depend upon fellow volunteers to follow the rules of conduct, then our organization will be a better place to volunteer for everyone.

Substance Abuse

Heart & Hand has no desire to intrude into its volunteers' personal lives.
However, both on-the-job and off-the-job involvement with any mood-altering substances can have an impact on our agency and on Women's Empowerments' ability to achieve its objective of safety and security. Therefore, all volunteers are expected to report to the agency free of the effects of any mood-altering substances.
The possession, sale, or usage of mood-altering substances while volunteering is a violation of safe volunteer practices and will be subject to dismissal.
Volunteers who show signs or evidence of having consumed alcohol and/or drugs will not be permitted entrance to Heart & Hand. Violators will be dismissed from all volunteer programs.

Termination Policy

Heart & Hand is an at-will agency and has the right to terminate a volunteer without cause but will always consider the cause leading to the termination. In general, failure to adhere to policies of Heart & Hand is cause of immediate release.

Grounds for immediate dismissal may include, but are not limited to:

- Gross misconduct or insubordination
- Reporting for a volunteer assignment under the influence of alcohol or drugs
- Theft of property or misuse of agency funds, equipment or materials
- Falsifying statements on the volunteer application or during the interview process
- Illegal, violent or unsafe acts
- Abuse or mistreatment of clients, volunteers or staff
- Releasing confidential information
- Unwillingness to support and further the mission of the organization

Unacceptable Activities

Generally speaking, we expect each person to act in a mature and responsible way at all times. However, to avoid any possible confusion, some of the more obvious unacceptable activities are noted below. Your avoidance of these activities will be to your benefit as well as the benefit of Women's Empowerment. If you have questions concerning any volunteer or safety rule, or any of the unacceptable activities listed, please see your volunteer coordinator for an explanation.

If a volunteer violates any rules established by Heart & Hand, including the following rules, that person may be subject to discipline up to, and including, immediate discharge.

- Willful violation of any agency rule; any deliberate action that is extreme in nature
- and is obviously detrimental to Women's Empowerment.
- Willful violation of security or safety rules or failure to observe safety rules or
- Heart & Hand safety practices; failure to wear required safety equipment.
- tampering with Heart & Hand or safety equipment.
- Negligence or any careless action that endangers the life or safety of another person.
- Possession or consumption of alcoholic beverages is prohibited at any Women's
- Empowerment event designed for the participation of minors.
- Possession or use of all illegal drugs or other illegal substances is prohibited.
- Excessive tardiness or absenteeism.
- Unauthorized possession of dangerous or illegal firearms, weapons or explosives on
- agency property or while on duty.
- Engaging in criminal conduct or acts of violence, or making threats of violence
- towards anyone on agency premises or when representing Women's Empowerment.
- fighting, or horseplay, or provoking a fight on agency property, or negligent damage
- of property.
- Insubordination or refusing to obey instructions properly issued by your volunteer
- coordinator.
- Threatening, intimidating or coercing fellow volunteers on or off the premises - at
- any time, for any purpose.
- Theft of agency property or the property of fellow volunteers or clients;
- unauthorized possession or removal of any agency property, including documents,
- from the premises without prior permission from management; unauthorized use of
- agency equipment or property for personal reasons; using agency equipment for
- profit.
- Dishonest, willful falsification or misrepresentation of your application for
- volunteering or other volunteer records; alteration of agency records or other agency
- documents.
- Breach of confidentiality of personnel information.
- Malicious gossip and/or spreading rumors; engaging in behavior designed to create
- discord and lack of harmony; interfering with another volunteer on the job; willfully
- restricting volunteer output or engaging others to do the same.
- Immoral conduct or indecency on agency property.

Contact Information

Listed below are the members of our leadership and volunteer team. If you have any questions, you can contact member of our lead team listed below and we will happily put you in touch with an appropriate staff member.

Sam Newby
Executive Director
sam@heartnhand.org

Matt Huber
Director of Operations
matt@heartnhand.org

Pam Buttrum
Food Pantry Manager
foodpantry@heartnhand.org

Rose Henness
Administrative Office Manager
RoseH@heartnhand.org

Danielle Marley
Client Services and Day Center Manager
Danielle@heartnhand.org

Nancy Jernberg
Thrift Store
Nancy@heartnhand.org

Community Service Volunteer Agreement Form

As a volunteer it is important to remember that you are not only representing yourself, but also Heart-n-Hand Ministries. As such, please carefully review the following expectations to ensure a positive and successful experience for all.

Representative

At all times represent Heart-n-Hand Ministries with a positive, professional, and cooperative attitude. The connections that you make during service can open doors for greater opportunities and rewards in the future.

Policies and Procedures

Please sign-in on the Volunteer Sign-In on our volunteer Track it Forward system in the admin office on the computer. Please report to the admin or manager who will assign a task. If the manager is not available, please report to another member of the staff. When the task is complete please report back to the staff for a new task. Please sign out for lunch and/or breaks and sign back in when returning to work. Smoke breaks are permitted as long as you are clocked out, but must be taken away from entrances. Phones are not permitted unless you have received approval from HNH leadership -excessive use is determined by HNH leadership and may be cause for dismissal. Please present your court papers when signing out at the end of the day so we can keep track of the hours on a daily basis. All personnel are expected to dress casual or business casual unless the day's tasks require otherwise. Personnel must always present a clean, professional appearance. Clothing with offensive or inappropriate designs or that are too revealing are not allowed. Water bottles and coffee are available in the Day Center. There is a refrigerator available to store food and drinks, the manager can give you access if the kitchen is not open - please label your food. Anything left in the refrigerator after 2pm on Friday will be disposed of. Please respect others' property.

Responsibility

Perform the duties and responsibilities assigned to you in a complete and professional manner as if you were an employee. Treat your service as you would treat paid employment.

Confidentiality

Always maintain the confidentiality of clients, staff and volunteers. This includes names, addresses, phone numbers, personal or family problems, places of employment, living habits, and other things that clients, staff or volunteers may discuss with or in front of you.

Dismissal of Volunteer Service

Community Service volunteers who do not adhere to the rules and regulations of Heart-n-Hand Ministries or who fail to satisfactorily perform their volunteer assignment(s) may be subject to dismissal at the discretion of HNH leadership.

Community Service Hours documentation

1. You Must Provide a fully completed and signed Community Service Order from the court.
2. You Must sign In and Out on the Day Center / Thrift Store Sign In sheet every day you perform community service- this is for OUR records and will not be used for court reporting. You are RESPONSIBLE to record, track, and have signed your community service log given to you from the court at each shift. We will not back log your hours.
3. You Must also indicate that your hours are CS hours upon check-in.
4. 24-hour notice is Required for Community Service Hours worked documentation.

IMPORTANT: If you do Not sign In and Out each day and use Type CS on the Day Center / Thrift Store sign in sheet you will Not be given credit for your community service hours that day.

I, _____, understand and agree to comply with the above.
Signature: _____ Date: _____

Heart & Hand Volunteering Pathway