

Volunteer Handbook



Demonstrate God's love through the provision of gently used clothing to those in need.



802 Dominion Drive, Suite 100-300, Katy, TX, 77450.
281-676-8837
volunteer@clothedbyfaith.org
www.clothedbyfaith.org



CONTENTS

- WELCOME
- CLOTHED BY FAITH – MISSION
- CLOTHED BY FAITH – ORGANIZATION
- VOLUNTEER EXPECTATIONS FROM CLOTHED BY FAITH
- CLOTHED BY FAITH’S EXPECTATIONS FROM VOLUNTEERS
- ROLE OF THE VOLUNTEER
- VOLUNTEER REQUIREMENTS
- VOLUNTEER CONTACT DETAILS
- CONFIDENTIALITY AGREEMENT
- WAIVER AND RELEASE OF LIABILITY AGREEMENT
- PARENT / GUARDIAN WAIVER FOR MINORS
- OTHER INFORMATION



WELCOME

Welcome to Clothed by Faith (CBF) and thank you for becoming part of our team of volunteers. We are a Christian based non-profit organization providing gently used clothing, shoes and new socks and underwear to those in need. In all of our interactions we strive to demonstrate God's love to our clients in a way that imparts hope and dignity to them.

CBF began in 2013 when our founder's heart was saddened to witness the large number of families either in poverty, at risk or homeless around Katy in what is considered, by most, a wealthy area. Using the founder's garage CBF started receiving, storing and distributing clothing and shoes. In January 2015 we moved to a 1,200 square foot warehouse, in May 2016 we moved to our current location in Katy and in January 2017, we launched CBF – SE Houston.

We have facilities in both Katy and Deer Park, to organize our inventory and administer the non-profit organization. We also have 3 clothing closets. At present CBF have full-time persons employed, contractors and we have many volunteers who regularly volunteer with us and have an extended network of helpers we call when the need arises.

We receive clothes and shoes from donors, we select the gently used clothes and shoes, store and then distribute them. No money is exchanged. We distribute either directly to clients who submit a request or via one of our non-profit partners. We also hold community events with other non-profits at various locations close to the communities in need.

No matter how big or small the size of your contribution, your input is vital to the work we do. We are thankful for your time and we hope you enjoy your experience here as part of our team.

CBF MISSION

To demonstrate God's love through the provision of gently used clothing to those in need.

CBF ORGANIZATION

CBF is incorporated in the State of Texas as a 501 (c)(3) non-profit organization. CBF has a Board of Directors. See our website www.clothedbyfaith.org for list of Directors and core CBF team members.

VOLUNTEER EXPECTATIONS FROM CBF

CBF recognizes our volunteers come from all walks of life and arrive with different expectations, motives, skill sets and abilities. Our volunteers can expect that CBF will strive to accommodate these differences by establishing an environment of love, sympathetic working relationships and professional conduct. We will provide coaching and encouragement in the performance of your work and we welcome your suggestions on how we can continue to improve. Should differences of opinion or interpersonal conflicts arise, please bring this to the attention of a manager.



CBF EXPECTATIONS FROM VOLUNTEERS

CBF expects our volunteers to apply CBF values of providing a faith-based service and demonstrating;

- **Integrity** – in our communications with each other, we assume best intentions and value listening, inquiry and compassionate, honest candor.
- **Quality of service** – we strive to provide the highest quality standards of service with care and sympathy.
- **Openness to constructive feedback** – willingness to accept and act on feedback intended to ensure we meet the mutual expectations of each other and the mission of CBF.

We expect our volunteers to work diligently and be sympathetic, tolerant, compassionate and helpful to all the other volunteers, clients, partners and staff.

ROLE OF THE VOLUNTEER

Your role is to work as part of a team providing a service to those in need. You are expected to adhere to CBF's mission statement and our policies and procedures. We are grateful that you are giving us your time so are more than happy to find a role and level of commitment that suits you. Here at CBF we have volunteering opportunities in our warehouse, in our office, at community events in our areas and, on occasions, at home opportunities.

We will provide training or full written instructions for the role you select, below is a summary of each volunteer area.

- **Warehouse Volunteering:** *must be at least 14 years of age & be accompanied by an adult volunteer until the age of 16*

Volunteers sort through donation bags, separating those donations suitable for inclusion in client bags based on CBF's standards. Those donations are sorted into gender and age or size. They are then folded, bagged or hung and stored in our facility. Donations that are not suitable for client bags are recycled or otherwise redirected to an appropriate use.

Once we receive a request from individuals we select the items and package them into a CBF bag.

Most of this work requires mild manual strength and dexterity to lift clothing items, occasionally climb ladders and move bags, etc. If you are not able to do any of these things, please let a staff member know. We are happy to make appropriate accommodations so that your volunteering experience is safe and enjoyable. Please refer to the Manual Handling Policy and Procedure. *Heavy manual work or working at heights should be avoided.*

Our warehouse(s) are fun environments, where you can schedule the hours you want to volunteer. We try and make sure volunteers are committed to 2 hour shifts so it's easier to schedule. Please check on our website www.clothedbyfaith.org for each individual location as to hours of opening. We have scheduled teams of volunteers for each day to build camaraderie, schedule flexibility and efficiency. The sense of achievement is uplifting when you help those in need.

Our Warehouse Manager, Branch Manager or General Manager will be responsible for all those working in the warehouse.

- **Office Volunteering:** *must be at least 16 years of age*

This is the area of volunteering where general office, IT, Training, HR, safety and administration skills can be used to help the support work of CBF. Office hours vary depending on location.

Our Branch Manager or General Manager will be responsible for all volunteers working in the office.



- **Community Event Volunteering:** *must be at least 12 years & be accompanied by an adult volunteer until the age of 16*

We hold several community events each year within our surrounding areas. We bring part of our warehouse inventory to selected locations and distribute clothing to those in need on an “as requested” basis. We often partner with other non-profits and churches to reach as many people as possible.

Your role is to set up CBF facilities on site, then meet and distribute the clothes and shoes to local clients. You will also help complete forms, guide clients through clothing selection and offer a friendly, giving service. These events are usually scheduled during the weekends.

Our General, Warehouse and Branch Managers will be responsible for all volunteers working during Community Events.

Thanks again for giving up your time and volunteering at CBF. We look forward to getting to know you and hope that you enjoy working as part of our team.

- **At home Volunteering:** *no age restriction*

On occasion we have opportunities to do volunteering at home. Full written instructions will always be provided for this type of volunteering.

VOLUNTEER REQUIREMENTS

We respectfully ask all volunteers to:

- allow CBF to keep their contact details on file (electronic or paper) for communications and in case of emergency. This information will not be passed on to or shared with any third party.
- watch training video(s) or attend training sessions, before their first day of volunteering.
- read this handbook and observe all CBF policies and procedures.
- sign a Confidentiality Agreement and Waiver and Release of Liability Agreement.
- sign a Parent/Guardian Waiver for Minors (if applicable).
- sign in and out to log hours volunteered with CBF. This is extremely important as CBF requires the hours for grant applications, etc.
- call or text if they are unavailable to attend their regular hours.
- ensure her/his personal vehicle, if used for CBF events, is insured for such use.
- suggest improvements for the CBF volunteer experience.

VOLUNTEER CONTACT DETAILS

As a volunteer it is necessary for CBF to have your contact details on file. These will be held to ensure that we can reach you if the office or warehouse is shut due to unforeseen circumstances, event details change and to generally keep you informed with the latest news from CBF. This information will not be passed on to or shared with any third party.

Volunteers should create an electronic CBF Volunteer Account, if that is not possible you may complete the following pages and an account will be made for you.



CBF VOLUNTEER CONTACT DETAILS

Name _____

Street address _____

City _____ State _____ Zip _____

E-mail address _____

Cell # _____ Date of Birth _____

What volunteer organization (if any) are you with?
(e.g. NHS, NCL, YMSL) _____

Emergency
Contact Name _____

Relationship to
volunteer _____ Emergency
Contact's # _____

Volunteer work requires mild manual strength and dexterity to lift clothing items, occasionally climb ladders and move bags, etc. If you are not able to do any of these things, please let a staff member know. We are happy to make appropriate accommodations so that your volunteering experience is safe and enjoyable. Please refer to the Manual Handling Policy and Procedure. *Heavy manual work or working at heights should be avoided.*

Please detail any medical and / or physical issues CBF needs to be aware of:

Do you have any special business skills (e.g. languages spoken, accounting, word processing, marketing, etc.) that may be helpful to CBF?

I _____ (PRINT NAME) give consent to CBF to keep my above contact details.

SIGNED: _____ DATED: _____



CONFIDENTIALITY AGREEMENT

Respecting the privacy of our clients, donors, staff, volunteers and Clothed by Faith, Inc. itself is a basic value of Clothed by Faith (“CBF”). Personal and financial information about our clients (whether current or former), our donors, our staff, our volunteers, and CBF itself 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.

Volunteers of CBF may be exposed to information which is confidential and/or privileged and proprietary in nature. It is the policy of CBF that such information must be kept confidential both during and after employment or volunteer service. Without limitation of the foregoing, you are free to talk about CBF and about your position with it, but you are not permitted to disclose donors’ or clients’ names or talk about them in ways that will make their identity known. No information may be released without appropriate authorization. This is a basic component of client care and business ethics.

Failure to maintain confidentiality may result in termination of your position as a volunteer with CBF. This policy is intended to protect you as well as CBF because, in extreme cases, violations of this policy also may result in personal liability.

I have read the policy on confidentiality presented above. I agree to abide by the requirements of the policy and to inform the Executive Director or Branch Manager immediately if I believe any violation (unintentional or otherwise) of the policy has occurred. I understand that violation of this policy may lead to the termination of my volunteer position with Clothed by Faith.

Volunteer Signature

Print Name

Date



WAIVER AND RELEASE OF LIABILITY AGREEMENT

In consideration of the risk of injury while volunteering (the "Activity") at Clothed by Faith (CBF) and as consideration for the right to participate in the Activity, I hereby, for myself, my heirs, executors, administrators, assigns or personal representatives, knowingly and voluntarily enter into this waiver and release of liability and hereby waive all my rights, claims, causes of action of any kind whatsoever arising out of my participation in the Activity, and do hereby release and forever discharge CBF, their members, agents, staff, volunteers, officers and directors for any physical or psychological injury, including but not limited to illness, paralysis, death, damages, economical or emotional loss, that I may suffer as a direct result of my participation in the aforementioned Activity, including travelling to and from an event related to this Activity.

I acknowledge CBF and their Directors, officers, volunteers, representatives and agents are not responsible for errors, omissions, acts or failures to act of any party or entity conducting a specific event or activity on behalf of CBF. In the event I should require medical care or treatment, I agree to be financially responsible for any costs incurred as a result of such treatment. I am aware and understand that I should carry my own health insurance.

This Agreement shall be construed under and shall be governed by the laws of the State of Texas. CBF and Volunteer submit to the jurisdiction of the courts of Texas and agree that venue shall be in the courts of Harris County, Texas, USA.

In witness whereof, the parties, intending to be legally bound, hereunto set their hands, as of the date of Volunteer's signature below

.....
Volunteer Signature Date

PARENT / GUARDIAN WAIVER FOR MINORS:

In the event that the Volunteer is under the age of consent, then this Waiver and Release of Liability Agreement must be signed also by a parent or guardian, as follows:

I hereby certify that I am the parent or guardian of
.....

I do hereby give consent without reservation to the foregoing Waiver and Release of Liability Agreement on behalf of this individual.

.....
Parent or Guardian Name Date

.....
Relationship with minor



OTHER INFORMATION

1. VOLUNTEER HOURS & DAYS

CBF uses Sign up Genius to organize and manage our volunteers. You will receive a weekly e-mail via Sign-up inviting you to choose your time slot to volunteer.

It is CBF preference that volunteers commit to a 2-hour time slots because of the time and effort it takes to train our volunteers. However, if there are occasions when this is not possible then we are happy for you to volunteer for less time - please indicate by leaving a comment on Sign up if this is the case.

2. VOLUNTEER EXPENSES & USE OF PERSONAL VEHICLES

If volunteer is asked by CBF to use their own vehicle to conduct CBF business, then they MAY be able to claim reimbursement for mileage costs. If this happens, it is volunteer's responsibility to record mileage and ensure that their vehicle insurance covers any possible risks.

3. RISKS & HAZARDS

Please use caution when lifting bags, boxes, etc. Bend from your knees when lifting. Do not move/lift anything if you are putting yourself at risk – let someone help you or do it for you.

There are ladders and steps to use if you need something from up high. Have someone hold the ladder for you. If you are uncomfortable, ask for help. Warehouse staff members are always happy to assist. Keep your work environment tidy, especially the floor area. Be aware of your surroundings, watch out for trip hazards, etc. Let a CBF team member know if you notice hazards, etc. There are disposable gloves and hand sanitizer for your use, if needed.

4. SECURITY PROCEDURES

Volunteers and staff should keep the doors locked, even during operating hours, and not open the door to visitors if they feel uncomfortable. We keep the telephone number for the sheriff and constable next to each phone for emergencies.

5. HEALTH & SAFETY / FIRE PROCEDURES

We comply with regulations and have a first aid box, first aid officers, fire extinguishers and display a Health & Safety poster – our Volunteer Coordinator will point these out to you before you start volunteering. We will also show you all exits from the building and where our muster point will be in case of a fire.

6. PHOTO CONSENT

From time to time when volunteering at CBF you may be photographed whilst performing your duties. Any photos taken may be used by CBF on social media, on its website or as part of its publicity materials. If you would prefer not to have your image used then please let our Branch Manager or Warehouse Manager know at the time of being photographed.

.....
Volunteer Signature

.....
Date