



Volunteer Handbook

Summer 2021

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Welcome to Wesley-Rankin Community Center

Thank you for volunteering at Wesley-Rankin Community Center! Nearly 100% of our efforts are volunteer supported. You are now part of a family that has given of their time, efforts and finances to support the community of West Dallas.

We are a unique community composed of innovators, artists and dreamers. We believe in a world in which all are given opportunity to reach his/her potential and our work together easily shows this mindset.

The world in West Dallas may not look like yours. Our family systems, daily life and even foods may be perceived as different. I invite you to embrace a culture that may be unfamiliar. The truth is, we all perceive our own world as “normal.” Meeting new friends with different ways of living can often shed light on how we personally live and think. So as one “normal” collides with another’s “normal,” I invite you to remain open to the love, compassion and hard work that are evident here. In doing so, you, too, will find that Wesley-Rankin is a sacred place. A place where all are welcome and loved for who they are.

Your journey at Wesley-Rankin begins here. Breathe in. Smile with us and cry with us. You are home.

Best,

Shellie Ross
Executive Director



About the Organization

Mission

In collaboration with our West Dallas neighbors, Wesley-Rankin Community Center identifies and bridges gaps in education, health and skills development by providing multigenerational programs that empower families to access their full potential.

History of Wesley-Rankin

Wesley-Rankin Community Center was founded in 1902 as the Greater Dallas Board of City Missions, a settlement house for immigrant children and families in downtown Dallas. The history includes four different locations of service /before settling in West Dallas in 1934. Hattie Rankin's compassion brought her across the Trinity River in 1935 to what was called the "Devil's Backdoor" of West Dallas. She had read newspaper reports of gangsters who claimed this neighborhood, but she was not daunted or held back by fear. Hattie was committed to education and compassion for children who had few choices beyond gangs and poverty. Hattie boldly held Sunday School classes for the neighborhood children in the backyard of noted outlaw Floyd Hamilton's home. She ministered to Hamilton, even corresponding with him after his conviction and sentencing to Alcatraz Prison.

Hattie raised funds to build The Eagle Ford Mission and provided Sunday School classes and worship for the community. The Mission was later renamed Rankin Chapel. Hattie reached out to Mrs. Henry Barrow, mother of outlaw and gang leader Clyde Barrow of the Bonnie and Clyde gang. Mrs. Barrow promised to come to worship and bring with her "a gang of people who never saw the inside of a church." Rankin Chapel and the Greater Dallas Mission combined efforts to become Wesley-Rankin Community Center.

Wesley-Rankin proudly bears Hattie's name and continues a legacy of faithful change through educational programs and caring relationships. Wesley-Rankin Community Center is a presence of hope in West Dallas.

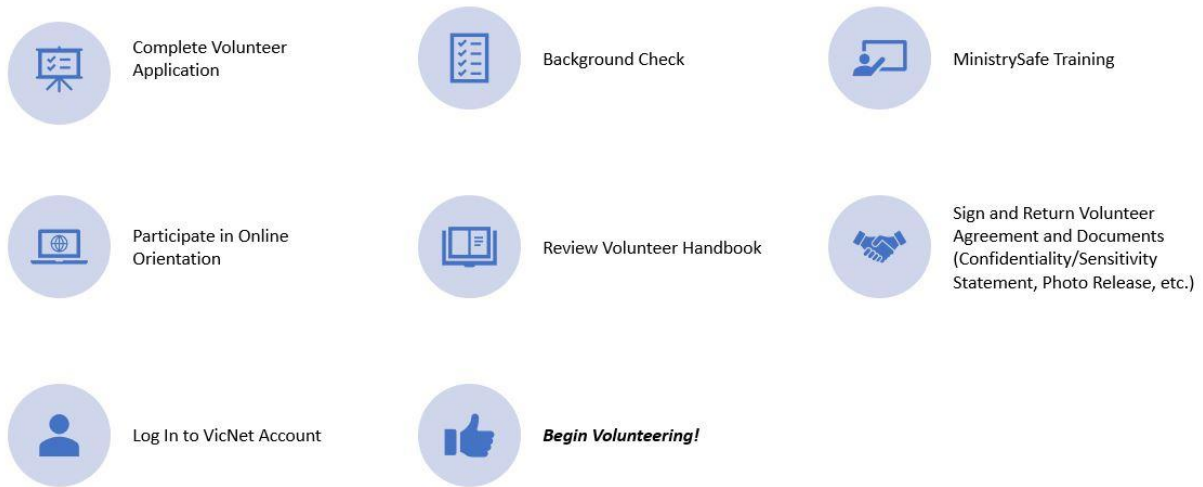
Volunteering with Wesley-Rankin

As a new volunteer, it will take time to adjust to your new surroundings and the way things operate at Wesley-Rankin. This Handbook is designed to help you adjust to your role and answer questions about the expectations at Wesley-Rankin. If at any time, you are not comfortable with

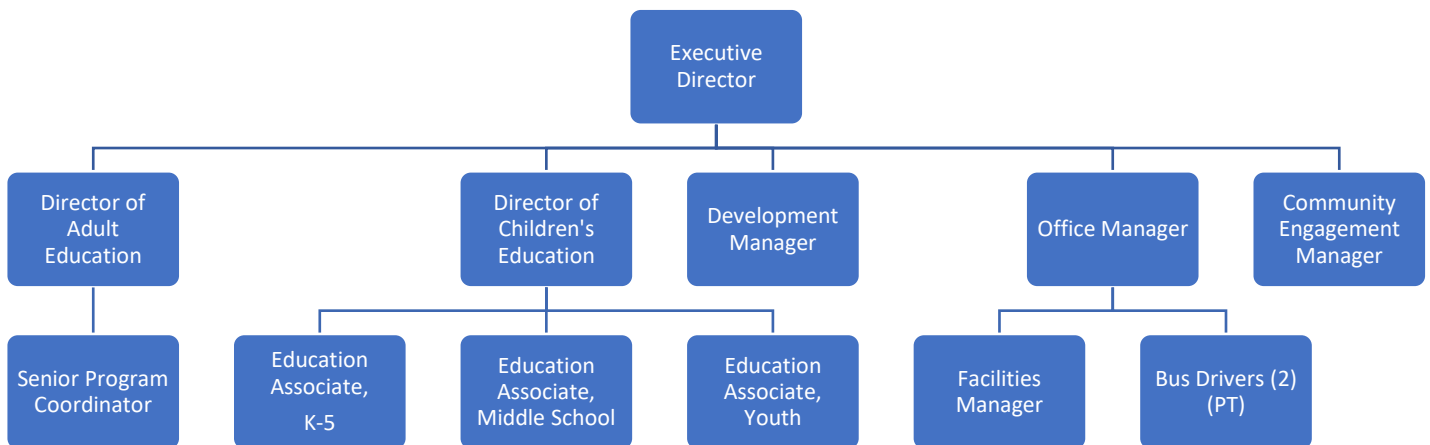
you volunteer role or feel your time is not being well spent – voice your concerns with the Community Engagement Manager.

Wesley-Rankin heavily relies on volunteers to assist with a variety of different tasks from general office/admin assistance, afterschool enrichment, and supporting our Adult Academy and senior citizen programs.

Onboarding Process



Wesley-Rankin Community Center Staff Chart



Key Staff and Center Information

Severina Ware
Community Engagement
Manager
severina@wesleyrankin.org

Wesley-Rankin Community Center
3100 Crossman Ave.
Dallas, TX 75212
214-742-6674

Natalie Breen
Director of Children's & Youth
Education
natalie@wesleyrankin.org

Church Building
Senior Citizen Program
3107 N. Winnetka Ave.
Dallas, TX 75212

Rachel Kramer
Youth Education Manager
rachelk@wesleyrankin.org

Sarah Wilke Youth Center
3326 N. Winnetka Ave.
Dallas, TX 75212

Job Sterling
Director of Adult Education
job@wesleyrankin.org

Elizabeth Alfaro
Senior Program Coordinator
elizabeth@wesleyrankin.org

Wesley-Rankin Community Center Operations

Hours of Operation

Regular Office Hours, Monday – Friday 9:00A – 5:00P
Senior Citizen Program, Monday – Friday from 8:00A – 12:00P
Afterschool Program, Monday – Thursday 3:00P – 6:00P

Parking and Entrance

Wesley-Rankin Community Center is located at 3100 Crossman Ave. Parking is available in two lots – main parking lot by center and secondary lot between center and church. If needed, street parking is also available; please be cognizant of our neighbors' driveways.

Enter the center through the front entrance (starred) and our volunteer sign-in is located right behind the front desk.



Yearly Calendar and Holidays

All closures during the school year will be posted on the volunteer information center and volunteer shifts will not be available during those specific dates. In the case of inclement weather, Wesley-Rankin Community Center follows the Dallas Independent School District's policy.

The WRCC offices will be closed for nine holidays. These are New Year's Day, Martin Luther King Jr.'s Birthday, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and the Friday following, and Christmas Day. WRCC offices will also close for a period of approximately two weeks at Christmas inclusive of Christmas Day and New Year's Day with the exact dates for such closure to be determined by the Executive Director.

Open Door Policy

We encourage volunteers to direct questions or concerns about programs, operations, and staff that arise to the Community Engagement Manager. We appreciate all feedback.

Community Interaction

Be aware that you may be working in an environment unlike your own. West Dallas has its own "norm." As a volunteer, it is not in your job description to change someone's norm but show respect and be aware of the difference. What can you learn from this experience?

In working with children, understand your interaction with a child is an interaction with a family. And your interactions with the family affect your interaction with their children and others. You represent Wesley-Rankin on and off the center's site.

Volunteer Expectations

Representation of Wesley-Rankin Community Center

Wesley-Rankin expects the following from all volunteers:

- Punctuality
- Commitment to our mission
- Accountability
- Compassion
- Flexibility
- A passion to be a part of our Wesley-Rankin family

Volunteers should expect from Wesley-Rankin:

- Safe environment
- Open communication
- Respect of your time and efforts
- Organized operations
- Meaningful volunteer experience

Faith- Based Nonprofit

Wesley-Rankin Community Center is an extension of the General Board of Global Ministries of the United Methodist Church. Our service flows from our faith. We strive to show God's love in all we do and with all we serve.

Online Volunteer Information Center

Wesley-Rankin uses an online tool to manage all volunteer activity. Our online Volunteer Information Center allows you to update your volunteer availability and preferences, see upcoming volunteer opportunities, check out the latest news, and more—from any computer with internet access!

Access can be found on our website www.wesleyrankin.org, under the Volunteer tab, select Current Volunteers, and click on the Volunteer Information Center button.

Logging Volunteer Hours

Tracking volunteerism is important for us in reporting to funders and managing our resources and can be helpful for you at school or work. During your first volunteer shift with Wesley-Rankin you will be assigned a personal pin number. Please help us keep an accurate account of volunteer hours by signing in and out during each volunteer shift. It is that easy!

Scheduling, Attendance & Absences

Our online Volunteer Information Center allows you to update your volunteer availability and preferences, see upcoming volunteer opportunities, check out the latest news, and more—from any computer with internet access.

We rely on volunteers to ensure that our community is being served effectively each day, so it is important that you are present for any shift that you sign up for. Volunteers are asked to notify the Community Engagement Manager as soon as possible for any absence from a shift.

Dress Code

Volunteers are representatives of Wesley-Rankin. You are responsible for presenting a positive image to the public and at the Center. Volunteers are expected to dress appropriately while volunteering. Please make sure that skirts and shorts are appropriate length. Tank tops are not allowed. Volunteers are not permitted to wear clothing that promotes illegal activity, inappropriate language or contains images or words of a sexual nature.

Mindfulness of Space

Please be mindful of the spaces of Wesley-Rankin Community Center.

If you are using a space, allow for enough time to clean up (throw away trash, wipe down tables (if needed), etc.). Take ownership and ask for help if you need help with cleaning up any messes that you may make. Leave the space better than you found it!

Food and Beverage

To maintain a professional and respectful atmosphere while serving our community, please refrain from eating commercial "fast food" while volunteering. You are more than welcome to bring a water bottle and/or small healthy snack. For longer shifts, a sack lunch is appropriate.

Staff Members at Wesley-Rankin

As a volunteer for the center, we will treat you very much like a team member at Wesley-Rankin. As the staff at WR will acknowledge you in a room, the same respect is expected of you. Through our interactions, we can mirror respect for the students. Staff and volunteers come together at Wesley-Rankin to work towards achieving the mission, goals, and objectives of the organization.

Prohibited Conduct

Volunteers will always conduct themselves, both on and off duty, in such a manner so as to reflect favorably on Wesley-Rankin Community Center. Unbecoming conduct is defined as any intentional act or omission by the volunteer impairs the operation and efficiency of the Center. Prohibited conduct is grounds for dismissal.

Harassment/Discrimination Policy

This institution prohibits discrimination based on race, color, national origin, sex, age, or disability. All volunteers have the right to serve in an environment free from all forms of discrimination and conduct which can be considered harassing, coercive, or disruptive, including unlawful harassment. Anyone engaging in harassing conduct will be subject to discipline, ranging from warning to separation from volunteer service.

Gun Policy

Wesley-Rankin Community Center prohibits the possession of open and concealed weapons on its campuses/property pursuant to Texas Penal Code 30.06 and 30.07.

Alcohol/Drugs/Smoking

While on Wesley-Rankin property and/or serving in any volunteer capacity, all volunteers are prohibited from the following:

- Smoking or other uses of tobacco
- Being under the influence of, using, possessing, selling, or otherwise being involved with illegal drugs.
- Consuming or being under the influence of alcohol
- Use of controlled substances.

Cell Phone/Technology Usage Policy

Please keep personal phone calls to a minimum during your volunteer shift. If necessary, please step away to make any phone calls.

Confidentiality Policy

While working at Wesley-Rankin, you may acquire information and knowledge which is legally protected as confidential, or information and knowledge which is of a personal and private nature. I understand and agree that I shall not disclose to any other person or organization, any information acquired during my service without written consent of that person or from Wesley-Rankin personnel.

Speaking with Media

The Executive Director is the only person authorized to speak with the media. Volunteers will be alerted prior to the appearance of media. If volunteers are requested to appear on camera, the appearance will be pre-arranged, and the volunteer will be notified.

Safety and Security

Background Checks

Volunteers over the age of 18 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. Criminal background checks will be renewed every 3 years.

MinistrySafe Training

MinistrySafe training equips ministry leaders, staff members and volunteers to recognize the offender's grooming process and report grooming behaviors before abuse occurs. All volunteers will be required to complete this online training prior to volunteering.

Security Plans and Emergency Procedures

- **Everyone in the building is clearly identified.** Staff have name tags, students and volunteers have badges and AmeriCorps members have lanyards.
Note: All Visitors: 1) Sign the Visitor Log and 2) Use a "Visitor" badge.
- **All outside gates and doors to the building remain locked.** Front door remains locked unless high traffic times of parent pickup. I.e. students only enter the building through the front door. If exit doors are used to access playground, please assure it is locked behind you.
- **Should someone's behavior inside the building or outside the building raise concerns:**
Pay attention to your surroundings. If someone raises concerns, the following actions are recommended:
 - a) Response to person seeking access: May I help you? Are you here to meet with someone? We have summer camp here at Wesley-Rankin. Unfortunately, we are unable to have visitors in the building unescorted.

- b) Person wishing to speak to a staff member, without an appointment during the week: How may we help you? Let me get Natalie, Shellie or Tina to help you.

If a person who raises concerns does not want to leave, then notify a WRCC staff member to contact the police by calling 911 right away.

Note: Staff members, volunteers, and AmeriCorps members who are expecting appointments should meet guests downstairs to assure a smooth welcome process.

- **Communication exists throughout buildings and to participant parents.** In case of emergencies
 - An alert or “page” will be sent through the phone system by a staff safety leader.
 - In addition, the use of walkie-talkies serves as communicators for areas/rooms without phone service. The intent is to use these devices in the event of an incident ONLY. (Arrangements may be made by program staff to assure all groups have communication for alerts.) The walkie-talkies will be charged prior to each day and will be kept in the children’s education office for charging. Each intern team will have a walkie-talkie and be responsible for ensuring they are fully charged and working. Please pick up and drop off each day.
 - Text message systems will alert parents and participants to issues of safety and concern.
 - For the middle school program in the Sarah Wilke Center, WRCC staff members are to leave their cell phones on loud. In addition, all staff, have WRCC main line (214-742-6674) and Natalie Breen’s, Director of Children’s Education, number (214-284-4814) as favorites, in efforts of a quick dial.

- **Staff Roles and Responsibilities:** Generally speaking, the following responsibilities will be expected from the staff and volunteers Monday through Friday during normal working hours.
 - In the event of weather related events: Assigned teams will be asked to walk through their assigned floors or areas to ensure anyone present is notified to seek shelter in a safe area immediately (Natalie Breen and Severina Ware on first floor, main; Shellie Ross and Tina Mendez, second floor; main). Once the event is over, they are to notify those in the safe area that they may return to their classes, or exit the building as the situation dictates.
 - In the event of fire or evacuation: Assigned teams of two will be asked to walk through their assigned areas of the building (same as above) to ensure anyone present is notified and led to the nearest exit. These teams are to look in each classroom, restroom, conference room, storage area, etc. to ensure no one is left in the building. Once their areas are cleared, they must notify Shellie Ross or a Team Lead to confirm that their respective assigned areas are cleared.

- In the event of hostile activity in Wesley-Rankin: Staff and volunteers will need to think and react based on the situation. Clearly, an active shooter will create chaos and can start an emergency at any place in the buildings. Therefore, staff and volunteers must apply a “lock down mode” in their respective administration office, classroom, etc. Doors will be locked and door windows will be covered shielding the shooters view of the room.
- For those unable to be in a secure room, use the Run, Hide, Fight methodology (your three options in a situation) with anyone in his or her immediate areas.
- **Things to Know:**
 - A binder is at the volunteer sign in area that documents fire exits, rooms, fire extinguisher locations—to be given to police or fire officials in need of maps.
 - Fire exits, fire extinguisher locations and a map of the floors of the building is found in each room.
 - First aid kits are in each classroom.
- **The children and adult leaders are to follow these guidelines in each of the following scenarios:**
 - a) **Weather Event:** Children classes will proceed to their “**Shelter in Place**” room in event of tornado or damaging winds/hail. All second floor classes will need to proceed to their assigned safe area(s). Safe areas for Shelter in Place include rooms 8 and 9 (aka the double classroom). Notification to Shelter in Place will be made based on notification from the assigned Safety Leader or the Executive Director. We will be listening to the weather radio or monitoring the weather.
 - b) **Fire Event:** All Children’s classes will **exit the building** in the event of a fire. The classes should exit their respective classrooms and follow exit paths shown on evacuation signs throughout the building, using the nearest safe exit or follow the direction of the Incident Responder. Once out of the building, an Incident Responder should safely manage the crossing of the street to the swimming pool area at Hattie Rankin Moore Park. Stop signs located at the entrance desk should be used if available to manage the safe crossing of the street. Incident Responders should watch out for arriving emergency vehicles and equipment and cross only when it is safe to do so. They should stay away from fire hydrants or fire hose connections. Notification to evacuate will be made based on notification from the assigned Safety Leader or the Executive Director who will be listening to a weather radio. Classroom staff teachers are to take their attendance books with them when leaving a classroom. This provides the teachers with a list of Children present and provides a way of ensuring all

children have been evacuated. Once teachers have arrived at their designated safe areas, they will check their attendance books to ensure all children are accounted for.

- c) **Active Shooter/Disruptive Behavior:** If notification occurs during classes of this type event, the first course of action for the staff or volunteers is to shut and lock their doors and cover the door windows. If doors cannot be locked, then they should be barricaded with tables and chairs. Lights should be turned off, and everyone gets as quiet as possible. For those classes that have large windows or glass doors, the children, staff and volunteer should hide from line of sight. In the event an active shooter does get into the children's area, the class staff or volunteer should use anything in sight to disable/disarm him. Staff, volunteers and children should not open doors until they hear someone announce themselves as an officer of the Dallas Police Department, such as "This is Officer Smith of the Dallas Police Department, and the incident is over". (All windows downstairs have window coverings, including the classroom doors.)

- d) **Lockdown** (No one leaves): Lockdown of the building will occur only when there is an external situation that requires it. This might be some incident in immediate area of Wesley-Rankin where it is not safe for the children, staff and volunteers to leave the building. Police will notify the Executive Director who will take the appropriate action to notify everyone in the building. People inside should continue their activities until they receive further instruction. Depending on the situation, windows may be covered.

COVID-19 Updates

Due to the COVID-19 pandemic, we've had to shift our volunteering methods to accommodate our community. This is new for our staff, the families and students we work with, and of course – you – the volunteers. Our staff will carefully implement a reopening plan that ensures maximum engagement with one another and with the community, while creating no harm.

We are requesting staff, volunteers, and community members to wear masks, opt in for temperature checks, maintain social distancing with all parties, and if comfortable – provide proof of vaccination.

Inclement Weather

The WRCC will close when the Dallas Independent School District announces its closure due to poor weather conditions. All other closings will be on the approval of the Executive Director. The Community Engagement Manager will notify all volunteers of closures.

Incident and Accident Reports

All incidents and/or accidents should be reported to the Community Engagement Manager and/or Staff Member immediately. Incidents and accidents pertaining to on-site injuries and/or noncompliance to rules and regulations will be documented with the Office Manager.

Insurance and Liability Coverage

WRCC volunteers understand that the scope of volunteers' relationship with WRCC is limited to a volunteer position. Volunteers are responsible for his/her own insurance coverage in the event of personal injury or illness because of services to WRCC.

Placement of Volunteers

Age Requirements

The minimum age to volunteer at Wesley-Rankin is 14 years old. We are willing to accommodate younger volunteers for special projects and/or large groups.

Shift Commitments

We ask that our volunteers commit to at least 4 shifts a month for our students to experience consistency with the individuals who are coming into their world. We are family and once you are welcome into our existence, it's important that we see that you want to be here.

Volunteer Roles at Wesley-Rankin Community Center

Volunteering at Wesley-Rankin Community Center evolves every year. We have volunteer roles that range from administration, route deliveries, tutoring & mentoring, or serving on boards/committees. A full list of available opportunities can be found on our Volunteer Information Center for volunteers to sign up for.

Separation from Volunteer Service

A volunteer may decide to sever their relationship at any time and for whatever reason. We require notice of the decision, communicate as soon as possible to the Community Engagement Manager.

Volunteer Policies and Procedures

Summer 2021

Section 1 – General Volunteer Policy

1a. Utilization of Volunteers

Wesley-Rankin Community Center (“Wesley-Rankin”) is best served by the active participation of individuals who are advocates in providing education support and building caring relationships. We accept and encourage the involvement of volunteers within all appropriate programs and activities at the center. All staff members, as well as others in leadership roles are encouraged to assist in the creation of meaningful and productive roles for volunteers.

1b. Definition of “Volunteer”

A “volunteer” is anyone, who without compensation, performs a task at the direction of and on behalf of Wesley-Rankin. A “volunteer” must be officially registered and/or enrolled by Wesley-Rankin prior to performance of any tasks. Volunteers will not be considered as “employees” of Wesley-Rankin.

1c. Purpose of Volunteer Policies

The purpose of these policies is to provide overall guidance, structure and direction to staff and volunteers throughout the volunteer process. These policies do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. Wesley-Rankin reserves the right to change any of these policies at any time and to expect adherence to the change policy.

1d. Scope of Volunteer Policies

These policies apply to all volunteers in all programs and projects undertaken on behalf of Wesley-Rankin, unless specifically stated otherwise.

1e. Role of Community Engagement Manager

The productive utilization of volunteers requires a planned and organized effort. The Community Engagement Manager is responsible for supervising the volunteer program. This position is to provide a central contact, offering coordinated and effective management under Wesley-Rankin guideline for the benefit of staff and volunteers in their efforts to provide productive services.

1f. Employees as Volunteers

Wesley-Rankin accepts the services of staff as volunteers. This service is accepted provided that the volunteer service is:

- a. Provided totally without any coercive nature.
- b. Involves work which is outside the scope of normal staff duties.
- c. Provided outside of usual working hours.

1g. Scope of Volunteer Involvement

Volunteers may be utilized in many programs and activities at Wesley-Rankin and serve at appropriate levels of skill as determined by the Community Engagement Manager. Volunteers should not be utilized to displace any paid employees from their positions.

1h. Safety and Welfare of Volunteers

Of paramount importance is the safety and welfare of volunteers. Accepted common sense standards of behavior will be outlined prior to the performance of volunteer tasks/assignments. A first aid kit will be on hand at all events. In the event of an injury, appropriate first aid is to be given, and a staff member is to immediately complete an accident report and submit to Office Manager. All minors are to be directly supervised by an adult.

1i. Screening of Volunteers

Additional screening procedures are in place for volunteers who are in direct contact with our clients (i.e., working with children under the age of 18 and the elderly). These procedures include a background check and completion of our MinistrySafe training. These checks will be notated and renewed every two years for on-going volunteers. Volunteers who refuse permission to conduct these checks will not be allowed to volunteer with Wesley-Rankin.

1j. Evaluation of Volunteer Programs

The Community Engagement Manager will conduct an annual evaluation of the utilization of volunteers by Wesley-Rankin. This evaluation will consist of gathering general information such as: number of volunteers used, number of volunteer hours served, projects, events, and programs where volunteers were used.

Section 2 – Rights and Responsibilities

2a. Relationship Between Volunteer and Wesley-Rankin

Volunteers are viewed as a valuable resource to Wesley-Rankin, its staff, and clients served. Volunteers will be extended the right to be given meaningful assignments, the

right to be treated as respected co-workers, the right to effective supervision, the right to appropriate involvement and participation, and the right to recognition for work done.

In return, volunteers agree to actively perform their duties to the best of their abilities and to remain loyal to the goals and procedures of Wesley-Rankin.

2b. Maintenance of Records

An electronic system of records will be maintained on each volunteer with Wesley-Rankin, including dates and hours of service, positions held, and awards received. Volunteer personnel records shall be accorded the same confidentiality as Wesley-Rankin personnel records.

2c. Timesheets

Wesley-Rankin uses an online tool to manage all volunteer activity. Our online Volunteer Center allows you to update your volunteer availability and preferences. Volunteers are responsible for signing in at the beginning of service and signing out when service is completed for that day.

2d. Confidentiality

Access to confidential records is restricted to designated Wesley-Rankin staff. All Wesley-Rankin client information overheard or entrusted to a volunteer needs to stay confidential. It is not to be talked about amongst other volunteers, participants, friends, or family.

2e. Dress Code

As representatives of Wesley-Rankin, volunteers, like staff, are responsible for presenting a good image to clients and to the community. Volunteers will dress appropriately for the conditions and performance of their duties. Volunteers are to be identified as such through wearing nametags.

2f. Absenteeism

Volunteers are expected to perform their duties on a regularly scheduled and timely basis. If expecting to be absent from a scheduled shift, volunteers shall inform the supervising staff member and/or Community Engagement Manager as far in advance as possible so that alternative arrangements may be made.

2g. Right to Reject Services/Termination

Wesley-Rankin reserves the right to limit the use of volunteers, adjust the hours of any volunteer or to reject services as it, in its sole discretion, deems fit, in order to best achieve its public purpose and policy. Participation in any volunteer position will be open to any individual and no individual will be discriminated against based upon race, color,

religion, age, sex, national origin or physical, mental, or sensory handicap, or based on any other characteristic protected by law.

Grounds for rejecting services may include, but are not limited to: unsatisfactory background check, gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property, misuse of Wesley-Rankin equipment or materials, mistreatment of clients or co-workers, failure to abide by Wesley-Rankin policies and procedures, failure to meet the standards of performance relating to the essential functions of the volunteer position, and/or failure to satisfactorily perform assigned duties.

2h. Separation from Volunteer Service

Volunteer may resign from volunteer service with Wesley-Rankin at any time. It is requested that volunteers who intend to resign provide advance notice to supervising staff member and a reason for this decision to the Community Engagement Manager.

2i. Notice of Departure of Volunteer

In the event a volunteer departs Wesley-Rankin, whether voluntarily or involuntarily, it will be the responsibility of the Community Engagement Manager to inform the staff.

Section 3 – Recruitment and Training of Volunteers

3a. Staff Requests for Volunteers

Requests for volunteers should be submitted in writing complete with a description of duties needed to be performed and requested timeframe. The recruitment of volunteers is enhanced by creative and interesting jobs.

3b. Recruitment

Volunteers will be recruited by Wesley-Rankin on a pro-active basis, with the intent of broadening and expanding the volunteer involvement of the community. Volunteers will be recruited without regard to race, color, national origin, gender, age, marital status, sexual preference, and/or disability. Volunteers may be recruited either through an interest in specific functions or through a general interest in volunteering which can later be matched with a specific function.

Volunteers who have not reached the age of 18 must have the written consent of a parent or legal guardian prior to volunteering.

3c. Placement

In placing a volunteer, consideration will be paid to the interests and capabilities of the volunteer and to the requirements of the volunteer position. No placement will be made unless the needs of both the volunteer and the supervising staff can be met. No

volunteer will be assigned to work with a staff member without the consent of that staff person. Volunteers should be provided with a description of general volunteer duties and when needed, a scope of work description so there is complete understanding of the expectations of their service. This document should clearly identify the essential job functions the volunteer is authorized to perform.

Since volunteers are considered a valuable resource in performing Wesley-Rankin's work, staff members are encouraged to seriously consider creative ways in which volunteers can be of service and to consult with the Community Engagement Manager if in need of assistance or additional training.

3d. Acceptance and Appointment

Service as a volunteer with Wesley-Rankin will begin with an official notification of acceptance or appointment to volunteer by the Community Engagement Manager. No volunteer will begin performance of any position until he or she has been officially accepted for volunteer work and has completed all the necessary screening and paperwork. At the time of final acceptance, each volunteer will complete all necessary enrollment paperwork and will receive a copy of the volunteer handbook.

3e. Orientation

All volunteers will receive a general orientation on the nature and operation of the volunteer program, along with a specific information pertaining to the purposes and requirements of volunteer work that they are accepting in that effort.

Section 4 – Supervision and Evaluation of Volunteers

4a. Supervision of Volunteers

Each volunteer with Wesley-Rankin must have a clearly identified supervisor who is responsible for direct management of that volunteer. This supervisor may be a staff person, a trained adult volunteer, or other designated person. This supervisor will be responsible for day-to-day management and guidance of the work of the volunteer and will be available to the volunteer for consultation and assistance. An adult must supervise minors under the age of 18.

4b. The Volunteer as Volunteer Supervisor

After consulting with the Community Engagement Manager, a volunteer may be assigned to act as a supervisor of other volunteers. The supervising volunteer is under the direction of the Community Engagement Management or staff designee.

4c. Volunteer/Staff Relationships

Volunteers and staff are partners in implementing the mission and programs of Wesley-Rankin Community Center, with each having a complementary role to play. It is essential for the proper operation of this relationship that each partner understands and respects the needs and abilities of the other.

4d. Staff Volunteer Management Training

An orientation on working with volunteers will be provided to all staff. In-service training on effective volunteer utilization may be provided to those staff members who are highly involved in volunteer management.

4e. Staff Involvement in Volunteer Evaluation

Supervising staff will be invited to be involved in all evaluation and work assignments of volunteers whom they are connected.

4f. Lines of Communication

Volunteers are entitled to all information pertinent to the performance of their work assignments except that information which Wesley-Rankin deems to be confidential. Lines of communication operate in both directions and exist both formally and informally. Volunteers should be consulted regarding decisions that would substantially affect the performance of their duties.

Volunteers and their supervisors are responsible for regular communication with the Community Engagement Manager. The Community Engagement Manager will be informed of any substantial change in the work or status of a volunteer and should be consulted in advance of any corrective action.

4g. Standards of Performance

Standards of performance may be established for on-going volunteer positions. These standards may list the work to be done in that position, measurable indicators of whether the work was accomplished and appropriate timelines for accomplishment of the work.

4h. Request for Volunteer Feedback

Wesley-Rankin may, from time to time, seek feedback from its volunteers in an effort to improve its volunteer programs.

Section 5 – Volunteer Support and Recognition

5a. Access to Wesley-Rankin Property and Materials

As appropriate, volunteers will have access to Wesley-Rankin property and materials necessary to fulfill their duties and will receive training in the operation of any equipment.

5b. Insurance

Wesley-Rankin, its officers, directors, employees, affiliates and their successors will be released, forever discharged and held harmless from any and all liability, claims, and demands of whatever kind or nature, either in law or in equity, which arise or may hereafter arise from my volunteer work with Wesley-Rankin, **REGARDLESS OF WHETHER OR NOT SUCH CLAIM, DAMAGE, LOSS OR EXPENSE IS CAUSED IN PART BY A PARTY INDEMNIFIED HEREUNDER.**

5c. Information Recognition

Thank you, letters, e-mails and/or verbal thanks are to be given to all volunteers as appropriate. All staff responsible for volunteer supervision are encouraged to undertake on-going methods of recognition of volunteer service on a regular basis throughout the year. These methods of informal recognition should range from a simple “Thank You” to a concerted effort to include volunteers as full participants in program decision-making and implementation.

Volunteer Agreements

Volunteers are required to sign the liability waiver and volunteer service agreement. These agreements state that the volunteers agree to abide by the policies and procedures in the Volunteer Handbook.

Volunteer Liability Waiver

This Waiver of Liability (the “Waiver”) executed on this ____ day of _____, 2021, by _____ (the “Volunteer”) in favor of WESLEY-RANKIN COMMUNITY CENTER of DALLAS, TX, a nonprofit corporation organized and existing under the laws of the State of Texas, USA, (“WRCC”).

I, the Volunteer, desire to work as a volunteer for WRCC and to engage in the activities related to be a volunteer for a work project. I hereby freely and voluntarily, without duress, execute this Waiver under the following terms:

1. Waiver and Release. I, the Volunteer, release and forever discharge and hold harmless Wesley-Rankin, its officers, directors, employees, affiliates and their successors and assigns from any and all liability, claims, and demands of whatever kind or nature, either in law or in equity, which arise or may hereafter arise from my volunteer work with Wesley-Rankin, **REGARDLESS OF WHETHER OR NOT SUCH CLAIM, DAMAGE, LOSS OR EXPENSE IS CAUSED IN PART BY A PARTY INDEMNIFIED HEREUNDER.**

I understand and acknowledge that this Waiver releases and discharges WRCC from any liability or claim that I, the Volunteer, may have against Wesley-Rankin with respect to bodily injury, personal injury, illness, death, or property damage that may result from my participation on the work site/s, **REGARDLESS OF WHETHER OR NOT SUCH CLAIM, DAMAGE, LOSS OR EXPENSE IS CAUSED IN PART BY A PARTY INDEMNIFIED HEREUNDER.** I also understand that WRCC does not assume any responsibility for or obligation to provide financial assistance or other assistance, including but not limited to medical, health or disability insurance, in the event of injury, illness, death or property damage.

2. Insurance. I, the Volunteer, understand that I expressly waive any such claim for compensation or liability on the part of WRCC beyond anything that may be offered freely by the representative of WRCC in the event of such injury or medical expense.

3. Medical Treatment. I hereby release and forever discharge WRCC from any claim whatsoever which arises or may hereafter arise on account of any first-aid treatment or other medical services rendered in connection with an emergency during my time with WRCC.

4. Assumption of the Risk. I understand that my time with WRCC may include activities that may be hazardous to me, including, but not limited to, construction activities, loading and unloading of heavy equipment and materials, and local transportation to and from the work sites. I hereby expressly and specifically assume the risk of injury or harm in these activities and release WRCC from all liability for injury, illness, death, or property damage resulting from the activities of my time with WRCC, **REGARDLESS OF WHETHER OR NOT SUCH CLAIM, DAMAGE, LOSS OR EXPENSE IS CAUSED IN PART BY A PARTY INDEMNIFIED HEREUNDER.**

5. Photographic Release. I grant and convey unto WRCC all right, title, and interest in any and all photographic images and video or audio recordings made by Wesley Rankin during my work for WRCC, including, but not limited to, any royalties, proceeds, or other benefits derived from such photographs or recordings.

6. Other. I expressly agree that this Waiver is intended to be as broad and inclusive as permitted by the laws of the State of Texas in the United States of America, and that this Waiver shall be governed by and interpreted in accordance with the laws of the State of Texas. I agree that in the event that any clause or provision of this Waiver shall be held to be invalid by any court of competent jurisdiction, the invalidity of such clause or provision shall not otherwise affect the remaining provisions of this Release, which shall continue to be enforceable.

Volunteer's Signature

Date

If under 18, legal guardian/ parent sign here:

Legal Guardian/Parent

Date

Volunteer Service Agreement

I acknowledge receipt of the Wesley-Rankin Community Center (“WRCC”) Volunteer Policy and Procedure Handbook (“the Volunteer Handbook”). I acknowledge that the Volunteer Handbook supersedes any and all prior handbooks or policies of WRCC. I understand that the information contained in the Volunteer Handbook constitutes management guidelines only, which may be added to, deleted, or changed from time to time at the discretion of WRCC.

This Handbook is intended to provide you with information about WRCC policies and practices. No Handbook can anticipate every circumstance or question about policy. As WRCC continues to grow, we may need to change policies described in this Handbook. We reserve the right to revise, supplement, or rescind any policies or portion of the Handbook from time to time as we deem appropriate, in our sole discretion. We will keep you informed of any such changes as they occur.

I acknowledge that I have read or will read the Volunteer Handbook, and I accept full responsibility for familiarizing myself with the policies contained in the Volunteer Handbook.

If I have any questions regarding the content or interpretation of the Volunteer Handbook, I agree to bring it to the attention of the Community Engagement Manager.

Volunteer’s Signature

Date

If under 18, legal guardian/ parent sign here:

Legal Guardian/Parent

Date