



VOLUNTEER PROGRAM PACKET

Clarksburg Mission
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Orientation

Orientation Meetings will be held on the second Wednesday of each month at 5:30 pm. Anyone wishing to volunteer must attend one meeting in order to volunteer at the Clarksburg Mission. It is our goal that everyone gets to know the Directors, Volunteer Coordinator and Department Supervisors you will be working with. If you have any questions, please feel free to contact the Volunteer Coordinator.

Contact Information

Clarksburg Mission	304-622-2451
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What is the Clarksburg Mission?

Clarksburg Mission is a Christ-centered community sharing love and hope.

We are an intake and referral point; a life recovery program for hurts, habits and hang-ups; a veteran's shelter and housing center and so much more. We have as our focus the truth and grace of Jesus Christ as we help address the causes of homelessness.

What the Clarksburg Mission Does

The Clarksburg Mission offers a life recovery program for hurts, habits and hang-ups to the homeless with the resurrection program. We offer a veteran's program that is in partnership with the local Louis A. Johnson Veterans Memorial Center and the National Veteran's Administration. We also have a Men's and Women's Sober Living program where they recover, rebuild and live.

Resurrection Program

We have found that a very large majority of those who struggle with homelessness suffer from substance use disorder and mental illness. While the state and national trend has been a brief detox followed by a 28-day resurrection program. We have found that it takes more time and more tools than that to achieve a life in recovery. In the last year we have begun to offer a free, men's and women's resurrection recovery program, our Resurrection Program. Here we focus on helping participants develop individualized and personalized recovery plans with accountability; attend in-house and outside 12 step groups; engage in Bible Studies, one-on-one recovery, life coaching and experience life in a therapeutic community. In their dedicated housing area, individuals in recovery will acquire a sponsor and begin to work the steps. Programming is provided by Christian mentors, recovery and life coaches. Guests are then ready to spend the

next month's addressing life skills, obtaining employment, saving money, and working on acquiring their own housing. All the while they stay connected to their Mission family.

Veterans Program

In partnership with the local Louis A Johnson Veterans Medical Center and the National Veterans Administration we are able to offer shelter housing for up to 18 men and 3 women veterans and a robust range of services. Fortunately, for many years our national administration has determined to do all that it can to end veterans' homelessness and to improve the quality of life of former service persons. We have dedicated case managers on site able to access all manner of care for our veteran guests. The close physical proximity we have to our local VA and the deeply established relationships we have with all manner of service there allow us to advantage our veteran guests. All of our work with veterans harkens back to our original purposes in 1971. All work now has an eye toward HUD programming toward permanent housing through a HUD program available only to veterans.

Clarksburg Sober Living

The Clarksburg Mission has two beautiful homes in the heart of Clarksburg, WV that are dedicated to those in recovery from substance use disorder. Guests will begin to develop strong relationships and demonstrate transparency in their daily lives as they maintain accountability to the group. A consistent theme of honesty and integrity in all things is the goal as we work to develop connectedness and communal responsibility. Through this process, guests will gain independence and responsibility, both financially and emotionally, as they become the person they want to be. The Sober Living Homes provide a safe, caring, and supportive environment for guests to begin living a sober lifestyle and start healthy new relationships in the area's active and growing recovering community.

Volunteer Policies and Procedures

Volunteers are valuable resources to the Clarksburg Mission, its staff, and its guests. Volunteers are extended the right to be given meaningful assignments, to be treated as equal co-workers, to receive effective training and supervision, have full involvement and participation, and receive recognition for work accomplished. In return, volunteers agree to actively perform their duties to the best of their abilities and to remain loyal to the values, goals, and policies of the Clarksburg Mission.

Volunteers may be involved in all programs and activities of the organization and serve at all levels of skill and decision-making. Volunteers will not, however, be used to displace paid employees.

Becoming a Volunteer

Applications. Anyone interested in becoming a volunteer with the Clarksburg Mission will be asked to complete a volunteer application. The application includes basic contact information, areas of interest, and emergency contact information. (Appendix I)

Interviews. Each prospective volunteer may be interviewed by the Volunteer Coordinator to determine the applicant's qualifications, available days and hours, and preferred volunteer position.

Placement. In placing a volunteer in a position, attention will be paid to the interests and capabilities of the volunteer and to the requirements of the volunteer position. No placement shall be made unless the requirements of both the volunteer and the Department Supervisor can be met. No volunteer should be assigned to a "make-work" position, and no position should be given to an unqualified or disinterested volunteer.

Orientation. All volunteers are required to attend one monthly orientation. Orientations are offered the second Wednesday of each month at 5:30pm.

Minors. Volunteers who have not reached the age of 18 must be accompanied by a parent or legal guardian.

Program specific policies. Individual departments within the Clarksburg Mission may have specific standards and procedures. Volunteers are required to abide by program policies and procedures in addition to those in this handbook. Department Supervisors are responsible for sharing this information with the volunteers.

Dismissal of a volunteer. Volunteers who do not adhere to the rules and procedures of the organization or who fail to perform their volunteer assignments at a satisfactory level may be subject to dismissal. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with their Department Supervisor.

Reasons for dismissal. Possible grounds for dismissal may include, but are not limited to, the following: gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property or misuse of organization equipment or materials, abuse or mistreatment of guests or co-workers, failure to abide by organization policies and procedures, and failure to satisfactorily perform assigned duties.

Exit interviews. Exit interviews will be conducted with the Volunteer Coordinator and volunteers who are leaving their positions. The interview should ascertain why the volunteer is leaving the position, suggestions the volunteer may have about improving the position, and the possibility of involving the volunteer in some other capacity with the organization in the future (Appendix VI).

General Guidelines

Attendance. Volunteers and Department Supervisors work together to determine a schedule that works for both parties. Volunteers are asked to call or text the Volunteer Coordinator and provide as much notice as possible when unable to fulfil their commitment to serve as scheduled.

Sign In/Out. Volunteers are expected to sign in upon arrival. They should sign out at the end of their work period. Volunteers do not have to sign out for their breaks.

Dress code. All Volunteers are expected to dress in neat and respectable attire. Examples of appropriate attire include shirts with collars or t-shirts, jeans, shorts or cargo pants, shoes, boots or sandals. Each department may have a specific dress code that you must follow. Unacceptable attire includes shirts with obscene, rude, or racial pictures or remarks, pagan or satanic symbols, beer or drug pictures or advertisements, short shorts or short skirts, belly shirts or tank tops, low cut/see-through blouses or dresses. Volunteers of the Clarksburg Mission must be clean and well groomed. Clothing must be clean.

Smoking. The Mission Smoking Policy follows the West Virginia State and local ordinances. Smoking of all tobacco or other similar products is prohibited inside the buildings and at the Fourth Street entrances to the facility. Smokers are expected to responsibly get rid of smoking debris.

Parking. Parking is provided for visitors in front of the buildings. Volunteers may park on Clark Street, in the 200 block of Fourth St., or in the lot catty-corner from the Mission Office.

Accident procedures. Volunteers must immediately report any injuries while volunteering. Their Department Supervisor will provide an Incident Report to be completed immediately. If a volunteer witnesses an incident, they should notify their Department Supervisor or Volunteer Coordinator immediately. A written report must also be completed. (Appendix IV)

Safety procedures. Each volunteer is expected to obey safety rules and exercise caution in all work activities. Immediately report any unsafe conditions or hazardous situations that you observe to your Department Supervisor or the Volunteer Coordinator. If you are unsure how to do a job safely, ask your Department Supervisor.

Volunteer rights. All Clarksburg Mission volunteers have the right to be treated in a considerate and respectful manner that emphasizes human dignity.

Volunteer/guest/staff relationships. Volunteers must maintain a professional relationship with other volunteers, staff members and guests at all times. Volunteers should not engage in personal associations with guests and should discourage any attempts on the part of the guests to develop such relationships.

Confidentiality. The Volunteer agrees to keep all Employer's business records and affairs confidential during and after the term of the Volunteer's time at the Clarksburg Mission. Employer's business includes any information regarding the Employer's customers, supplies, finances, research, development, or any other technical or business information.

The Volunteer agrees not to make any unauthorized copies of any of the Clarksburg Mission's business information without Clarksburg Mission's Executive Director's consent, not to remove any of Employer's business records or information from the Clarksburg Mission's facilities.

All Volunteers are required to complete the Volunteer Confidentiality Agreement Form included. (Appendix II)

Liability. The volunteer assumes personal responsibility for their safety, this includes being free from the influence of drugs and alcohol. Volunteers will make reasonable judgment concerning whatever task they undertake and refuse any task that may not be of an appropriate skill level which they are prepared to handle.

All Volunteers are required to complete the Release of Liability Form included. (Appendix III)

Conflict of interest. No person who has a conflict of interest with any activity or program of the organization, whether personal, philosophical, or financial shall be accepted or serve as a volunteer. Those volunteers who find themselves to be in a conflict situation should immediately report the nature of the conflict to their Department Supervisor.

Drug free workplace. The Clarksburg Mission maintains a substance-free workplace. Accordingly, the Clarksburg Mission prohibits the unlawful manufacture, distribution, dispensation, possession or use of alcohol and illegal drugs in and on Mission owned or controlled property.

In the event any volunteer is found by the authorities to be manufacturing, distributing, dispensing, possessing, or using illegal drugs during his or her Volunteering time, they will be asked to leave the premises and not allowed to return.

Equal opportunity. The Mission is committed to providing equal opportunity for all volunteers and applicants without regard to race, color, religion, national origin, sex, age, marital status, sexual orientation, disability, political affiliation, personal appearance, family responsibilities, matriculation or any other characteristic protected under federal, state, or local law. Each person is evaluated on the basis of personal skill and merit.

Grievance. Whenever a volunteer has a job-related question, problem or concern with the Clarksburg Mission, there are people available to help resolve the matter. We are

committed to providing an inclusive discussion of the issue with their Department Supervisor. It is expected that most disagreements will be dealt with at the lowest level of the chain of command. If informal conflict resolution fails to resolve a volunteer's problem, a grievance may be completed and submitted to the Volunteer Coordinator. (Appendix V)

Harassment. It is the policy of the Clarksburg Mission that it will not permit verbal or physical conduct by a volunteer which harasses, disrupts, or interferes with another's work performance or which creates an intimidating, offensive or hostile environment.

Medications for clients. Volunteers may not administer medications of any kind, including over the counter medicines, to clients in any Clarksburg Mission program.

Media inquiries. The Clarksburg Mission respects the privacy of any guest when it comes to any type of media releases; therefore, volunteers are asked to not take pictures of guests and post them on any social media platform.

Representation of the organization. Prior to any action or statement which might significantly affect or obligate the Clarksburg Mission, volunteers should seek prior consultation and approval from the Volunteer Coordinator. These actions may include but not limited to public statements to the press, lobbying efforts with other organizations, collaborations or joint initiatives, or any agreements involving contractual or other financial obligations. Volunteers are authorized to act as representatives of the organization as specifically indicated within their job descriptions and only to the extent of such written specifications.

Safety Guidelines

Maintenance volunteers:

- Volunteers will use appropriate eye or face protection where there are exposures to eye or face hazards.
- Volunteers will use appropriate hand protection when exposed to hazards.
- Volunteers will use hearing protection when exposed to loud noises from equipment.
- Volunteers will use masks when working in dusty areas to prevent inhaling unhealthy substances.
- Volunteers must wear close toe nonslip shoes, tennis shoes or boots.
- Volunteers must be mindful of their surroundings at all times.
- Volunteers must pay close attention to what and who is around them at all times.

Kitchen volunteers:

- Use knives safely. A dull knife is more likely to slip and cut you than a sharp one.
- Don't use the same cutting board for raw meat, fruits, and vegetables.

- Wash your hands on a regular basis.
- Wear close toe shoes while cooking.
- Don't wear baggy or floppy shirts.
- When cooking, make sure that pot and pan handles are turned toward the center of the stovetop.
- Don't set a hot glass dish on a wet or cold surface.
- Angle the lid away from you when you lift it, to avoid getting dripped on.
- Stir away from your body so you don't get splashed by bubbling sauces.
- Don't use metal utensils on nonstick pans.
- Make sure to date all food that goes in the cooler.
- Put out grease and electric fires by extinguishing them using baking soda or a pan cover.
- Put out a fire inside your oven with an extinguisher.
- Put out a microwave fire by turning off the appliance and keeping the door closed.

Office volunteers:

General

- Do not stand on furniture to reach high places.
- Use the ladder or step stool to retrieve or store items that are located above your head. Do not jump from ladders or step stools.
- Do not block your view by carrying large or bulky items; use the dolly or hand truck or get assistance from a fellow employee.
- Do not tilt the chair you are sitting in. Keep all chair legs on the floor.
- Do not kick objects out of your pathway; pick them up or push them out of the way.
- Open only one file cabinet drawer at a time. Close the filing cabinet drawer you are working in before opening another filing drawer in the same cabinet.
- Volunteers may wear shirts with collars or t-shirts, jeans, shorts or cargo pants, Shoes, boots or sandals.

Paper cutter/shredder

- Position hands and fingers onto the handle of the paper cutter before pressing down on the blade.
- Keep the paper cutter handle in the closed or locked position when it is not being used.
- Do not use paper cutting devices if the finger guard is missing.
- Do not place your fingers in or near the feed of a paper shredder.

Education/Life Skills volunteers:

- Do not stand on furniture to reach high places.
- Use the ladder or step stool to retrieve or store items that are located above your head. Do not jump from ladders or step stools.

- Do not block your view by carrying large or bulky items; use the dolly or hand truck or get assistance from a fellow employee.
- Do not tilt the chair you are sitting in. Keep all chair legs on the floor.
- Do not kick objects out of your pathway; pick them up or push them out of the way.
- Volunteers may wear shirts with collars or t-shirts, jeans, shorts or cargo pants, Shoes, boots or sandals.

Driver volunteers:

- Drivers who operate their own vehicles must carry personal auto insurance.
- Drivers who operate Clarksburg Mission vehicles must be approved by mission auto insurance.
- Drivers must adhere to basic practices such as buckling seatbelts and refrain from using their phone while driving.
- Drivers are to follow the maintenance checklist and put gas in the vehicle every time it is used.

Special event/Fundraising volunteers:

- Do not stand on furniture to reach high places.
- Use the ladder or step stool to retrieve or store items that are located above your head. Do not jump from ladders or step stools.
- Do not block your view by carrying large or bulky items; use the dolly or hand truck or get assistance from a fellow employee.
- Do not tilt the chair you are sitting in. Keep all chair legs on the floor.
- Do not kick objects out of your pathway; pick them up or push them out of the way.
- Volunteers may wear shirts with collars or t-shirts, jeans, shorts or cargo pants, Shoes, boots or sandals.

Cleaning volunteers:

- Never hug a full bag or sling it over your shoulder. Handle it from the top.
- When removing trash out of the cans, remember the three T's: Tie the bag top, Tip the can and Take the bag out carefully.
- To throw full bags into a dumpster, place one gloved hand under the bag and one hand on the top and place into the dumpster
- Gloves must be worn when you are exposed to chemicals.
- Whenever possible, clean floors when traffic is the lightest and wet on only a small area at a time.
- Volunteers must wear close toe nonslip shoes, tennis shoes or boots.
- When using products like furniture polish or stainless steel cleaner, these make floors slick and dangerous. Spray these types of products directly on cloths.
- When you need a ladder use one. Do not use boxes or chairs.

- When lifting objects, squat down to the load, bend your knees while keeping your back straight, get a good grip and lift. Lift with your legs while keeping your back vertical and your elbows and hands close to your body as possible.
- Never fill mop buckets more than $\frac{3}{4}$ full. They will be lighter and less likely to spill.
- Never mix chemicals without carefully reading instructions. NEVER MIX AMMONIA AND BLEACH. THE FUMES FROM THIS COMBINATION ARE DEADLY.
- If something is poured into another container such as a spray bottle or bucket, the container must be labeled. If you can't read it or there is no label do not use it.
- Never mix chemicals over areas that are easily stained. If you spill while mixing, clean up right away.
- Do not try to guess what is in unlabeled containers by sniffing them. A small sniff of the wrong chemical can be deadly!
- Never mix or handle chemicals without wearing the necessary Personal Protective Equipment, PPEs.
-

Baler volunteers:

- Only trained Clarksburg Mission staff members are allowed to operate forklifts or other power equipment.
- No horseplay is permitted in the baler area.
- Climbing on equipment, machinery, racks, and pallet stacks is prohibited.
- Volunteers must report all accidents and injuries or unsafe conditions or practices to the supervisor.

Cleaning project volunteers:

- Volunteers will use appropriate eye protection where there are exposures to eye hazards.
- Volunteers will use appropriate hand protection when exposed to hazards.
- Volunteers will use masks when working in dusty areas to prevent inhaling unhealthy substances.
- Volunteers must wear close toe nonslip shoes, tennis shoes or boots.

Declutter project volunteers:

- Volunteers will use appropriate eye protection where there are exposures to eye hazards.
- Volunteers will use appropriate hand protection when exposed to hazards.
- Volunteers will use masks when working in dusty areas to prevent inhaling unhealthy substances.

- Volunteers must wear close toe nonslip shoes, tennis shoes or boots.

Paint removal project volunteers:

- Volunteers will use appropriate eye protection where there are exposures to eye hazards.
- Volunteers will use appropriate hand protection when exposed to hazards.
- Volunteers will use masks when working in dusty areas to prevent inhaling unhealthy substances.
- Volunteers must wear close toe nonslip shoes, tennis shoes or boots.

Litter control volunteers:

- Volunteers will use appropriate hand protection when exposed to hazards.
- Volunteers will use masks when working in dusty areas to prevent inhaling unhealthy substances.
- Volunteers must wear close toe shoes, tennis shoes or boots.
- Do not attempt to squeeze bags to make room for more trash (injuries can result from broken or jagged objects)
- Volunteers should dispose of litter bags in the mission dumpsters, if possible

Paperwork

Every volunteer must complete paperwork and attend a volunteer orientation class. Orientation classes are offered the second Wednesday of every month at 5:30 pm. The following must be completed to begin volunteering:

- Mission Volunteer Program Application
- Volunteer Confidentiality Agreement
- Release of Liability Form for Volunteers of the Clarksburg Mission
 - If anyone is under the age of 18, a parent or guardian must sign this and accompany them while they are volunteering.

Badges

Everyone that is volunteering is required to wear a “Volunteer Badge” at all times. Badges are available in the front office and in the kitchen area. You must return your badge to the front office or the kitchen. If it is after 4:00pm, return your badge to the kitchen.

Appendix I



Mission Volunteer Application

Name: _____

Address _____

City _____ State _____ Zip _____

Phone _____

Email _____

Date of Birth: _____

Emergency Contact Name _____

Emergency Contact Phone _____

Do you have a valid driver's license? Yes _____ No _____

Days Available: Monday Tuesday Wednesday Thursday Friday Saturday Sunday

Hours Available: Morning Afternoon Evening

Areas Volunteers are Needed:

Light Maintenance Kitchen Office Education Drivers Special Events Cleaning Baler

All volunteers must:

- a. Be respectful regardless of race, age, color, sex, or religion.
- a. Godly behavior and morals are our guiding principles. We expect you to reflect those principles.
- a. Must NOT be under the influence of drugs or alcohol.

I _____ have read and agree with all the above.

Signature: _____

Date: _____

Appendix II
Clarksburg Mission
Volunteer Confidentiality Agreement

This agreement is made on _____, 20____, between Clarksburg Mission and _____.

For valuable consideration, the Employer and Volunteer agree as follows:

1. The Volunteer agrees to keep all of the Employer’s business records and affairs confidential at all times during and after the term of the Volunteer’s time at the Clarksburg Mission. Employer’s business includes any information regarding the Employer’s customers, supplies, finances, research, development, manufacturing processes, or any other technical or business information.

2. The Volunteer agrees not to make any unauthorized copies of any of the Clarksburg Mission’s business information without Clarksburg Mission’s Executive Director’s consent, not to remove any of Employer’s business records or information from the Clarksburg Mission’s facilities.

Have you been convicted of a felony within the last five years?

If yes, explain (this will not exclude you from consideration): _____

Are you a registered sex offender? _____

If yes, explain:

Date: _____, 20_____

Signature _____

Appendix III
**Release of Liability Form for Volunteers
Of the Clarksburg Mission**

This form is to be read and signed by all persons intending to do volunteer work for Clarksburg Mission, or by a parent or legal guardian of any volunteer under the age of 18.

I certify that I will assume personal responsibility for my safety and myself, this includes being free from the influence of drugs and alcohol. I will use reasonable judgment concerning whatever task I undertake. I further assume responsibility to refuse any task that may present unnecessary danger, known or unknown, or any task for which I do not have appropriate skill levels of which I am not prepared to handle. I hereby release and discharge Clarksburg Mission, its agents, employees, and any persons connected with Clarksburg Mission from any and all liability, claims, and causes of action of any type arising out of or in any way connected with participation in volunteer work or activities of Clarksburg Mission.

Signature (Participant) – I certify that I am 18 years or older

Signature/Relationship (Parent or Guardian of Minor Participant)

Signature (Minor Participant)

Date

Appendix IV
VOLUNTEER INCIDENT REPORT

Use this form to report any volunteer accident, injury, incident, close call or illness.
Return completed form to the Volunteer Coordinator or Department Supervisor.

This is documenting an:

Lost time/Injury _____ First Aid Incident Close Call _____

Details of person injured or involved (to be filled in by person or guardian injured/involved if possible)

Person Completing Report: _____ Date: _____

Person(s) Involved: _____

Department of Incident: _____

Event Details:

Date of Event: _____ Specific Location of Event: _____

Time of Event: _____ Witnesses of Event: _____

Description of Event: (Describe tasks being performed and sequence of events)

*If more space is required, please use the back of the sheet

Was event/injury caused by an unsafe act (activity or movement) or an unsafe condition (machinery or weather) Please explain:

Volunteer Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

TO BE COMPLETED ONLY IF INJURY OR FIRST AID WAS REQUIRED

TYPE OF INJURY SUSTAINED: _____

CAUSE OF INJURY OR FIRST AID: _____

WAS MEDICAL TREATMENT NECESSARY: YES ___ NO ___ IF YES, HOSPITAL ___ PHYSICIAN ___

Appendix V
volunteer Grievance Form

Volunteer: _____ Date: _____

Department: _____

Statement of Grievance (Background/Activity leading to grievance/date):

Remedy Requested:

Volunteer Signature: _____ Date: _____

Date Volunteer Coordinator was informed (See attached response): _____

Date Department Supervisor was informed (See attached response): _____

Appendix VI

Volunteer Exit Interview

Volunteer Name: _____ Date Leaving: _____

1. What is your primary reason for not volunteering?

2. Would you consider volunteering again?

3. What did you like most about volunteering? Why?

4. What did you like least about volunteering? Why?

5. What could have been better about volunteering? Give examples.

6. Were your duties clearly defined? Were you given tasks to accomplish?

7. Were health and safety requirements met? Please give examples.

8. Was there a specific event or issue that prompted you to stop volunteering?

Volunteer Signature: _____

Volunteer Coordinator Signature: _____