

# VOLUNTEERS

## TRAINING HANDBOOK

REVISED: 2023-10-30



## TABLE OF CONTENTS

Overview .....	4
Our Mission.....	4
Who We Are.....	4
What We Do.....	4
Volunteer Roles & Responsibilities.....	8
The Mission’s Commitment to You.....	8
Your Commitment to the Mission.....	8
Volunteer Opportunities.....	9
Volunteer Policies.....	11
General Policies.....	11
Specific Cases.....	13
Conduct.....	15
Boundaries.....	16
Privacy & Confidentiality.....	18
Media Use & Release.....	19
Safety Procedures.....	20
Emergency Situations.....	21
Final Comments.....	23

## OVERVIEW

### Our Mission

SUMS is a bridge of Christ's love, nurturing hope in our community.

### Who We Are

Since its inception, Surrey Urban Mission Society (SUMS) has positioned itself as a hub in the Whalley community, connecting and supporting the most vulnerable with the services they need. SUMS was established as faith-based community kitchen in 1995 with the support of the Lutheran Church and became a registered charity in September 2001. In 2013 Surrey Urban Mission Society was relocated to its present location in Whalley through the purchase of a former bowling alley at 10776 King George Blvd, Surrey BC, now known to the community as SUMS. Initially SUMS operated as a food services provider, and a few years later began using their building to host an Extreme Weather Response (EWR) shelter. In 2016 the meal program expanded to provide daily meals to those living outside or in poverty.

Since that time, we have grown to now provide meals, outreach services, and shelter to more than 200 community members per day across our various shelter and drop-in services for low-income and/or unhoused members of our community. As we continue to grow and develop new services in response to community needs, we are humbled by the many ways this once small community kitchen has been transformed into a beacon of Christ's love for the most vulnerable in our community.

### What We Do

#### SUMS Place Temporary Shelter | 2016

SUMS Place shelter is a 24-hour shelter space that offers a nightly intake for chronic unhoused and/or transient community members. SUMS Place hosts 40-beds on a first come-first-serve basis and provides meals every day both for shelter guests and those who are unhoused or living in poverty in the community. The services offered at SUMS Place include:

- A bed & bedding for the night
- Laundry & hot shower
- Breakfast, lunch, & dinner
- Access to a Shelter Support Worker outreach services

#### FACILITY INFORMATION

Location	10776 King George Blvd, Surrey, BC, V3T 2X7
Contact	(604)-581-5172
Hours	24 hours   Monday to Sunday (including holidays)

## Community Connections Program | 2018

The Community Connections Program provides essential social and community services for low-income and/or unhoused community members. This team works with various partner organizations—including Fraser Health, the Ministry of Social Development & Poverty Reduction, local police, and other community agencies—to engage clients with the supports they need, generating momentum toward positive change and greater participation in society. As well as supporting guests at each of our shelter locations, Community Connections staff operate drop-in services for community members from our Surrey Welcome Hub location. The services offered by the Community Connections Program include:

- Case planning, outreach, and accompaniment to appointments
- Referrals to shelters, safe houses, housing, and other outreach programs
- ID replacements, including birth certificates, citizenship certificates, PR cards, and BCID
- Support for Income Assistance, PWD, CPP, EI, and tax filing
- Referrals to Fraser Health services, including substance use treatment & mental health supports
- Affordable housing, rental supplement applications, and other tenancy support

### FACILITY INFORMATION

<b>Location</b>	13545 King George Blvd, Surrey BC
<b>Contact</b>	(604) 585-1128
<b>Hours</b>	8AM - 4AM   Monday to Sunday (excluding holidays)

## The Cove Transitional Shelter | 2019

The Cove Transitional Shelter is a 24-hour shelter space for those transitioning into recovery or permanent housing. The Cove hosts 42 beds (14 female and 28 male bunks), a common kitchen and social area, a large backyard space, and an Overdose Prevention Site (OPS). Guests also have access to laundry, hot showers, meals, harm reduction supplies, and a Shelter Support Worker (SSW) to help with housing, acquiring ID, healthcare access, and more. The services offered at the Cove include:

- Dedicated bed & bedding for duration of stay
- Laundry & hot shower
- Breakfast & dinner
- Access to on-site Shelter Support Worker
- Overdose Prevention Site (OPS)

### FACILITY INFORMATION

<b>Location</b>	10607 King George Blvd, Surrey, BC, V3T 2X6
<b>Contact</b>	(604)-768-9490
<b>Hours</b>	24 hours   Monday to Sunday (including holidays)
<b>New intakes</b>	8AM – 4PM   Monday to Friday (by referral only)

## The Olive Branch Transitional Shelter | 2020

The Olive Branch Transitional Shelter is a 24-hour shelter space for those with complex health needs to transition into long-term accommodations or permanent housing. The Olive Branch hosts 44 beds (9 female, 35 male), a kitchen and social area, a large front yard space, and an Overdose Prevention Site (OPS). Guests also have access to laundry, hot showers, meals, harm reduction supplies, and a Shelter Support Worker (SSW) to help with housing, acquiring ID, healthcare access, and more. Additionally, Fraser Health operates a unique Medical Alcohol Program (MAP) on-site to support those struggling with chronic alcohol use. The services offered at the Olive Branch include:

- Dedicated bed & bedding for duration of stay
- Laundry & hot shower
- Breakfast & dinner
- Access to on-site Shelter Support Worker
- Overdose Prevention Site (OPS)

### FACILITY INFORMATION

<b>Location</b>	10732 City Pkwy, Surrey, BC, V3T 4C7
<b>Contact</b>	(604)-585-0259
<b>Hours</b>	24 hours   Monday to Sunday (including holidays)
<b>New intakes</b>	8AM – 4PM   Monday to Friday (by referral only)

## The Cove-Healthy Living Service Hub | 2022

The Cove-Healthy Living Service Hub is an outreach and support services program located on the Cove Transitional Shelter property. Its facilities are used to provide temporary washroom and shower facilities to offer dignified access to hygiene services and outreach support to populations at-risk in the City Centre area of Surrey. The facility serves a critical need in the City Centre where a significant population of people experiencing homelessness are concentrated through the provision of low-barrier public washroom and showers. The services offered at the Cove-Healthy Living Service Hub include:

- Two universal accessible washroom and shower units available for the use of Service Hub guests.
- A laundry room equipped with a washer and dryer available for guests to wash their clothing.
- A lounge space available for guests to use as a respite space, including a computer workstation available for guest to use and snacks, toiletries, and hygiene kits available on site for guests.
- A private office space available for outreach support for guests requiring additional support from a Community Connections Worker.
- A dedicated outreach driver available 8 hours per day for seven days a week to provide street level outreach with additional outreach driving support available by appointment

### FACILITY INFORMATION

<b>Location</b>	10607 King George Blvd, Surrey, BC, V3T 2X6
<b>Contact</b>	(604)-768-9490
<b>Hours</b>	6AM - 12AM   Monday to Sunday (including holidays)

## Surrey Welcome Hub | 2022

The Surrey Welcome Hub is a shelter, hub for services, and community kitchen opened in 2022 in collaboration with the City of Surrey. The services offered at the Surrey Welcome Hub include:

- Community kitchen serving meals for the public
- Public washrooms and respite areas
- 16 co-ed shelter beds for short-term stays
- Laundry, hot shower, and dinners for shelter guests
- On-site Shelter Support Worker to help guests transition to new accommodations
- Overdose Prevention Site (OPS) for shelter guests

### FACILITY INFORMATION

<b>Location</b>	13545 King George Blvd, Surrey BC
<b>Contact</b>	(604) 585-1023
<b>Hours</b>	
<i>Community meals</i>	8AM & 12PM   Monday to Sunday (including holidays)
<i>Respite</i>	8AM - 11PM   Monday to Sunday (including holidays)
<i>Shelter</i>	24 hours   Intakes 10AM/10PM   Mon. to Sun. (including holidays)
<i>Community Connections</i>	8AM - 4PM   Monday to Sunday (excluding holidays)

## VOLUNTEER ROLES & RESPONSIBILITIES<sup>1</sup>

### The Mission's Commitment to You

Surrey Urban Mission values our volunteers. We endeavor to:

- Treat you as a co-laborer in the ministry of the Mission
- Offer you suitable assignments
- Provide appropriate training and supervision
- Offer you information about new developments and opportunities
- Provide guidance and direction by experienced, informed, patient, and thoughtful staff
- Provide an orderly designated workplace
- Solicit your feedback and suggestions
- Give recognition and appreciation for your service

### Your Commitment to the Mission

As a vital and trusted volunteer, I will:

- Treat everyone with respect, loyalty, patience, integrity, courtesy, dignity, and consideration
- Speak and behave in a manner consistent with the faith and values of the Mission
- Conduct myself in a professional manner, with courtesy and consideration
- Accept supervision graciously
- Understand the responsibilities and limitations of my role and not act outside of my assigned role
- Be willing, cooperative, and ready to work with staff and other volunteers—there is no “I” in team!
- Be flexible when changes are needed
- Be supportive of Mission staff and their decisions
- Be timely and reliable in the fulfillment of my duties
- Stay home if I feel at all unwell and give adequate notice of any absence
- Take concerns or suggestions to my site supervisor or the volunteer manager
- Hold in confidence any information gained about guests, and residents at the Mission
- Report suspected abuse to staff, administrator, or appropriate supervisor
- Avoid situations where I am alone with minors, shelter guests, and community members
- Use positive reinforcement when working with minors, shelter guests, and community members

As a vital and trusted volunteer, I will not:

- Use, possess, or be under the influence of alcohol or marijuana while volunteering
- Use, possess, or be under the influence of illegal drugs at any time
- Volunteer when I am sick
- Assault, humiliate, ridicule, threaten, or degrade minors, shelter guests, and community members
- Touch a minor, shelter guest, or community member in a sexual or other inappropriate manner
- Use discipline that frightens or humiliates minors, shelter guests, and community members
- Use profanity while volunteering at the Mission

---

<sup>1</sup> Seattle's Union Gospel Mission (2019). “Volunteer Handbook.”



## VOLUNTEER OPPORTUNITIES

### KITCHEN

<b>1 Meal Prep &amp; Cleaning</b>
<ul style="list-style-type: none"> <li>• Prepare cooking ingredients by washing and chopping vegetables, cutting meat, etc.</li> <li>• Undertake basic cooking duties such as reducing sauces, parboiling food, etc.</li> <li>• Prepare simple dishes such as salads and entrees.</li> <li>• Maintain a clean, orderly kitchen by washing dishes, sanitizing surfaces, and taking out trash</li> <li>• Follow the instruction of the Food Services Coordinator and staff.</li> </ul>
<b>2 Meal Service</b>
<ul style="list-style-type: none"> <li>• Serve meals and coffee by preparing and delivering dishes to guests at their tables, or by operating a serving station where guests may line up to be served their meal. The manner of meal service each day is determined by the Food Services Coordinator or Volunteer Manager.</li> <li>• <b>Direct to table service:</b> Volunteers will line up single file at the kitchen to have trays loaded with full plates and cutlery before bringing to guests waiting to be served.</li> <li>• <b>Serving station operation:</b> Volunteers will stand behind the serving counter in an assembly line. Everyone will be assigned a meal item to load onto the guests' plates as per direction from the Volunteer Manager.</li> <li>• <b>Coffee station operation:</b> One or two volunteers will be positioned at the coffee station ready to serve guests throughout the mealtime. Ask the guests how they would like their coffee. A "double-double" and black pot will be premade. Pour and serve coffee according to request.</li> </ul>
<b>3 Meal Clean-Up</b>
<ul style="list-style-type: none"> <li>• Help clean and sanitize the eating area after meals</li> <li>• Engage with guests</li> <li>• Wipe down the food services working areas</li> <li>• Clear all dishes from tables</li> <li>• Sweep and spot mop the floor</li> </ul>
<b>4 Dishwasher</b>
<ul style="list-style-type: none"> <li>• Clean dishes, kitchen, food preparation equipment, and utensils</li> <li>• Wash dishes using commercial dishwasher</li> <li>• Maintain kitchen work areas, equipment, or utensils in clean and orderly condition</li> </ul>

### RECREATION

<b>5 Running on Faith</b>
<ul style="list-style-type: none"> <li>• Participate in community walk/run with shelter guests</li> <li>• Assist in set up and take down of equipment needed for activities</li> </ul>
<b>6 Devotional / Chapel</b>
<ul style="list-style-type: none"> <li>• Assist in hosting devotional/chapel time for shelter guests</li> <li>• Lead weekly prayer and host bible study</li> <li>• Lead music for worship (volunteers who sing or play an instrument)</li> </ul>

- Assist in set up and take down of devotional/chapel space

#### 7 Physical Recreation Activities

- Assist in facilitating physical activities for shelter guests to encourage socialization and recreation, including sports, games, fitness activities, etc.
- Provide participants with instructions for the events
- Assist in set up and take down of equipment needed for activities

### DONATIONS

#### 8 Food Donations Assistant

- Assist in the documentation and organization of food donations
- Assist Food Services Coordinator with cleaning storage room including sweeping and mopping floors, wiping down shelves and organizing donated food
- Sort through food storage, dispose of expired or spoiled items, and update storage inventory

#### 9 Clothing Donations Assistant

- Assist in cleaning and organizing the clothing donations area
- Organize clothing into designated bins
- Check items donated for any inappropriate/unsuitable items and disposes appropriately
- Assist the Volunteer Manager as needed. Keeps inventory of clothing

#### 10 Driver Assistant

- Assist in driving the food van to and from food service locations
- Work with Drivers to off-load and on-load products from the vehicle

### SANITATION

#### 11 Janitorial Assistant

- Assist janitor in cleaning building and maintaining a neat and orderly facility
- Perform cleaning duties, including washing walls, cleaning windows, mopping floors, cleaning bathrooms, removing garbage, attending to back area compost, recycling boxes, and cleaning debris or snow from sidewalk

## VOLUNTEER POLICIES

### General Policies

**1.1 Adhere to policies and procedures.** You must adhere to all policies and procedures observed by Surrey Urban Mission, especially those which are specific to volunteers. Policies relevant to volunteers have been compiled in this section of the Volunteer Handbook, but you may request access to copies of Surrey Urban Mission's policies and procedures at any time from the Volunteer Manager. For more information on Surrey Urban Mission's policies, procedures, and practices, you can speak with our Volunteer Manager.

**1.2 Age requirement.** You must be over the age of 12 to volunteer with Surrey Urban Mission. Volunteers under the age of 19 must have signed parental/guardian consent to do so. Volunteers under the age of 15 must be accompanied by a parent/guardian.

**1.3 Criminal Record Check.** Surrey Urban Mission serves a substantial number of vulnerable adult populations. The volunteer application process therefore will include a background review of criminal history.

If you have a criminal history, you are not necessarily or automatically excluded from volunteering. On occasion a volunteer may be asked to limit their service to a particular facility or role. If necessary, volunteer applicants will not be allowed to serve—typically if they have an extensive and on-going criminal history and/or record of sexual crimes.

**1.4 Volunteer registration.** You must register as a volunteer prior to volunteering with Surrey Urban Mission. Registration includes reading the Volunteer Handbook and signing the **Volunteer Agreement** and **Volunteer Liability Release Agreement**.

**1.5 Volunteer scheduling.** Surrey Urban Mission is required to report and track all volunteer hours. The Volunteer Manager schedules all volunteering activities and assigns duties to each volunteer. Do not attend our facilities to volunteer except as scheduled by the Volunteer Manager. You are required to sign-in and sign-out at the beginning and end of each volunteer shift.

**1.6 Unable to attend a scheduled volunteer activity/event.** Surrey Urban Mission relies on and plans activities and events based upon the commitments of registered volunteers. Please make every effort to keep your volunteer commitments. However, we understand that changes—illness, car troubles, etc.—are sometimes unavoidable. If you are unable to volunteer as planned, please notify the Volunteer Manager to cancel your volunteer activity/event.

**1.7 Do not exceed the duties of your role.** You are expected to carry out your volunteer role in accordance with the duties assigned to you by the Volunteer Manager, and not to act outside of your assigned role. If you have a question or concern or if you identify a need, ask the Volunteer Manager for instruction on what you should do. Always follow the direction of the Volunteer Manager and the other members of Surrey Urban Mission's leadership.

If you have professional training or expertise that you think may be valuable to the Mission, inform the Volunteer Manager so that they can find an opportunity for you to serve in that capacity, if possible.

Please refrain from serving in the capacity of your professional training or expertise if you have not been asked to do so and follow the direction of the Volunteer Manager and leadership.

**1.8 Dress code.** Please ensure your clothing meets the following requirements:

- Closed-toed shoes
- Tops that cover stomach, shoulders, and chest
- Long pants, jeans or shorts that come within fingertip length when arms are resting at your sides
- Long hair should be tied back when handling food
- Clothing appropriate to the weather, if serving outside.

Your clothing should **NOT**:

- Have rips, holes, tears, or tatters
- Portray obscene images, illegal substances, or curse words
- Be revealing or tight-fitting (undergarments should not be visible)

If you arrive to volunteer inappropriately dressed, the Volunteer Manager may request for you to change your clothing before you will be allowed to volunteer.

**1.9 Supervision.** Volunteers working on site at Surrey Urban Mission are supervised by the Volunteer Manager or a designated member of leadership in the Volunteer Manager's absence. The supervisor will be available to answer your questions, provide direction, and support at all times.

**1.10 Personal belongings.** You are responsible at all times for your personal belongings. You are encouraged not to bring purses, wallets, cameras, unnecessary extra items (clothes, bags, etc.), money and other valuables when you come to serve. If something is missing, please report it to your supervisor. Surrey Urban Mission will not be held liable for your lost or stolen goods.

**1.11 Pets.** Your pet is not permitted to accompany you while volunteering unless it is a registered service animal and you have notified the Volunteer Manager of this before your volunteer time.

**1.12 Right to limit, remove, or refuse volunteers.** Surrey Urban Mission reserves the right to limit, remove, or refuse a volunteer from serving at any facility, program or event. This determination—made at the sole discretion of our leadership—may be due to, but is not limited to, such things as non-compliance with volunteer guidelines, not maintaining appropriate physical, emotional and relational boundaries, being a recent shelter guest at the Mission, and angry, harassing, threatening, or disrespectful behavior and/or words directed towards staff, residents and guests, other volunteers, etc.

## VOLUNTEER POLICIES

### Specific Cases

**2.1 Groups.** Most Surrey Urban Mission sites and facilities are set up to accommodate groups of 4-12 people. Larger groups may be considered on a case-by-case basis, but if your group is larger than twelve volunteers (including any chaperones), then we may break your group into two or more smaller teams.

Each group member must complete their own volunteer registration for review and approval prior to serving—a group leader cannot complete volunteer applications on behalf of their individual team members. We generally cannot accommodate large volunteer groups during the evenings (after dinner), weekends, and most holidays, when extra staff are not available to supervise and mentor volunteers. (Christmas and Thanksgiving are an exception.)

**2.2 Volunteers with disabilities.** We will work to make appropriate accommodations for persons with disabilities to volunteer to serve our guests. Please contact us directly at [volunteer@sumsplace.ca](mailto:volunteer@sumsplace.ca) so we can work with you to find the best fit for your accommodations.

**2.3 Community service.** There are many opportunities for individuals to complete community service hours at the Mission. If you have community service obligations, your Probation Officer must contact the Volunteer Manager and verify that you are cleared to work with vulnerable people by completing the Community Work Service application. Once this is done, you can then volunteer in all eligible areas until your community service hours are fulfilled.

**2.4 Volunteers with lived experience.** We welcome volunteers with lived experience with substance use and homelessness. These experiences can provide volunteers a unique perspective on the challenges that our guests face every day and contribute positively to the quality of care we provide.

Volunteers with lived experience may also experience unique challenges while serving in our shelters, as volunteering in close proximity to people actively engaging in substance use may be triggering and even create a risk of relapse. For this reason, we encourage volunteers to disclose their lived experience, and our Volunteer Manager will work with them to find the best application of their gifts that minimizes the potential risks to the volunteer. In some cases, this could involve asking the volunteer to postpone their volunteer involvement to allow the volunteer time to gain a stable foundation in recovery.

**2.5 Volunteering while a guest at the Mission.** Current or recent guests or program clients should not normally volunteer until at least six months after they were accessing services. Exceptions for current residents can be made, on a case-by-case basis, for special events and activities, but such exceptions need to be approved through the Volunteer Manager, and the respective program Manager where the volunteer service will occur.

**2.6 Volunteering as a relative/close friend of a guest at the Mission.** You are not allowed to serve in an area where you have existing/known relationships with a resident or guest of the Mission. Relationships can include, but are not limited to spouses, significant others (current or past), parents, siblings, close friends, etc.

This helps ensure appropriate social, emotional, and relational boundaries are maintained between volunteers and guests. Exceptions can be approved, on a case-by-case basis, by the Volunteer Manager.

**2.7 Do I have to be a Christian to volunteer with the Mission?** No. We welcome people of all faith backgrounds to volunteer with us. We simply ask that if you do not share our beliefs, you respect them and do not proselytize against our **Statement of Faith**.

## VOLUNTEER POLICIES

### Conduct

**3.1 Non-harassment.** Surrey Urban Mission seeks to maintain an environment free from all forms of harassment. Conduct that creates an intimidating, hostile, or offensive environment is not acceptable. Any such conduct can result in dismissal from the Mission and refusal from further volunteering.

If you believe you have been subjected to or witnessed any type of harassment while volunteering at Surrey Urban Mission, you must bring the matter to the immediate attention of your supervisor, or the Volunteer Manager. Harassment complaints are investigated promptly and appropriate action will be taken.

**3.2 Non-fraternization.** Surrey Urban Mission welcomes volunteers to interact in a friendly, respectful, and courteous manner, but to use caution when relating to shelter guests and clients. You should never give out your last name, email, phone number, address, or social media contact information. You also should not make plans with a guest or client to meet outside the Mission unless sufficient time has elapsed to develop a healthy relationship (e.g., volunteer and resident have been in Bible study for several months) and approval from the Volunteer Manager has been given.

**3.3 Alcohol, substance use, & smoking.** Volunteering while under the influence of alcohol or any controlled substance other than prescription medication is not acceptable at Surrey Urban Mission. Any such conduct can result in dismissal from the Mission and refusal from further volunteering.

All facilities operated by Surrey Urban Mission are non-smoking facilities. If you need to smoke, you may do so outside of the facility but not within 30 feet of the building.

The transfer or sale of any controlled substance—including, but not limited to, alcohol, marijuana, tobacco, prescription medications, illicit substances, etc.—is also prohibited and can result in dismissal from the Mission, refusal from further volunteering, and criminal charges if necessary.

Some facilities are equipped with a Managed Alcohol Program (MAP) and/or Overdose Prevention Site (OPS) in which guests may be permitted to drink alcohol or use substances inside a designated area supervised by staff in accordance with the philosophy of Harm Reduction. The Volunteer Manager will inform you in advance if you are volunteering at a site that includes any such facilities. If you have questions or concerns about the use of alcohol or substances in these spaces, or if your proximity to the use of alcohol or substances could trigger a relapse or other harmful outcome, do not hesitate to raise the issue with the Volunteer Manager and they will discuss appropriate solutions with you.

**3.4 Working alone with vulnerable adults & minors.** For the protection of our volunteers, guests, and clients, volunteers should not be alone with a vulnerable adult or minor at any time. If a need arises that requires an exception, permission from the Volunteer Manager is required.

All guests and clients of Surrey Urban Mission are considered vulnerable adults for the purposes of this policy due to the circumstances in which we provide services. Surrey Urban Mission does not offer services for minors, but minors may from time to time come to our facilities seeking services. This policy applies both to minors seeking services at our facilities and to minors who may be volunteering, except where the minor is a volunteer and you are their parent or legal guardian.

## VOLUNTEER POLICIES

### Boundaries

**4.1 Basic principles of effective boundaries.** Boundaries within helping relationships, such as those between volunteers and guests, are critical to successfully supporting guests. This includes the following basic values and principles:

- Boundaries define the limits of behaviour which allow you to engage guests safely in a supportive, caring relationship. These boundaries are based upon trust, respect, and appropriate use of power.
- The relationships you build with guests are therapeutic, caring relationships that must focus solely upon meeting the guest's needs. It is not established to build your personal or social contacts.
- Moving the focus of care away from meeting the guest's needs towards meeting your own needs is an unacceptable abuse of power.
- Occasionally, you may develop an attachment towards a particular guest. While this may be natural, you must monitor the situation to ensure that it does not lead to a breach of boundaries. You are encouraged to discuss such difficulties as they arise with the Volunteer Manager.

**4.2 Befriending.** You must understand the difference between befriending and becoming a guest's friend:

- **Befriending** a guest is a professional relationship, designed to address guest needs.
- **Becoming a guest's friend** is a relationship that focuses on the needs of both people. An effective helping relationship focuses solely on the needs of the guest.

Befriending is an appropriate relationship for volunteers and is part of building the necessary trust to work with guests. Becoming a friend is inappropriate.

**4.3 Counselling.** You must be aware of the difference between being a counsellor and using appropriate counselling skills (such as active listening with a non-judgmental approach). Counselling is not an appropriate role for you to take unless you are professionally trained and have been assigned duties as a professional counsellor. Where a guest may appropriately need counselling, you should refer the situation to your supervisor to involve the necessary personnel and resources.

**4.4 Providing advice.** You should avoid offering advice to guests, even when advice is requested, unless there is good reason to be more assertive (e.g. where there is a potential for imminent harm, "walk away" may be appropriate advice), but always in a non-judgmental manner.

**4.5 Influence.** Morality, religion, and politics are common topics of conversation and guests may wish to discuss their views with volunteers. If you choose to engage such discussions, you may do so carefully but be aware of your potential to impose undue influence on vulnerable and/or impressionable guests. You may also choose to state your own beliefs and personal values with guests, but it is an unacceptable abuse of power for you to use your beliefs and values to pressure, manipulate, withhold service, or otherwise exploit guests.

**4.6 Privacy.** You must respect guests' rights to privacy and be sensitive and responsive to any different personal and cultural needs for privacy that may arise. You must be aware of the limitations of privacy in the contexts of potential harms to self or others (see [5.4](#) and [5.5](#)).



**4.7 Inappropriate personal disclosure.** You must not divulge any intimate information about yourself or other volunteers. While we recognize that self-disclosure can be helpful in building rapport, you must recognize that inappropriate self-disclosure can be harmful to both yourself and the guest as it may cause embarrassment, tarnish reputation, or encourage an inappropriate relationship.

**4.8 Concealing information about guests from staff.** You must not conceal important guest information from staff, including:

- Personal information;
- A guest's intention to self-harm or harm others;
- Information about a violent or critical incident or issue; and
- Child protection issues.

**4.9 Physical touch/contact.** You should approach touching with great care and caution. Physical contact should only take place if necessary, within the context of a helping relationship and with the guest's consent. Some guests may misinterpret physical contact as affection outside the helping relationship. Guests may also see physical contact as an expression of favouritism (e.g. where a volunteer hugs one guest and not another). You should be aware that physical contact risks being misunderstood and may result in allegations of inappropriate or abusive behaviour.

**4.10 Prior knowledge of guests.** If you have prior personal knowledge of a guest, you must inform the Volunteer Manager. They will explore issues around confidentiality and risk assessment with you.

**4.11 Contact with guests after hours.** You must not provide guests with your personal contact details or arrange after hours contact with guests. If you encounter a guest outside work and are approached by the guest, you should be pleasant and civil, but avoid prolonged social contact.

**4.12 Discussing others.** Gossip or hearsay is unacceptable among volunteers, staff, and guests. You must never share personal details about other volunteers or staff with guests. You must never talk about other volunteers or staff with guests except on issues relating to the guest's care. You must never talk to guests about other guests or third parties except on issues around guest care.

**4.13 Relationships of financial benefit.** Guests have most of their physical needs provided by the shelter. If you learn about a guest's unmet need, the most productive way to respond is to alert the Volunteer Manager to the need. At no time should you enter into any financial transaction or exchange of goods with a guest, including:

- Buying, selling, exchanging, or bartering goods or services
- Borrowing money or possessions from guests
- Lending your personal money or possessions to guests
- Exchange gifts of material financial value with guests
- Agreeing to become a trustee, beneficiary, or executor of the will of a guest

Only Surrey Urban Mission's leadership are authorized to handle money on behalf of guests, and only within clearly defined program guidelines.

## VOLUNTEER POLICIES

### Privacy & Confidentiality

**5.1 Confidentiality of sensitive information.** Confidentiality can be a life and death issue for some people. As a volunteer at Surrey Urban Mission, protecting the confidentiality of clients, staff, and organizational data by maintaining the security of records, documents, and assets which may contain, store, or be used to access sensitive information.

Sensitive information includes: any information that personally identifies a client or staff member, or that may be used for such a purpose; any private or personal information that has been disclosed in confidence to the organization by a client or staff member; any information that identifies or records operational, structural, or financial information about the organization or its services; any information protected by provincial or federal privacy law. Any such information that you obtain or are given access to must be treated as strictly confidential.

**5.2 Release of de-identified personal information.** Sensitive personal information obtained while volunteering with Surrey Urban Mission that you wish to disclose for the purposes of training, teaching, fundraising, or reporting on volunteer activities must be de-identified to protect the identities of those being discussed. Do not use de-identified information for any such purpose without first gaining the approval of the Volunteer Manager.

**5.3 Release of personal information with consent.** Sensitive personal information obtained while volunteering with Surrey Urban Mission that you wish to use for the purposes of training, teaching, fundraising, or reporting on volunteer activities may be shared if you have received express written consent from the individual.

Please respect the privacy of our guests and refrain from asking for consent to share personal information if it is not necessary. Written consent obtained from a guest must be authorized by the Volunteer Manager to ensure it meets Surrey Urban Mission's standards for information release.

**5.4 Release of personal information for supportive purposes.** Surrey Urban Mission has staff with specialized training in case management available to support guests and clients of each facility. If you obtain sensitive personal information about a guest or client that you feel must be disclosed to provide critical support to a guest, encourage them to disclose the information to a case manager or else consult the Volunteer Manager to involve a case manager in the situation.

If you believe information disclosed to you constitutes an emergency that threatens the health or safety of an individual or the public, alert a staff member to the situation and the staff member will follow our crisis response protocol to respond to the situation, including calling 911 if necessary (see 5.5).

**5.5 Release of personal information without consent.** Sensitive personal information obtained during your time at Surrey Urban Mission may only be released without the individual's consent by a staff member to a member of law enforcement or other regulatory authority with jurisdiction under the **Personal Information Protection Act (PIPA) in British Columbia**. Any such request that you receive while volunteering with Surrey Urban Mission must be forwarded to a member of staff.

## VOLUNTEER POLICIES

### Media Use & Release

**6.1 Media use.** Please refrain from taking photos or videos during your volunteer time. You are not permitted to post photos or videos of Surrey Urban Mission, including its facilities, operations, staff, guests, and clients, without the permission of the Volunteer Manager.

**6.2 Requests for media release.** Everyone has the right to privacy and their image, and therefore we are committed to holding the identity and personal information of our guests in confidence. No photos or videos of our guests are to be taken or provided to anyone, including news agencies and social media, without a signed release from Surrey Urban Mission and the guest involved. All media requests must be referred to administration at [info@sumsplace.ca](mailto:info@sumsplace.ca).

**6.3 Volunteer media release.** Authorized photos or videos of yourself or your volunteer team may be used for promotional use by Surrey Urban Mission as long as all identifiable persons in the photos or videos have signed the **Media Release** section of the **Volunteer Agreement**. This allows us to document and acknowledge the activity of you and/or your team through various communications channels, which may include but not be limited to social media, website content, and brochures.

**6.4 Speaking on behalf of Surrey Urban Mission.** You may not speak on behalf of Surrey Urban Mission to news media or other organizations. Speak to the Volunteer Manager to forward any such requests for comments to the Executive Director.

## VOLUNTEER POLICIES

### Safety Procedures

**7.1 Personal safety while volunteering.** Volunteers are expected to remain in their assigned work area. Please do not enter other areas of the shelters without the knowledge and permission of your supervisor.

Be alert and aware of your surroundings. Dining areas can be crowded and noisy during public meals. Please pay attention to the people around you and provide personal space to guests. Take care not to startle guests or get involved in arguments. Move away from any guest who begins to use a loud voice or seems agitated. Alert a staff member to any situation that concerns you.

**7.2 Personal disclosure.** Do not give personal information to anyone other than Surrey Urban Mission employees while volunteering. Personal information should not be relied upon to build rapport with guests as it may lead to a breach of appropriate boundaries.

**7.3 Hygiene.** Follow good hygiene practices, including frequent hand washing and use of hand sanitizer after contact with surfaces and other people. If you have open cuts or sores you should cover them while on shift or, if they are particularly serious, stay home until they are healed.

**7.4 Infection Control.** If you have or are experiencing symptoms of any contagious or infectious disease, please stay home until you are well.

**7.5 Food Handling.** Food Services volunteers should receive information or training regarding safe food handling practices prior to the commencement of volunteering. This may come in the form of a short video or directions and instructions from staff. At least one staff member or volunteer who has completed their FOODSAFE certificate must be present in the kitchen during meal preparation.

It is unlawful for any person with any contagious or infectious disease that may be transmitted by food or beverage to work in or about any place where unwrapped or unpackaged food and/or beverage products are prepared. If this applies to you, please stay home until you are well.

**7.6 Waste and sharps disposal.** Wear provided gloves for garbage pickup. Never apply pressure to a garbage bag. Use provided tongs, grabbers, or a broom and dustpan to pick up outside garbage.

Notify staff if you see any needles or other sharps. Staff will dispose of all sharps with tongs or grabbers and dispose of them in the provided Sharps container.

Do not handle any item or substance that is unfamiliar to you, that you think may be harmful, or that may be an illicit or controlled substance.

**7.7 Aggressive/violent behaviour.** If you see any aggressive or violent behaviour, do not intervene or engage the behaviour in any way. If you are involved in a situation that becomes aggressive or violent, remove yourself from the situation as quickly and as safely as possible. Notify your supervisor or a member of staff and they will address the situation and/or call emergency services as necessary.

## VOLUNTEER POLICIES

### Emergency Situations

**8.1 General emergency protocol.** If an emergency situation occurs, defer to the direction of your supervisor on-site. Staff will call 911 or direct you to call 911 as necessary.

**8.2 First Aid.** Notify staff if/when any first aid is needed, so they can assess the situation and provide any needed first aid, whether it's a Band-Aid or calling 911. If you have a current First Aid certification, you may offer to support staff to the degree of your training until an ambulance arrives. Do not administer First Aid unless directed by staff and only with appropriate PPE.

**8.3 Overdose.** In the case of an overdose, notify staff as quickly as possible and staff will be available to administer Naloxone/Narcan and any required First Aid. Signs of overdose include:

- Difficulty walking, talking, staying awake
- Blue or grey lips or nails
- Very small pupils
- Cold and clammy skin
- Dizziness and confusion
- Extreme drowsiness
- Choking, gurgling, or snoring sounds
- Slow, weak or no breathing
- Inability to wake up, even when shaken or shouted at

If you have a current First Aid certification that includes training with Naloxone/Narcan, you may offer to support staff to the degree of your training until an ambulance arrives. Do not administer Naloxone/Narcan or First Aid unless directed by staff and only with appropriate PPE.

**8.4 Fire.** Take a few moments to survey the posted fire evacuation routes and note the location of the various building exits. Follow staff direction at all times.

If you are alerted to a fire (by fire alarms, staff, or public officials), evacuate as quickly as possible by following the posted routes. Do not worry about locking doors, shutting down, etc. Once outside the building, stay in relatively close (but safe) proximity, so we can keep track of those people who have evacuated the building.

**8.5 Earthquake.** If you are inside when an earthquake occurs, take cover under a sturdy desk, table, or bench or against an inside wall, and hold on. If there isn't a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building.

- Stay away from glass, windows, outside doors and walls, tall furniture, light fixtures, etc.
- Stay inside until the shaking stops and it is safe to go outside.
- Electricity may go out or sprinkler systems/fire alarms may turn on.

If you are outside when an earthquake occurs, stay there. Move away from buildings, streetlights, and utility wires.

**8.6 Active shooter.** It is virtually impossible to provide specific instructions on what to do in hostile situations, but use your best judgment, in the moments you have, to consider as many factors as possible when determining the best course of action to follow. Stay calm for yourself, staff, children, youth, and adults you are working/volunteering with. Staff are trained to act quickly in several specific crisis situations, so refer to your supervisor if possible. Some factors to consider include:

- One or multiple perpetrators?
- Is the perpetrator targeting a particular person or group, or is it random?
- Are they inside or outside the facility?
- What weapon(s) are evident?
- What can you see, hear, or smell?
- Are first responders trying to provide verbal or visual guidance?
- Should I be quiet (to hide) or make noise (for first responders)?
- Can I use a phone to notify first responders of my presence?

There are three common responses to such a scenario:

- 1 **Escape:** escape and evacuate the area under attack.
- 2 **Hide:** If you can, try to get to a safe and secure hiding spot.
- 3 **Fight:** If there is no other option, then fighting back is a last resort and option. Consider:
  - Fire extinguishers – spray it (blind them) or swing it (as a club)
  - Small furniture
  - Tools or equipment
  - Cords, pencils, pens, tape dispenser, stapler, paper weights, etc.
  - Jackets or other clothing

## FINAL COMMENTS

It is our hope that all volunteer related questions have been covered in this training handbook and through Surrey Urban Mission's website, but you may still have more questions. If so, please feel free to contact us at [volunteer@sumsplace.ca](mailto:volunteer@sumsplace.ca) with further questions.

Your volunteer efforts will be a part of serving, restoring, and transforming lives in the Spirit of Christ. As you share in our work to love our neighbours as ourselves, you are helping us build a bridge to hope for those in great need in our community. Thank you and God Bless!