

[NAME OF SHELTER]

Volunteer Guidelines

[INSERT LOGO
HERE]

Volunteer Do's:

- Be on time for shifts.
- Be flexible with your expectations and availability.
- Help yourself to available snacks at the Hospitality Center.
- Hydrate, hydrate, hydrate! And remind guests to do so.
- Wear personal protective equipment (PPE) at all times as required by current [organization] policy.
- Stay home if feeling ill or experiencing flu-like symptoms.
- Wash hands regularly and encourage guests to do the same.
- Listen with open minds to guests and colleagues.
- If/when comfortable, share your stories with guests and each other.
- Treat guests in a manner that protects the guests' privacy, dignity, and safety.
- Practice responsible forms of self-care.

Volunteer Don'ts:

- No photos, videos or audio recordings are permitted on site. Our guests are fleeing dangerous and violent situations, so protecting the guests' privacy supersedes volunteer interests in photos.
- Volunteers are not permitted to be alone with children or minors for any period of time under any circumstances.
- Proselytizing or recruiting of any kind is prohibited (religious, political, etc.).
- Volunteers are not permitted to leave [shelter name] with guests, except for the purposes of taking them to the hospital, an immigration appointment, or a transit station (e.g. airport, bus station) when specifically designated by staff.
- Volunteers are not permitted to bring visitors to [shelter name].
- No alcohol, drugs, or cannabis are allowed on-site.
- Volunteers are not permitted to give money or other personal gifts to guests. Volunteers are not permitted to receive money or personal gifts from guests.
- Volunteers are not permitted to receive money wires (such as Western Union or MoneyGram) in their own names on behalf of guests.
- Volunteers are not permitted to lend their personal cell phones to guests for calls or any other purpose.
- Volunteers are not permitted to wear short shorts, mini-skirts, sweatpants, pajama pants, thin tank tops, halter tops, muscle shirts, clothing with logos or symbols, anything exposing midribs or underwear, or flip-flops. Sandals and jeans are permitted.
- Volunteers are not permitted to grant access to people trying to sell things/services to guests.
- Volunteers shall **never** share guests' personal information with persons or agencies outside of [shelter name].
- All requests for media interviews must be directed to the [Organization's] [title of director] or their appointee.
- No volunteers shall grant access to journalists, reporters, or members of the independent media without the express permission of [Organization's] [title of director] or their appointee.
- [Organization] is responsible for all communications with immigration officials including Immigration and Customs Enforcement (ICE), Customs and Border Protection (CBP), and Border Patrol (USBP).

[Organization] is unable to accept volunteers that have a felony charge or are currently on probation. Applicants with a misdemeanor charge will be considered on a case-by case basis.