



Thank you for your interest in volunteering at Martha's Hope. Volunteers play a crucial role in supporting our mission to provide a safe, welcoming, and supportive environment for individuals experiencing homelessness. By signing this agreement, you acknowledge your responsibilities and agree to uphold the standards and policies outlined below.

Volunteer Role and Responsibilities:

As a volunteer at Martha's Hope, you agree to:

- Perform assigned tasks, such as assisting with meal preparation, housekeeping, administrative tasks, or providing support to guests, based on the needs of the shelter and your skills.
- Engage with guests in a respectful and supportive manner, maintaining confidentiality at all times.
- Adhere to all safety and security protocols, including reporting any incidents or concerns to staff immediately.
- Follow instructions given by staff to ensure a safe and well-organized environment.
- Maintain a clean and safe working environment, including cleaning up after yourself and helping with general housekeeping duties as needed.

Confidentiality:

During your volunteer work, you may have access to sensitive information about guests. You agree to:

- Keep all guest information confidential, including their identities, personal situations, and any details shared with you during your time at Martha's Hope.
- Refrain from discussing guest information with anyone outside of authorized staff members.
- Respect the privacy of guests at all times and adhere to Martha's Hope's confidentiality policies.

Cultural Sensitivity and Inclusion:

Martha's Hope is committed to fostering an inclusive environment. As a volunteer, you agree to:

- Treat all guests, staff, and fellow volunteers with respect and dignity, regardless of race, ethnicity, gender identity, sexual orientation, religion, or background.
- Participate in any cultural sensitivity training provided by Martha's Hope to ensure you are equipped to work with diverse populations.
- Report any discriminatory behavior or language to staff immediately.

Safety and Security:

To maintain the safety and well-being of everyone at the shelter, you agree to:

- Follow all safety protocols, including fire evacuation procedures and any guidelines provided by staff regarding emergency situations.
- Immediately report any safety concerns, medical emergencies, or incidents to staff.
- Ensure that your behavior and actions contribute to a safe and secure environment for both guests and staff.

Volunteer Conduct:

As a representative of Martha’s Hope, you agree to:

- Be punctual and reliable for your scheduled volunteer shifts, notifying staff as soon as possible if you are unable to attend.
- Follow the directions and guidance of staff at all times.
- Maintain professionalism in all interactions with guests, staff, and other volunteers.
- Refrain from engaging in any behavior that is disruptive or harmful to the shelter environment, including the use of drugs, alcohol, or discriminatory language.

Feedback and Conflict Resolution:

Martha’s Hope values open communication and positive working relationships. You agree to:

- Address any concerns or issues with staff in a constructive and respectful manner.
- Report any conflicts with guests, staff, or other volunteers to Facility Monitors or staff immediately.
- Accept feedback from staff and work towards improving your performance as a volunteer when necessary.

Acknowledgment of Volunteer Management Policy:

By signing this agreement, you acknowledge that you have read and understand Martha’s Hope **Volunteer Management Policy** and agree to comply with all policies and guidelines, including confidentiality, safety, and conduct expectations. You understand that failure to comply with these policies may result in the termination of your volunteer role.

Volunteer Signature:

I, _____, have read and understood the terms of the Martha’s Hope Volunteer Agreement. I agree to fulfill my responsibilities as outlined above and to adhere to the policies and standards set forth by Martha’s Hope. I understand that I am a vital part of the shelter’s mission and will contribute to a positive, supportive environment.

Signature: _____

Date: _____

Staff Signature:

Staff Member: _____

Position: _____

Date: _____