



# VOLUNTEER GUIDELINES

Guidelines to follow while volunteering at Hope Center Houston:

- Please arrive ten minutes prior to the start of your shift and stay for your entire shift.
- Please sign in when you arrive at the Center.
- Please wear modest clothing while you are volunteering.
- Please look our guests in the eye and treat them with kindness, respect, and dignity.
- Please do not take photos of our guests.
- Please maintain the guests' confidentiality.
- Please do not smoke, drink alcohol, use drugs or carry weapons in or on the Center's property.
- Please maintain professional boundaries with our guests.
  - ◇ Don't go outside alone with any guest.
  - ◇ Don't share personal information such as your phone number or address with any guest.
  - ◇ Don't ask any guest for their personal information such as phone number or address.
  - ◇ Don't offer rides or money to any guest.
- Listen to them, but don't take responsibility for their problems.
- Please allow a staff member to enforce the Center's rules. If you see something that appears inappropriate or dangerous, please let a staff member know immediately and they will address the issue.
- Please ask for our security guard if you feel threatened or uncomfortable.

By volunteering at the center, you agree to allow Hope Center Houston to use your photograph in promotional materials. If you do not wish for your photo to be included in such materials, please inform a staff member in writing.

Your role as a volunteer is crucial to our success at Hope Center Houston. We depend on you to fulfill your commitments. *Please notify the Volunteer Coordinator as soon as possible if you cannot make your scheduled shift.*

**If you need to cancel on the day of your scheduled shift, please call the Hope Center at 832-965-5511.**