



GREENSBORO

U R B A N

MINISTRY

Volunteer Handbook

Mission Statement of Greensboro Urban Ministry

The mission of the Greensboro Urban Ministry is to express the love of God through practical action to people in need throughout the Greater Greensboro Area.

Greensboro Urban Ministry recognizes that the success of the agency is largely due to the high level of dedication, compassion, and competence of the volunteers. We cherish the fact that volunteers differ in their skills, abilities, goals, perceptions, and values.

The Greensboro Urban Ministry Volunteer Services staff will assist individuals, groups, staff and agencies in determining adequate volunteer placement with respect to the needs, skills, and goals of the volunteers and agency. Volunteer Services assist all programs at Greensboro Urban Ministry in recruiting, scheduling, and supporting volunteers.

The following is a handbook that explains the rules, guidelines, and expectations of volunteers at Greensboro Urban Ministry. However, policies and practices change, and the information in this handbook may change at the discretion of Greensboro Urban Ministry.

While on-site at Greensboro Urban Ministry, volunteers should:

- Be fully informed of their expected duties and responsibilities;
- Be provided with the necessary training to effectively perform assigned duties and tasks;
- Be provided with adequate administrative and supervisory support;
- Acquaint themselves fully with volunteer and agency guidelines;
- Be treated with respect and dignity at all times.

It is not possible to anticipate every situation and provide answers to every possible question. Therefore, if you have any questions about the information in this handbook, do not hesitate to ask. Thank you for volunteering at Greensboro Urban Ministry!

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BILL OF RIGHTS FOR VOLUNTEERS

- The Right to a Suitable Assignment – with consideration for personal preference, temperament, life experience, education, and employment background.
- The Right to Training for the Volunteer Position – thoughtfully planned and effectively presented.
- The Right to Know as Much about the Agency as Possible – its policies, its people, its programs.
- The Right to Continuing Education – as a follow-up to the initial training, information about new developments, and training for greater responsibility.
- The Right to Sound Guidance and Direction – by someone who is qualified, well-informed, patient, and thoughtful.
- The Right to Advancement and a Variety of Experiences – through advancement to assignments of more responsibility, through transfer from one activity to another, and through special project assignments.
- The Right to be Heard – to have a part in planning, to feel free to make suggestions, and to have respect shown for an honest opinion.
- The Right to Recognition – in the form of promotion and awards, or through daily expressions of appreciation.

The volunteer who accepts the benefits of the Bill of Rights must accept the responsibilities and obligations that go with these benefits.

Be Sure – Look into your heart and know that you really want to help others.

Be Convinced – Don't offer your services unless you believe in the value of what you are doing.

Be Loyal – Offer suggestions. Accept the rules. Don't criticize what you don't understand; there may be a good reason.

Speak Up – Ask for clarification or explanation if you do not understand.

Be Willing to Learn – Training is essential to any position.

Keep on Learning – Learn all you can about Greensboro Urban Ministry and your position.

Be Dependable – Don't make promises you can't keep.

Be a Team Player – The agency will operate more effectively when everyone works together.

Adapted from the Handbook for Volunteer Services, North Carolina Department of Human Resources Office of Volunteer Services.

VOLUNTEER OPPORTUNITIES

Greensboro Urban Ministry invites you to volunteer in our outreach programs, to work with us to feed the hungry and house the homeless. We have many different programs that need individual and group volunteers during the day, night, weekdays, and weekends.

While most volunteers come to serve others, they frequently find their primary experience is one of being served. Founded in 1967, and now supported by over 200 congregations of different faiths, Greensboro Urban Ministry is a place when people of diverse social, economic, racial, and religious backgrounds come together to assist people in crisis situations. They offer encouragement and support to people struggling with vicious cycles of poverty, hunger, and homelessness.

Our volunteer programs include: Beyond GUM, Chaplaincy Program, Emergency Assistance, Food Bank, Weaver House Night Shelter, Pathways, and Potter's House Community Kitchen

Some of our volunteer opportunities include:

- Preparing and serving meals to the hungry
- Helping to manage shelters for both homeless families and single adults
- Interviewing clients applying for financial assistance and emergency food
- Receiving and sorting food donations from area grocery stores, local farmers, food brokers, and restaurants
- Offering mentoring and support to people in crisis situations
- Serving as Stephen Ministers

Each program is guided by its own rules and regulations that pertain to the procedural operating functions, and every volunteer is asked to abide by the rules and regulations of each program. Volunteers are requested to follow the prescribed procedures in dealing with any conflict or concern that might arise.

GENERAL INFORMATION

Age Requirements

You must be 18 in order to volunteer without adult supervision. The following list provides age restrictions by program:

Program	Minimum Age
Emergency Assistance Program	18
Beyond GUM	18
Food Bank	12 must be accompanied by adult supervision
Pathways	18
Potter's House Community Kitchen (Lunch)	16 must be accompanied by adult supervision
Weaver House Night Shelter	18

Alcohol, Drugs and Controlled Substances

Greensboro Urban Ministry is committed to providing its volunteers a safe, efficient and productive work environment. Therefore, the unlawful manufacture, distribution, dispensation, possession, sale, or use of a controlled substance while engaged in Greensboro Urban Ministry business, on or off of the agency's premises, is strictly prohibited. Any volunteer under the influence of illegal drugs or alcohol or who is suspected of being impaired while on the premises will be asked to leave.

Appearance and Attire

Volunteers are expected to dress in a manner that reflects good taste and business professionalism with consideration to the position and frequency of public contact.

Attire Guidelines:

- Extreme forms of dress, hairstyle, makeup or cologne/perfumes are not acceptable.
- Volunteers shall maintain a high standard of hygiene and grooming.
- Shorts, skirts, and dresses must be no more than two inches above the knee. We ask that our volunteers not wear leggings as pants or see through-cut through clothing
- Potter's House/Food Bank volunteers must wear closed-toed slip resistant shoes and hair shoulder-length or longer back must be pulled back and/or up. Potter's House Volunteers must wear gloves, hair nets and or a hat at all times while serving or handling food.
- Attire which may have writing, drawings, or references that may be offensive to others are prohibited.

Program Directors or other Greensboro Urban Ministry staff members have the right to send a volunteer home if he or she is dressed inappropriately.

Attendance, Absenteeism, Tardiness

We hope that our volunteers will be able to perform their duties on regularly scheduled days and times. If a volunteer plans to be absent or tardy on a particular day, he/she needs to inform his/her Immediate Supervisor as far in advance as possible.

In emergencies, please contact the Director of Volunteer Services. When volunteers know in advance that they will not be able to work their assigned shift, they should "sign out" on the days they will be absent on the Master Calendar in each program area. Volunteers are expected to sign-in and out daily.

Children On-Site

Greensboro Urban Ministry recognizes the importance of families in the lives of volunteers and is sensitive to the responsibilities volunteers have to their families. Volunteers are strongly encouraged to find alternative childcare or to stay at home with the child if childcare issues arise due to sickness, emergencies, inclement weather, the temporary closing of a school or childcare facility, or any other reason.

Confidentiality

Volunteers may be privy to sensitive client and agency information. Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are aware, whether this information involves a staff member, volunteer, client, other persons or overall agency business. Additionally, volunteers are expected to sign a confidentiality form prior to volunteering.

Conflict of Interest

In order for Greensboro Urban Ministry to maintain the highest principles of ethics, volunteers are required to observe a strict standard of integrity and avoid any activity that might create a conflict of interest with the ministry.

Relationships between employees and volunteers must be maintained on the basis of mutual respect and integrity. At no time should a volunteer say or do anything that could be interpreted as inviting gratuities, gifts, hospitality, or entertainment from clients, staff, vendors, or community members.

The following are examples of conflict of interest:

- Accepting tips or gifts from clients in exchange for granting benefits;
- Interviewing relatives or friends to determine assistance eligibility;
- Requesting special favors from staff or other volunteers on behalf of self, a relative, friend, client or other profit/non-profit agency;
- Failure to inform the agency of known false statements by a client or verification sources;
- Falsifying case information or altering case records.

If there is any doubt, volunteers should seek clarification from the Immediate Supervisor or Director of Volunteer Services.

Conflict Resolution

If a conflict arises between two volunteers, a volunteer and staff member, or a client and volunteer, and the situation cannot be resolved on the volunteer/staff/client level, the issue should be directed immediately to the Director of Volunteer Services or the Program Director for resolution.

All complaints concerning ill treatment of a volunteer by a client or staff member will be noted and reviewed and discussed with the respective volunteer, staff member or client. All complaints concerning a volunteer should be directed to the Director of Volunteer Services. All complaints concerning a client should be directed to the Immediate Supervisor. All complaints concerning a staff member should be directed to the Director of Development and Communication or the Director of Finance and Administration.

Non-Harassment Environment

Greensboro Urban Ministry does not tolerate any physical, verbal, or visual conduct that creates an intimidating, hostile, or offensive environment. All forms of discrimination, harassment, and retaliation are prohibited, whether it is based on race, gender, religion, national origin, medical condition, disability, marital status, age, sexual orientation, or pregnancy.

Any volunteer violating this non-harassment policy will be asked to leave and may be asked not to return in the future.

Any volunteer who believes he/she has been subjected to harassment, discrimination, or retaliation has a responsibility to report the matter to the Immediate Supervisor, Director of Volunteer Services, Director of Development and Communication, or the Director of Finance and Administration. Each complaint will be thoroughly investigated and the behavior will be responded to with the appropriate action.

Violence

Greensboro Urban Ministry has "zero tolerance" for conduct that threatens, intimidates or coerces volunteers, staff, or members of the public at any time while on agency property or while engaged in agency business. Therefore, violence or threatened violence by a volunteer toward any other individual will not be tolerated. Volunteers are also prohibited from bringing any weapons onto agency property. It is the responsibility of all volunteers and staff to be alert to any suspicious activity or potentially violent situations and report such situations to their Immediate Supervisor, Director of Volunteer Services, or Director of Development and Communication.

Any volunteer who exhibits violent behavior or threatens violence towards another will be asked to leave.

Whistleblower Protection Policy

A whistleblower as defined by this policy is an employee or volunteer of Greensboro Urban Ministry who reports an activity that he or she considers to be illegal or dishonest to one or more of the parties specified in this policy. Examples of illegal or dishonest activities covered by this policy include, but are not limited to, violations of federal, state or local financial laws or regulations; billing for services not performed; and

fraudulent financial reporting. If an employee or volunteer has knowledge of or a concern of an illegal, dishonest or fraudulent activity, the individual should contact his or her immediate supervisor, the Program Director, Director of Finance and Administration, or the Executive Director. If the employee is not comfortable reporting the concern to any of those listed above, it may be reported to a Director outside of their area or a current Board of Directors Member. Greensboro Urban Ministry will not retaliate against an employee or volunteer who, in good faith, has made a protest or raised a complaint against some practice of Greensboro Urban Ministry, or of another individual or entity with whom Greensboro Urban Ministry has a business relationship, on the basis of a reasonable belief that the practice is in violation of a law or regulation. Greensboro Urban Ministry will not retaliate against an employee or volunteer who discloses or threatens to disclose to a supervisor or a public body, any activity, policy, or practice of Greensboro Urban Ministry that the employee reasonably believes is in violation of a law or regulation. Reports of illegal, dishonest or fraudulent concerns and related investigations will be kept confidential to the extent possible. Volunteers with any questions regarding this policy should contact the Director of Finance and Administration.

Accident Reports

The health and safety of volunteers on the Greensboro Urban Ministry property is of utmost concern. The Greensboro Urban Ministry will strive for the highest possible level of safety in all activities and operations and to carry out our commitment of compliance with all health and safety laws applicable to our ministry.

When a volunteer is involved in an accident that occurs on the property of Greensboro Urban Ministry, the volunteer must report the accident immediately to his/her Immediate Supervisor, Director of Volunteer Services or Director of Development and Communication. A Greensboro Urban Ministry accident report form will need to be completed and the volunteer will need to file any claims with their own personal insurance carrier.

If a volunteer witnesses an accident that involves a client, the volunteer is to notify the appropriate Greensboro Urban Ministry staff members immediately, so that an accident report can be completed. Volunteers are expected to report unsafe work conditions in any program to a supervisor immediately.

Previous Staff

Previous Staff of Greensboro Urban Ministry may volunteer only if they have left the ministry in Good Standing. Previous Staff must wait (6) months before they can volunteer and (1) year before they can volunteer in the department in which they were employed unless an exception has been made by Director of Development and Communication or the Executive Director.

Refreshments, Breaks, Meals

Eating of food is permitted in the break room only and not at volunteer workstations. Volunteers should use the break room for breaks and meals.

Volunteers are permitted to enjoy a free meal from Potter's House once the guests have been served. If you wish to eat before 12:30 p.m., we ask that you go through the public serving line. If you need to eat

immediately for health or medical reasons, please notify a Greensboro Urban Ministry employee so he/she can respond appropriately.

Volunteer Records

Greensboro Urban Ministry maintains a volunteer record for each volunteer. In order to keep Greensboro Urban Ministry records up to date and ensure that the volunteer receives important organization mailings, please notify the Director of Volunteer Services whenever there is a change of name, address, telephone number, or any other personal status changes.

The volunteer record will also include the information:

- Volunteer Application Form
- Volunteer Confidentiality Statement
- Volunteer Waiver/Release
- Volunteer Photo and Video Release

Volunteer Recognition

Greensboro Urban Ministry greatly appreciates the hard work and dedication volunteers give to the ministry and believe that the volunteers should be recognized for their contributions. Volunteers may be recognized in a number of manners, both formally and informally

Personal Telephone Calls/Mail

Greensboro Urban Ministry recognizes that volunteers may need to use agency telephones for personal calls, but volunteers should keep personal calls to a minimum, whether on agency telephones or personal cell phones. Agency phones may not be used for personal long distance calls. Volunteers are not allowed to use the Greensboro Urban Ministry address to receive personal mail or packages.

Radios

Radios and MP3 players are allowed in work areas if approved by a supervisor. Radios and MP3 players must be played at a low volume and must be agreeable to everyone in the listening area. For safety reasons, radios and MP3 players with headsets are not allowed.

CLIENT RELATIONS, GUEST AND SERVICES

Serving and meeting the needs of clients is the mission of Greensboro Urban Ministry. Greensboro Urban Ministry wants to provide each client with the highest level of service. Friendly, professional and respectful treatment of the client is every volunteer's responsibility. All clients should be treated with respect and dignity just as all volunteers should be. All complaints concerning ill treatment of a client by a volunteer will be noted and reviewed.

Professional Boundaries

Greensboro Urban Ministry volunteers should maintain a professional relationship with clients and avoid activities that may jeopardize their professional relationship. These activities include, but are not limited to transporting clients to appointments or meetings, lending money, food, or services outside of Greensboro Urban Ministry policy and procedures, and outside of their job description and responsibility. Greensboro Urban Ministry volunteers are encouraged to use good judgment and caution when interacting with clients.

Data Storage and Disposal

The nature of business conducted in our agency involves confidential information. As a volunteer, you may be handling sensitive information and are expected to treat this information as confidential both inside and outside the agency. Breach of confidentiality is cause for dismissal.

All written and electronic documents containing any information about our agency, our clients, vendors, employees and/or volunteers should be stored in a secure location with access limited to those only with a need to know. All such data should be only used by those authorized and only for authorized business purposes.

When written and electronic documents need to be disposed of, they should only be disposed of in such a way that no identifying information can be obtained from the documents. Paper documents must be shredded.

Dual Relationships

Dual Relationships are prohibited. Volunteers are not to have outside relationships with clients served, unless directly related to the provision of services provided by the agency.

Registered Clients

A client who is currently receiving financial or housing services from Greensboro Urban Ministry cannot volunteer until a minimum of one year after the last date services were rendered and received.

COMMUNITY SERVICE

Court Related Community Service

Greensboro Urban Ministry does not approve or sign mandatory or voluntary court-related community service, unless an exception is made at the discretion of the Director of Development and Communication and/or the Executive Director. An individual seeking community service may be eligible to volunteer after the court case has been resolved.

If an individual is currently serving probation or parole and withholds that information during the Volunteer Orientation, the Director of Volunteer Services has the right to deny volunteer placement.

Temporary Community Service

Greensboro Urban Ministry does not approve or sign timesheets for volunteers who are ordered by a Temporary Service or Agency to complete community service in lieu of Workman's Compensation.

COMPUTER AND INTERNET USAGE

Greensboro Urban Ministry maintains an information and e-mail system solely to help us conduct business. Use of Greensboro Urban Ministry computers for personal research/entertainment is prohibited.

Privacy vs. Open Records

Investigating or reading another user's files without authorization is considered the same as reading papers on someone's desk—a violation of their privacy. Reading protected files, by whatever mechanism is considered the same as "breaking and entering". Violations include but are not limited to:

- Attempting to access another user's computer files without permission;
- Supplying or attempting to supply false or misleading information or identification in order to access another user's account;
- Deliberate, unauthorized attempts to access or use agency computers, network, programs or data;
- The unauthorized manipulation of agency computer systems, programs or data;
- The unauthorized capturing of computer network data directly from network backbone or networking media.

Harassment

Harassment of other users may be the sending of unwanted messages of files. Violations include but are not limited to:

- Interfering with the legitimate work of another user;
- The sending of abusive or obscene messages via computers;
- The use of computer resources to engage in abuse of staff, clients and/or volunteers.

Theft

Theft includes the stealing of any property of the agency. Violations include, but are not limited to:

- Deliberate, unauthorized use of another user's computer account;
- Abusing specific computer resources, such as the Internet or the World Wide Web;
- Attempting unauthorized access to computers outside the agency using the agency's computers or communications facilities;
- Removing any computer equipment (hardware, software, data, etc.) without written authorization;
- Copying or attempting to copy, data, or software without proper written authorization.

Social Media and Blogging

Unauthorized use of Social Media Sites while volunteering at Greensboro Urban Ministry is prohibited. Greensboro Urban Ministry respects the right of volunteers to use social networking sites, personal websites, and other internet communication sites as a medium of self-expression. However, the agency expects volunteers to follow established guidelines concerning social media and blogging.

If volunteers identify themselves as volunteers of Greensboro Urban Ministry on personal blogs or internet communication sites, they must make it clear that the views expressed are the author's alone and do not represent the views of the agency.

- Volunteers cannot post agency-privileged information or agency-issued documents.
- Volunteers may not use personal internet communication sites to disparage Greensboro Urban Ministry, our clients, employees or vendors.
- Volunteers may not use agency owned equipment, including computers, agency-licensed software or other electronic equipment, facilities, or agency time, to conduct personal blogging or social networking activities.
- Volunteers may not use blogs or social networking sites to harass, threaten, discriminate or disparage against employees or anyone associated with Greensboro Urban Ministry.
- Volunteers may not post on personal blogs or social networking sites photographs of our clients, or persons engaged in agency business or at agency events without the expressed consent of the individuals or businesses involved. In the case of a minor, the consent needs to be that of the legal guardian.

DISMISSAL

Volunteers who do not adhere to the rules and procedures of the ministry or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with the Director of Volunteer Services.

Possible grounds for dismissal may include, but are not limited to:

- Gross misconduct or insubordination
- Being under the influence of alcohol or drugs
- Theft of property or misuse of ministry equipment or materials
- Abuse or mistreatment of clients
- Failure to abide by ministry policies and procedures
- Failure to meet physical or mental standards of performance and failure to satisfactorily perform assigned duties

Grievance Procedures

Persons feeling that they may have a grievance with actions taken or decisions made by Greensboro Urban Ministry are urged to try to resolve their grievances through discussion with the Program Director. If the grievance is not resolved, the following procedure is to be followed.

1. Submit grievance in writing to the Director of Development and Communication within ten working days of incident.
2. The Director of Development and Communication will review the written grievance with the Program Director in which the grievance was filed within five working days.
3. Following review of the written grievance, the Director of Development and Communication and the Program Director will meet with and interview the person(s) filing the grievance and any other person(s) involved. The aggrieved person(s) shall have the opportunity to present information on his or her behalf, and any other parties directly involved in the grievance may be present and present information as well.
4. The Decisions following the interviews will be communicated in writing to the Executive Director and the aggrieved person(s) and shall be final unless a review of the Executive Board is requested in writing by the aggrieved person(s) or the Executive Director within 10 working days of receipt of the decision.

In the event that the Director of Development and Communication is not available to review the grievance within the established ten days, the Director of Finance and Administration will receive and review the grievance in his or her absence. In the event that the grievance pertains to the Director of Development and Communication or the Director of Finance and Administration, the above process will be followed by the Board of Director's Executive Committee.

VOLUNTEERS AND SERVICES

Receiving Services and Items as a Volunteer

Active volunteers cannot receive any services through the program in which they are providing volunteer service. For example, an individual volunteering in the Food Bank may not receive free food. However, Greensboro Urban Ministry recognizes the needs of an individual and those in their household, and believes every person deserves to have all basic needs met. If a volunteer finds himself/herself in a circumstance in which they need to receive services from Greensboro Urban Ministry, they are encouraged to talk to the Director of Volunteer Services about altering their volunteer placement if needed.

All property belonging to Greensboro Urban Ministry is acquired through purchase or donation for the purpose of serving our clients. Volunteers are allowed, under specific program policies and procedures, to administer any and all property (purchased and donated merchandise or financial assistance), to serve only the eligible clients. Items are normally not available to employees and volunteers.

Any volunteer found taking property will be asked to return the property, or make good its value. Repeated violations will lead to dismissal. If the value of the property taken by the volunteer is substantial, the individual may be immediately asked not to return to Greensboro Urban Ministry.

VOLUNTEER AND PROGRAM RESTRICTIONS

Program Restrictions

Emergency Assistance Program: A volunteer should NOT interview a relative or friend who is applying for financial assistance. If the situation arises, immediately notify the Director and/or Assistant Director of Emergency Assistance.

Solicitation

Volunteers may not distribute literature or printed materials of any kind, sell merchandise solicit financial contributions or solicit for any other cause while volunteering unless prior authorization of Greensboro Urban Ministry has been given. This policy also prohibits solicitations via Greensboro Urban Ministry's e-mail and other telephonic communications systems.

Greensboro Urban Ministry reserves the right to authorize posting of non-profit solicitation on the break area bulletin board.

Any non-Greensboro Urban Ministry agency, business, group, or club who wants to raise funds or other donations on behalf of Greensboro Urban Ministry must submit in writing and in advance to the Director of Development and Communication, its plans for raising donations. Further, this plan must be approved by Greensboro Urban Ministry's Fundraising Committee before the name of Greensboro Urban Ministry may be used in connection with this effort.

COMMON VOLUNTEER QUESTIONS

If you have a general volunteer question, a good place to start is with Volunteer Services. If you have a question about the program whereby you are assigned, you should contact your Immediate Supervisor. Another good source of answers is our website, www.greensborourbanministry.org.

Below are some of the more common questions.

Where do I go when I come to Greensboro Urban Ministry?

The first time you volunteer, you will ask for the Director of Volunteer Services at the front desk. The Director of Volunteer Services will help orient you to the department in which you will be volunteering. When you return, you may report immediately to the department in which you are volunteering.

Where do we put our purses and/or coats?

It's a good idea to secure your purses and other valuable items prior to arrival. Only have with you the items that can be placed on your person at all times. Coats can be taken with you to your work area and your supervisor will show you where to hang them up. Greensboro Urban Ministry is not responsible for lost or stolen items.

How do I make a phone call?

In order to keep the Greensboro Urban Ministry telephone facilities available for ministry needs, incoming and outgoing personal telephone calls should be limited. If you need to make an outgoing call (i.e., to get a ride home), please ask your Supervisor to use the telephone. Dial 9 and you will get an outside line and can then dial your number.

How should I contact my supervisor if I must cancel a volunteer commitment?

We hope that our volunteers will be able to perform their duties on regularly scheduled days and times. If you are unable to make a commitment, contact your Immediate Supervisor as soon as possible. In emergencies, please contact Director of Volunteer Services at (336) 553-2642. If you know in advance that you will not be able to work your assigned shift, please "sign out "on the appropriate Master Calendar.

There is some bad weather and I am unsure if I should go in to volunteer? What do I do?

In the event of inclement weather, please call (336) 553-2642 to get information regarding closings, delays and pick up services. Partnership Village, Pathways, Potter's House and Weaver House will remain open during any inclement weather, but do not risk your own personal safety for a volunteer commitment.