



VOLUNTEER HANDBOOK

We are so glad you have chosen to volunteer with us! You are a vital member of our team. We value your time, skills, and desire to serve. Please take some time to review this handbook. It contains important information that will help prepare and equip you for service at the Mission.

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Welcome Letter

Dear Volunteer,

You are the backbone of Seattle's Union Gospel Mission. Without you, the Mission couldn't continue to do all that we do!

You've joined a faithful movement of people whose hearts are stirred to serve our city and those who live in the darkest places throughout our county. In just 2016 alone, more than 8,500 new volunteers joined our ranks.

Each one of you help us serve, rescue, and transform those in greatest need – through the grace of Jesus Christ.

You bring me hope. Hope because there are more of us who care than those who are suffering from addiction and homelessness. You who are ready to roll up your sleeves and give of yourself – whether it's serving food or stuffing envelopes, or tutoring at the Men's Shelter – you're truly making a difference.

Thank you for living out the greatest command: to love one another. *"As I have loved you, so you must love one another. By this everyone will know that you are my disciples, if you love one another."* (John 13:34-35 NIV)

You are a vital part of all that we are doing. Our Board of Trustees, our staff, and the thousands of people we serve join me in saying – thank you!

Gratefully,

A handwritten signature in black ink, appearing to read "J. Lilley", written in a cursive style.

Jeff Lilley
President

Mission History

Seattle's Union Gospel Mission is dedicated to serving, rescuing, and transforming those in greatest need through the grace of Jesus Christ. The Mission was borne out of necessity during the Great Depression, when local business leaders and churches came together to serve the hundreds of people experiencing homelessness and hunger in Seattle. More than eighty-five years later, the Mission still partners with individuals, churches, other organizations and the local government to awaken hope in the hearts of people overcome with homelessness. Our programs focus on homelessness and its related issues of hunger, poverty and addiction, providing emergency care and long-term recovery services to transform lives and transform our city.

Mission Statement

To serve, rescue, and transform those in greatest need through the grace of Jesus Christ.

Statement of Faith Agreement

Serving those in greatest need is how we put our faith into action. We serve anyone in need regardless of their religious beliefs or backgrounds.

We affirm our Christian identity with the following statements:

- We believe the Bible to be the inspired, the infallible, authoritative Word of God.
- We believe that there is one God, eternally existent in three Persons; Father, Son and Holy Spirit.
- We believe in the deity of our Lord Jesus Christ, in His virgin birth, in His sinless life, in His miracles, in His vicarious and atoning death through His shed blood, in His bodily resurrection, in His ascension to the right hand of the Father and in His personal return in power and glory.
- We believe that for the salvation of lost and sinful men, regeneration by the Holy Spirit is absolutely essential.
- We believe in the present ministry of the Holy Spirit by whose indwelling the Christian is enabled to live a godly life.
- We believe in the bodily resurrection of the just and unjust, the everlasting blessedness of the saved and the everlasting conscious punishment of the lost.
- We believe in the spiritual unity of believers in Christ.

Core Values

PASSIONATE URGENCY

We are passionate about bringing help and healing as quickly as possible!

BOLD & COURAGEOUS

We are bold in our belief that the Gospel transforms lives.

STRATEGIC EFFECTIVENESS

We are strategic and effective in our efforts and use of resources.

SACRED TRUST

We take our commitments seriously, creating trust.

INNOVATIVE & SCRAPPY

We are creative and innovative in our efforts to accomplish our mission.

PURSUIT OF EXCELLENCE

We pursue excellence in all that we do.

DIVERSE BRILLIANCE

Our staff is brilliantly gifted with unique and diverse experiences and talents.

Focus on Homelessness

HOMELESSNESS

The causes of homelessness are complex but not unknown to us. Hunger, poverty, addiction, mental illness, and criminal records all contribute to the tents, cardboard boxes, and sleeping bags seen littered throughout our city. In 2017, more than 5,500 homeless individuals were found to sleep outside, under freeways and hidden in alleys, while another 6,000+ seek refuge on couches, shelters or insecure housing.

The Mission provides hundreds of emergency shelter beds each night for men, women and children in need with dedicated case managers who can assist with temporary housing options and connections to long term housing. To reach those that will not come to a shelter, we have [Mental Health](#) and [Outreach](#) workers going out daily and [Search and Rescue](#) vans going to the dark corners of our city 7 nights a week.

Some families face the difficult choice of paying rent and going hungry, or eating and losing their home. For other individuals, it's difficult to think clearly and make positive life choices when clouded by hunger.

The Mission is the largest meal provider in King County, offering 3 meals a day, 7 days a week, serving an average of 2,500 meals each day at locations throughout the Greater Seattle Area. To multiply food resources we look at innovative ways to work with restaurants and businesses to provide healthy food through our [Bring a Meal](#) program.

The Mission also provides additional support services to help break the cycle of poverty and homelessness:

- The [Open Door Legal Service](#) helps people resolve simple legal problems, reducing barriers to financial and social stability.
- Our [Prison Ministries](#) team provides a support network for prisoners before, during and after their release to help avoid re-offense.
- The [Dental Clinic](#) restores smiles and builds confidence in those searching for jobs and reconnecting with family and friends.
- Our Church Engagement team connects with churches throughout King County and identifies their existing passions, whether that's feeding their homeless neighbors or providing emergency shelter space to those experiencing homelessness. The Mission partners with these congregations to offer staff training and funding, exponentially increasing the churches' ability to affect change in their neighborhoods.
- The Mission provides much needed mental health support through the outreach of our [Community Mental Health department](#) and staff.

Chains of addiction—one of the biggest contributors to homelessness—are often forged over years or decades and cannot be broken overnight. Prescription pain pills have contributed to an opiate addiction epidemic affecting people from all walks of life. Alcohol continues to ravage families as the most commonly used addictive substance in the United States.

- The Mission's one-year [residential recovery programs](#) for both men and women have success rates averaging 80 percent or more, meaning that graduates are still sober two years later, with jobs, community and restored relationships.
- It sometimes takes several tries for recovery to stick, and our method of serving is offering patience and encouragement. For example, our [Search and Rescue](#) vans bring supplies, food, and love to the unsheltered and addicted every night. You can't help someone with their addiction if they're dead, but if they can survive the night and know they are cared for, tomorrow might be the day they reach out for help. And they know who to call for a ride.

Volunteer Engagement Department

The **Volunteer Engagement (VE)** department oversees the enrollment of all volunteers, whether serving individually or as part of a family, church, organization, or business. The VE department approves all volunteers and helps in placing them throughout the Mission programs and facilities.

General volunteer questions can be directed to our team:

- Web: ugm.org/volunteer
- Email: volunteer@ugm.org
- Phone: (206) 723-0767

For specific ministry/program areas:

- Men's Ministries, Outreach, Search & Rescue, Riverton – Collin Thompson (cthompson@ugm.org)
- Women & Children's Ministries, Other Department, Groups – Marvin Eng (meng@ugm.org)

The Mission's Commitment to You

Seattle's Union Gospel Mission values our volunteers. We will 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 work place
- 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:

- Be timely and reliable in the fulfillment of my duties
- Accept supervision graciously
- Conduct myself in a professional manner, with courtesy and consideration
- Speak and behave in a manner consistent with the faith and values of the Mission
- Hold in confidence any information gained about guests, and residents at the Mission
- Be supportive of Mission staff and their decisions
- Take concerns or suggestions to my site supervisor or the volunteer manager
- Be flexible when changes are needed
- Treat everyone with respect, loyalty, patience, integrity, courtesy, dignity, and consideration
- Avoid situations where I am alone with children, youth, residents, and guests
- Use positive reinforcement when working with children, youth, residents, and guests
- Report suspected abuse to staff, administrator, or appropriate supervisor

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
- Strike, spank, shake, or slap children, youth, residents, or guests
- Humiliate, ridicule, threaten, or degrade children, youth, residents, or guests
- Touch a child, youth, resident or guest in a sexual or other inappropriate manner
- Use discipline that frightens or humiliates children, youth, residents, or guests
- Use profanity while volunteering at the Mission

Why Volunteer

We are Called – As a faith-based organization, the Mission believes that all individuals are called and gifted by God to serve one another. Matthew 20:28 says that “just as the Son of Man did not come to be served, but to serve...,” so we are called to serve. Volunteering is a practical, tangible way of being God’s hands and feet to a needy world and volunteers are needed to serve, rescue and transform those in greatest need.

Great Need – There are great needs within our families, neighborhoods, communities and the region we serve. The Mission could not reach and impact as many people as we do without the wonderful support and partnerships we have with our volunteers.

Fun and Rewarding – It’s fun to serve. You meet new people, develop new relationships, and discover, grow, and use gifts and talents you may or may not know about!

Obligation – Sometimes we start serving as an obligation – for school, church, community service, or simply out of civic obligation. It’s perfectly fine to serve for this reason! Many volunteers start in this mode, but are transformed themselves and keep on going after their “obligation” is met.

Better Health – Volunteering means you're active. Activity has long been linked to better overall physical health and well-being. New research suggests positive feelings translate to better mental health as well.

Experience Transformation – As a volunteer you will get to see and experience transformation in the lives of residents, guests, staff, volunteers and the communities we serve. Transformation through restored relationships with God, self, and others is an extraordinary thing to be a part of!

Volunteer Opportunities

Men's Shelter

- Welcome Center Receptionist
- Serve Meals
- Housekeeping
- GED or ESL Tutor
- Art Therapy Partner
- Worship/Fellowship Partner
- Photography Class Partner
- Mentoring – Bible, Life Skills, etc.

Prison Ministry

- Life Skills Teacher
- Bible Study Leader

Search & Rescue (S&R)

- Deliver Food, Clothing, Blankets

Riverton Place

- Administrative Assistant
- Prepare S&R Sandwiches
- Bring and Serve a Meal (BAM)

Hope Place

- Serve Lunch or Dinner
- Housekeeping
- Salon Services
- Child care and tutoring
- Clothing Boutique Assistant
- GED/Computer Basics Tutor
- Mentoring – Bible, Life Skills, etc.

SMART Home

- Building/Grounds Maintenance

Administrative Offices

- Office Support
- Professional Services

KentHOPE

- Morning or Evening Driver
- Bring and Serve a Meal (BAM)
- Guest Relations
- Clothing Room Sorter

Dental Clinic

- Dentist
- Hygienist
- Dental Student

Legal Clinic

- Attorney
- Paralegal
- Law Student
- Receptionist

Distribution Center

- Receptionist
- Sorter
- Driver Assistant

118 Designs

- Woodworking Volunteer

Don't see something you're looking for? Contact us with your idea!

High Impact Volunteer Ministry

While dozens of volunteer opportunities were noted in the previous section, many volunteers are interested in going deeper, further and farther through **regular, on-going and sustained** volunteer involvement.

A high impact (HI) volunteer wholeheartedly **resonates with our mission** to serve, rescue, and transform those in greatest need through the grace of Jesus Christ, is **passionate** about ministry in a specific program area, and is able and willing to get additional **training** to further equip him/herself to help facilitate transformation in the lives of people we serve.

If this is you, then the HI volunteer role may be what you're looking for. There is an HI interview, application and ongoing training program included within the HI volunteer program. If you are interested in learning more about this, contact the Volunteer Engagement Department at volunteer@ugm.org.

Volunteer Policies & Guidelines

VOLUNTEER APPLICATION

Please complete the online volunteer application at ugm.org/volunteer. Your volunteer application will be reviewed and approved within 1-3 business days. Once approved, you will receive an email notifying you that your account has been activated and you are now eligible to sign up for open volunteer opportunities.

AGE REQUIREMENTS

All volunteers, ages 13 years or older, must complete the online volunteer application and be approved to serve.

Youth 12 years old or younger are strongly encouraged, but not required, to complete a volunteer application. (Having an official volunteer record can help fulfill volunteer service requirements and/or expectations for schools, scholarships, job applications, etc.)

CRIMINAL BACKGROUND REVIEW

The Mission serves a substantial number of vulnerable populations, such as domestic violence victims, human trafficking victims, youth, etc. To help protect these populations, the volunteer application process includes a background review of criminal history.

Volunteer applicants with a criminal history are not necessarily or automatically excluded from volunteering. The Mission considers a variety of factors, including, but not limited to the type of offense, frequency, magnitude, and timing of offenses.

We generally allow volunteers to serve in any program area or facility at the Mission. On occasion, we may, at our discretion, ask a volunteer to limit their service to a particular facility (e.g., Men's Shelter).

On rare occasions, 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.

Volunteer applicants are always offered the opportunity to explain their criminal history and their accompanying stories of redemption, restitution, corrective actions, etc. that may not be readily apparent in an initial criminal background check.

Additional questions or concerns about this process can be directed to the Volunteer Engagement Manager—Glenn Olson—at golson@ugm.org.

VOLUNTEER SERVICE ON REGULAR/REPEATING BASIS

If your volunteer opportunity is a regular and on-going event (e.g., serving a meal or tutoring every Tuesday or on the 10th of every month), then please notify the Volunteer Engagement Department, who can automatically register you for a “batch” of events. You must still check-in/out when you arrive/depart, but you do not need to sign up, in advance, each week. (Call (206) 723-0767 or email volunteer@ugm.org.)

REPORTING OF VOLUNTEER HOURS

It is vital to the Mission to report and track all volunteer hours.

We ask all volunteers sign-up and register for each volunteer opportunity/event they are helping with. This greatly assists the Mission in planning and scheduling activities and programs.

All volunteers must check-in and check-out at the beginning and end of each volunteer event.

For L&I insurance purposes (see below), it is important that the Mission has an accurate record of our volunteers and the dates and times they have served.

In the event of an emergency (e.g., earthquake, fire, etc.), it is helpful to have a record of all people – staff, residents, and volunteers who are in the building.

Lastly, we want to acknowledge, thank, and solicit feedback from our volunteers, which is, in part, reliant on accurate volunteer records being obtained as volunteers serve.

L&I INSURANCE

The Mission values its volunteers. One benefit of being an officially registered volunteer is that we offer L&I medical coverage to any registered (signed up for and check in with) volunteer who might get injured while serving as a volunteer.

For example, an individual could cut their finger while doing food prep and require stitches. If the volunteer is properly registered and they have medical expenses not covered by personal insurance, then an L&I claim can be submitted to help cover their extra medical costs.

If you are ever injured while serving as a volunteer, please immediately notify a Mission staff person, so that all necessary steps are taken to rectify the situation (e.g., fix any safety hazards, begin an L&I claim if needed, etc.).

COMMUNITY SERVICE

There are many opportunities for individuals to complete community service obligations at the Mission.

Individuals with community service obligations must register as a regular volunteer and pass the background screening. Once this is done the individual can then volunteer in all eligible areas until their community service hours are fulfilled. Once fulfilled, the volunteer can contact the Volunteer Engagement Department, who can prepare and issue a *Community Service Hours* letter for the volunteer and/or their organization/school/court.

VOLUNTEERING WHILE A RESIDENT OR GUEST AT THE MISSION

Current or recent program residents and guests should not normally volunteer until at least six months after they were in program, to help ensure healthy boundaries and relationships are maintained between and amongst all current and former residents and guests.

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 Volunteer Engagement, case managers, and the respective program area where the event will occur.

Residents enrolled in a Mission program (e.g., Men's Shelter, Riverton, Hope Place, etc.) and needing to fulfill community service obligations are normally allowed to do so via their work therapy commitments. Any such community service obligations should be approved with a case manager.

UNABLE TO ATTEND A SCHEDULED VOLUNTEER ACTIVITY/EVENT

The Mission relies on and plans activities and events based upon 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 cancel your volunteer event at ugm.org/volunteer and notify the Mission staff in the facility/program area you were scheduled to serve.

GROUPS

Most Mission sites and facilities are set up to accommodate groups of 4-12 people; this constraint is an operational and safety consideration for volunteers, staff, residents and guests.

Larger groups may be considered on a case-by-case basis, but generally if your group is larger than twelve volunteers (including any chaperones), then we ask that your group be deployed into two or more smaller teams. This helps ensure effective service and ministry to our residents and guests and helps ensure volunteers have a meaningful and transformative experience as well.

Each group member must complete their own volunteer application and have it reviewed and approved 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 when approximately 100-125 volunteers help prepare and serve meals for our residents and guests.)

DRESS CODE

To help prevent accidents and injuries, we have basic dress codes for our volunteers. Listed below are guidelines which may be supplemented with requirements specific to a particular facility or program where a volunteer is serving:

- Long or short sleeved shirts are appropriate; no tank tops, halter tops, etc.
- Pants are appropriate. (Skirts and dresses are not recommended, strictly for practical reasons—serving, cleaning, etc.)
- Closed-toe shoes should be worn for volunteer events involving physical activity (e.g., serving a meal or cleaning vs. leading a Bible study).
- Wear clothing appropriate to the weather, if serving outside.

In addition, modesty of dress is very helpful to support—spiritually, socially, and emotionally—residents and guests, many who have been victims of or struggled with human trafficking, domestic abuse, sexual abuse, etc. Therefore, modesty in clothing should be exercised. Clothes that are too loose, too tight, too short, too revealing, etc. are not appropriate.

Clothing must not portray alcohol, cigarettes, drugs, sexual, violent, death or un-Christian themes.

NON-HARASSMENT

The 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.

If you believe you have been subjected to or witnessed any type of harassment while volunteering at the Mission, you are **required** to bring the matter to the immediate attention of your supervisor, the department head, or the Volunteer Engagement manager. Harassment complaints are investigated promptly and appropriate action will be taken.

NON-FRATERNIZATION

People in our recovery programs have agreed to restrict fraternization with people outside the program. We welcome volunteers to interact in a friendly, respectful and courteous manner, but use caution when relating to program residents and guests.

The Mission recommends that you do not give out your last name, email, phone number, address or social media contact information. We also ask that you should not make plans with a resident or guest 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 case manager has been given.

CONFIDENTIALITY

Confidentiality can be a life and death issue for some people. Mission staff and volunteers are responsible for protecting the privacy of residents and guests at the Mission. No information about Mission residents and guests is to be given verbally or in writing to anyone, including news agencies and social media, and **no photos** are to be taken without a signed release from the Mission and the resident/guest involved.

GIFTS TO CLIENTS

Residents (individuals enrolled in on-going Mission programs) have most of their physical needs provided for within their Mission program. If a volunteer learns about a resident's unmet need, the most productive way to respond is to alert the resident's case manager to the need.

At no time should a volunteer give money to a resident or guest of the Mission. A card or small gift may be appropriate on special occasions, such as the resident's graduation from a class or program, but it is not expected. Giving such a gift is entirely voluntary.

SUPERVISION

Volunteers working on site at a Mission program will be supervised by paid staff and/or a lead volunteer. The supervisor should be available to answer questions and provide direction and support at all times.

Supervision will include making the volunteer familiar with restrooms, drinking water/coffee, emergency exit routes, the volunteer's work area, work expectations, supplies, and any other applicable information and working guidelines.

WORKING WITH CHILDREN

For the protection of the volunteer and children, volunteers should not be alone with a child at any time. If a need arises that requires an exception, permission from the volunteer's on-site supervisor is required.

SMOKING, ALCOHOL, & DRUGS

All facilities operated by the Mission are non-smoking facilities, and alcohol and drug free zones.

MEALS FOR VOLUNTEERS

Meals are available daily at residential facilities, and volunteers giving service at one of those facilities during mealtime are welcome to eat.

If you are the leader of a volunteer group, please notify/remind the kitchen staff to help ensure the proper amount of food is prepared.

PERSONAL BELONGINGS

Volunteers are responsible, at all times, for their personal belongings. We encourage you 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.

DO I HAVE TO BE A CHRISTIAN TO VOLUNTEER WITH THE MISSION?

Generally, 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*.

Some volunteer opportunities (e.g., Bible Study leader) do require agreement with our *Statement of Faith*. Please check opportunity descriptions to see if this is a requirement.

VOLUNTEERS WITH DISABILITIES

In accordance with applicable regulations, we will work to make appropriate accommodations for persons with disabilities.

Please contact us directly at volunteer@ugm.org so we can work with you to find the best fit for your accommodations.

RESERVING THE RIGHT TO SERVE OR REMOVAL OF VOLUNTEERS

The Mission reserves the right to limit, remove or refuse a volunteer from serving at any Mission facility, program or event. This determination—made at the sole discretion of Mission staff—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 resident or guest of the Mission, and angry, harassing, threatening, or disrespectful behavior and/or words directed towards staff, residents and guests, other volunteers, etc.

Safety Procedures

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.
- DO NOT use the elevators.

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

TSUNAMI

If there is a tsunami watch or warning, **DO NOT GO TO the Men's Shelter** in downtown Seattle:

- If you become aware of a tsunami watch or warning, evacuate these locations.
- Immediately move inland to higher ground and stay there.
- There can be multiple waves. Do not return until officials say it is safe.
- Large/quick outgoing tides are a precursor to a tsunami. Move quickly to high ground.

FIRE

Take a few moments to survey the posted fire evacuation routes and note the location of the various building exits. Please inquire with staff if you have any questions.

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.; staff are assigned with these responsibilities.

Once outside the building, stay in relatively close (but safe) proximity, so we can keep track of those people who have evacuated the building.

FIRST AID

Notify staff if/when any first aid is needed, so they can assess the situation and provide any needed aid, whether it's a Band-Aid or calling 911.

FOOD HANDLING

It is unlawful for any person afflicted 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.

Kitchen volunteers should always wear closed-toe shoes and long pants to provide protection. Kitchen volunteers should receive information or training regarding safe food handling practices prior to the commencement of volunteering. (RCW 69.06.050) This may come in the form of a short video or directions and instructions from staff.

Washington State food codes require that children under the age of 13 are not allowed to be in food preparation areas during the preparation and serving of foods. Other age requirements may be specified, but will be communicated by staff at locations where applicable.

Any hot food brought by volunteers for residents/guests in our shelters or to be distributed on Search & Rescue vans must be prepared in a commercial kitchen.

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.

Do not give personal information to anyone other than Mission employees while volunteering.

Be alert and aware of your surroundings. The Men's Shelter dining room can be crowded and noisy during a public meal. 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.

ACTIVE SHOOTER OR TERRORIST

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:**

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

Final Comments

We have endeavored to cover all volunteer related questions in this handbook and through the Mission's website, but you may still have more questions. If so, please feel free to contact us at volunteer@ugm.org or 206-723-0767 with further questions.

Your volunteer efforts will be a part of serving, rescuing and transforming lives of those in greatest need through the grace of Jesus Christ. Thank you and God Bless!