



## **VOLUNTEER INFORMATION PACKET**

### **Introduction**

Bethany House would like to welcome you and thank you for donating your time to better serve your community. As a volunteer at Bethany House you will be required to follow the same policies and procedures as a member of our staff. This information packet should serve as a guide for any questions you might have about your volunteer service.

### **History and Services**

Founded by Father Charles McNaboe in the fall of 1982, Bethany House first opened its doors in the old Texas Hat Company building to serve hot lunches for homeless individuals. Its primary mission was, and still is, to provide hot meals free of charge for the homeless, disabled, indigent and elderly.

Soon after moving to its present site, the mission and services at Bethany House began to expand. Requests from the homeless for changes of clothing and other articles led to the opening of our Clothing Center and Thrift Shop which is stocked with community donations of clothing, furniture, appliances and miscellaneous items.

What began as a simple soup kitchen has now evolved into the expanded on-site meal service and delivery routes for home delivered meals in west and south Laredo and to ten colonias. More than 1,000 daily meals are prepared six days a week for breakfast, lunch, and dinner service. Of those, 700 hot meals are delivered.

To assist with requests by indigent individuals and referrals by agencies of nonperishable food items, a Food Pantry was opened to serve as a distribution center at our location for those in need.

Other services that we provide are meals for the Kid's Café programs, education and after school tutoring, an emergency shelter, resource center and transitional housing for homeless individuals and their families. We also organize a Community Health and Service Fair and are a distributor of FEMA and ESG "Homeless Prevention" funds for utility, rent and mortgage assistance.

### **Volunteer Opportunities**

Opportunity One: Kitchen Assistance

Location: 819 Hidalgo St

Times Available: 6 a.m. – 7 p.m. Mon. – Fri. and 6 a.m. – 2 p.m. on Sat.

Duties: Food preparation, meal packaging, inventory assistance, dishwashing, dining-room cleaning.



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Opportunity Two: Vintage Store

Location: 920 Hidalgo St.

Times Available: 10 a.m. – 4 p.m. Tues. – Sat.

Duties: Sorting and organizing donations, hanging/folding clothing, sizing garments, customer assistance, store cleaning.

Opportunity Three: Learning Center

Location: 815 Hidalgo St.

Times Available: 10 a.m. – 1 p.m. Sat.

Duties: Tutoring shelter children and life skills and character building activities.

### **Before You Can Volunteer**

Prior to starting your Volunteer Service, you are required to complete a background and criminal check with the Webb County Sheriff's office at 902 Victoria St.

Volunteers will be issued ID cards that will identify them as Bethany House volunteers and also serve as a chart so that they can document the hours they work. Volunteers must also wear IDs every time they come to Bethany House to work. Failure to present IDs will result in volunteers not being able to work their shifts. In order to receive final signatures on hours worked, all volunteers must turn in their IDs. They must also sign the written agreement verifying that they have read and accept the terms for service.

### **Dress Code**

It is important that volunteers of Bethany House give a positive impression of themselves and others, as well as having pride in representing Bethany House during work hours. Volunteers are reminded to please keep in mind the clientele we serve and to dress appropriately for the services they are providing.

Volunteers should utilize discretion in determining suitable attire for the workplace. Female volunteers are to wear modest clothing, no skirts, shorts, or shirts bearing too much skin are permitted. For any volunteer working under the kitchen staff, no tank tops or shorts will be allowed and rubber soled tennis shoes are required while on duty.

### **Volunteer Conduct**

Volunteers are expected to perform in accordance with policies and administrative procedures pertaining to attendance, work standards, and supervisor directives.

It shall be the responsibility of all volunteers to maintain high standards of cooperation, efficiency, and communication to achieve agency objectives.



## **VOLUNTEER INFORMATION PACKET**

The following are conducts not permitted and subject to administrative action or termination, at the discretion of the Executive Director or Director of Operations:

1. Fraternizing with co-workers, agency provider staff, other volunteers, clients, guests, visitors and others of similar professional relationship. Generally, fraternizing can be construed as an unprofessional or friendly relationship that interferes with the level of professionalism required to perform duties.
2. The use of abrasive or foul language or any physical altercation on premises while representing the agency.

If you fail to follow these policies or do not exhibit a high work ethic during your shift, disciplinary action including termination may occur. If you have been assigned community service by the court you will be docked ten dollars per hour subject to your fine and also could be subject to termination.

Volunteers are not covered by workmen's compensation or other Bethany House insurance and fully release and discharge Bethany House from any and all liability, claims or demands against it which may occur or be construed by virtue of performance at Bethany House. No other promise, agreement, or statements not indicated in this document have been made and volunteers must read, understand, and agree to abide by the policies outlined in this packet.

**Thank you for reviewing your information packet and we look forward to your service with us at Bethany House of Laredo.**