



HOPE RESCUE MISSION

Volunteer Handbook

2026

Adopted: May 5, 2020



Contents

DISCLAIMER.....	2
MISSION STATEMENT.....	2
HOPE RESCUE MISSION’S STATEMENT OF FAITH.....	2
SUPPORTING OUR MISSION.....	3
EQUAL EMPLOYMENT OPPORTUNITY.....	3
NON-DISCRIMINATION/ANTI-HARASSMENT POLICY AND COMPLAINT PROCEDURE.....	4
Sexual Harassment.....	4
Sexual Harassment Defined.....	4
OPEN DOOR POLICY.....	5
REPORTS OF WRONG DOING (WHISTLE BLOWING).....	5
Personnel Screenings.....	5
Reporting Incidences of Suspicious or Inappropriate Behavior with Children.....	5
INTERPERSONAL RELATIONSHIPS.....	6
NEPOTISM AND CLOSE RELATIONSHIPS.....	7
CONFIDENTIALITY.....	7
MISSION PROPERTY.....	8
USE OF SOCIAL MEDIA POLICY.....	8
DRUG-FREE / ALCOHOL-FREE ENVIRONMENT.....	8
Prescription Medication.....	8
SOLICITATION.....	9
BUSINESS EXPENSES AND TRAVEL REIMBURSEMENT.....	9
SAFETY POLICY.....	10
USE OF MISSION-OWNED VEHICLE.....	11
GENERAL RULES OF CONDUCT.....	11
DRESS CODE.....	11
RETURN OF MISSION PROPERTY.....	11
VOLUNTEER HANDBOOK ACKNOWLEDGEMENT.....	12
VOLUNTEER CONFIDENTIALITY PLEDGE.....	13



Welcome to UGMM *dba* Hope Rescue Mission (the “Mission”)! Our desire is that you find volunteer opportunities with us rewarding and mutually beneficial. We value your contribution and welcome your effort as you perform your role in meeting the needs of the Mission. We are committed to fostering an open, collaborative, and safe work environment—a place where you can contribute, grow, and share in the success of the Mission.

This Handbook summarizes key policies, procedures, and general information about the Mission. It explains what we expect of you and what you can expect of us. We hope that this Handbook will serve as a reference and assist you in answering questions you may have. Please read it carefully and keep it for ready reference.

DISCLAIMER

This Handbook sets forth the general administrative policies of UGMM *dba* Hope Rescue Mission (the “Mission”).

The Mission reserves the right to change, suspend, or eliminate any or all policies, procedures, or rules contained in this Handbook and all other policies, rules, and procedures at any time in its sole discretion and without prior notice. The Mission intends to comply with all applicable federal, state, and local laws.

As a volunteer of the Mission, you should familiarize yourself with the information in this Handbook. If you have any questions, you should address your specific questions to your Director/Executive Director or designated representative performing Human Resources duties.

MISSION STATEMENT

By the grace of Jesus Christ, Hope Rescue Mission, through partnership and collaboration, serves, rescues, and transforms those in need.

HOPE RESCUE MISSION’S STATEMENT OF FAITH

We believe the Bible to be the inspired, infallible, ultimately authoritative Word of God.

We believe there is one God, eternally existing as Father, Son, and Holy Spirit.

We believe that the Lord Jesus Christ is deity; that He was born of a virgin, that we are redeemed by His atoning death through His shed blood, that He was bodily resurrected and ascended into Heaven, and that He will come again in power and glory.

We believe that individuals are saved through a direct, personal encounter with the risen Lord, at which time they are regenerated by the Holy Spirit. This event we hold to be an experience, rather than a doctrinal supposition



We believe in the present ministry of the Holy Spirit by whom Christ indwells each believer, enabling them to live a godly life of obedience as they reach maturity.

We believe the Holy Spirit unites all true believers in the Lord Jesus Christ and that together they form one body, the church.

SUPPORTING OUR MISSION

Volunteers are expected to understand and be fully supportive of the Mission statement and beliefs of the Mission. We are all expected to be examples to donors and the community of what those beliefs mean. This involves bringing love, compassion, and the Gospel to those in need. Behavior must inspire confidence and always reflect positively upon the Mission.

EQUAL EMPLOYMENT OPPORTUNITY

The Mission shall follow the spirit and intent of all federal, state, and local employment law and is committed to equal employment opportunity. To that end, the Directors/Executive Director of the Mission will not discriminate against any volunteer in a manner that violates the law.

The Mission will not tolerate any form of unlawful discrimination. All volunteers are expected to cooperate fully in implementing this policy. In particular, any volunteer who believes that any other mission-associated persons, including volunteers, may have violated the Equal Employment Opportunity Policy should report the possible violation to the Executive Director/designated representative performing Human Resources (HR) duties.

The Mission is also committed to complying fully with applicable disability discrimination laws. The Mission will not discriminate against volunteers and will attempt to provide accommodations to enable persons to volunteer with the Mission unless such an accommodation cannot be provided for budgetary or other reasons. If you have any questions regarding this policy, please contact the Executive Director/designated representative performing HR duties.

NON-DISCRIMINATION/ANTI-HARASSMENT POLICY AND COMPLAINT PROCEDURE

It is the Mission's policy that all volunteers work in an environment where individual differences are respected and valued. The Mission embraces diversity and inclusion in all aspects and welcomes you to voice your opinions. We believe that by respecting and valuing a diversity of perspectives and backgrounds, we will be a better Mission and will attain our goals.

We expect volunteers to develop and maintain business-like relationships free of bias, prejudice, and harassment. In keeping with this commitment, we will not tolerate unlawful harassment or



discrimination of volunteers by anyone, including any Director, co-worker, vendor, client, donor or other regular Mission visitor. Volunteers have a responsibility to treat others with dignity and respect. Any volunteer found to have exhibited inappropriate conduct or behavior against others will not be permitted to volunteer.

This policy applies to conduct occurring in the workplace and/or in other settings where the Mission's volunteers may be in connection with their work, such as business trips and business-related social events. Further, these prohibitions apply not only to the spoken or written word, but also to e-mail, text messages, and social media posts.

The prohibited conduct also includes, but is not limited to:

- a) epithets, slurs, negative stereotyping, threatening, use of hate words, hostile, offensive, or intimidating acts that are based on a person's protected status;
- b) epithets, slurs, rude or offensive comments not based on a protected status but intended to belittle, intimidate, humiliate, or embarrass another;
- c) written or graphic material circulated within or posted within the workplace, on Mission time, or using Mission equipment by email, phone (including voice messages), text messages, social networking sites, etc., that shows hostility toward a person or group because of their protected status.

Sexual Harassment

The Mission is committed to providing a workplace that is free from sexual harassment. Sexual harassment in the workplace is against the law and will not be tolerated.

Sexual Harassment Defined

Sexual Harassment can be a favor or an action in exchange for something of a sexual nature, or it can be a hostile work environment.

In general, it is unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature.

Some examples of unwelcome, inappropriate conduct include, but are not limited to:

- Sexual pranks, or repeated sexual teasing, jokes, or innuendo, in person or via e-mail;
- Verbal abuse of a sexual nature;
- Touching or grabbing of a sexual nature;
- Repeatedly standing too close to or brushing up against a person;
- Giving gifts or leaving objects that are sexually suggestive;
- Repeatedly making sexually suggestive gestures;
- Making or posting sexually demeaning or offensive pictures, cartoons or other materials in the workplace;
- Off-duty, unwelcome conduct of a sexual nature that affects the work environment.



If the Mission receives an allegation of sexual harassment or has reason to believe sexual harassment is occurring, it will take the necessary steps to ensure that the matter is promptly investigated.

Mission volunteers who observe, are informed of, or reasonably suspect incidents of possible sexual harassment must immediately report such incidents to the designated representative performing HR, who will either initiate or oversee a prompt investigation.

OPEN DOOR POLICY

The Mission has an open-door policy and takes volunteers and volunteer concerns and problems seriously. The Mission values each volunteer and strives to provide a positive work experience. Volunteers are encouraged to bring any workplace concerns or problems they might have or know about to their Director, Executive Director, Designated representative performing HR duties, or the Board of Directors.

REPORTS OF WRONGDOING (WHISTLE BLOWING)

The Mission is committed to high standards of ethical and legal business conduct. It expects and encourages all volunteers to report any suspected violation of the law or the Mission's code of conduct. This policy aims to guide volunteers to raise concerns about serious misconduct and to provide assurance that they will be protected from retaliation for making such reports.

Personnel Screenings

Safeguards may be used to eliminate from consideration any volunteer candidates at the discretion of the Mission.

Reporting Incidences of Suspicious or Inappropriate Behavior with Children

If a volunteer sees or perceives that there is a violation of the laws of the State of Montana and/or there is a belief that a child is being neglected and/or abused, please report this to the Supervisor/Director. The Mission will report per the statutory requirements.



INTERPERSONAL RELATIONSHIPS

It is the policy of the Mission that interpersonal relationships between volunteers, staff members, and clients be professional and consistent with the ministry's mission statement, goals, and core values.

It is the policy of the Mission that interpersonal relationships between clients and volunteers are professional and consistent with the ministry's mission statement, goals, and core values. A volunteer should not socialize with a client outside of normal working hours, including through electronic and social media.

Volunteers should not date clients of the Mission. They are also prohibited from counseling or spending time alone with clients unless necessitated by their position and with visibility into the meeting room. Staff supervision must be present at all times while volunteer groups are on the premises. Loaning of personal property to clients is strongly discouraged. It is a policy of the Mission not to allow volunteers to "hire" clients for things like car repair, house repair, etc., without permission from their Director and the Executive Director.

No unauthorized persons are allowed in the resident dorms or in the overnight guest dorms except when on a guided tour.



NEPOTISM AND CLOSE RELATIONSHIPS

The employment, supervision, and working with relatives and others with close personal relationships can cause various problems, including, but not limited to, charges of favoritism, conflicts of interest, family discord, and scheduling conflicts that may work to the disadvantage of both the Mission and its volunteers.

It is the goal of the Mission to avoid creating or maintaining circumstances in which the appearance or possibility of favoritism, conflicts, or management disruptions exists. The Mission may allow existing personal relationships to be maintained or permit persons to volunteer only if there are no supervisory connections.

No relationship covered by this policy will be allowed to be maintained, regardless of the positions involved, if it creates a disruption or potential disruption in the work environment, creates an actual or perceived conflict of interest, or is prohibited by any legal or regulatory mandate.

Should relationships addressed within this policy be identified, the matter should be immediately reported to the Executive Director or designated representative performing HR duties

The Mission reserves the right to exercise appropriate managerial judgment to take such actions as may be necessary to achieve the intent of this policy. The Mission reserves the right to vary from the guidelines outlined in this policy to address unusual circumstances on a case-by-case basis.

CONFIDENTIALITY

As a result of your work with the Mission, you will acquire and have access to confidential information belonging to the Mission. You are required to sign a Confidentiality/Non-Disclosure Agreement. Hope Rescue Mission donors, members, and other constituents are a highly valuable resource from God. All confidential and donor information is the sole property of the Mission. Volunteers agree not to disclose or use confidential or donor information, records, or property that belong to the Mission.



MISSION PROPERTY

Mission property, such as equipment, vehicles, telephones, computers, and software, is not for private use. These devices are to be used strictly for Mission business and are not permitted off grounds unless authorized. Mission property must be used in the manner for which it was intended. Upon termination, volunteers are required to surrender any Mission property they possess.

Mission computers, Internet, and e-mails are a privileged resource and must be used only to complete essential job-related functions. Volunteers are not permitted to download any “pirated” software, files, or programs and must receive permission from a Director before installing any new software on a Mission computer. Files or programs stored on Mission computers may not be copied for personal use.

Phones are provided for business use. The Mission requests that volunteers not receive personal calls while on duty. If urgent, please keep personal calls to a minimum and conversations brief. Personal long-distance calls are not permitted.

Volunteers are reminded that they should have no expectation of privacy in their use of Mission computers or other electronic equipment.

Violations of these policies could result in disciplinary action.

USE OF SOCIAL MEDIA POLICY

Use of social media during work hours, whether using Mission computers or otherwise, for purposes other than directly related to business matters, is not allowed. Do not represent yourself on social media as a spokesperson for the Mission.

Remember, what is posted by you on social media can be and often is misconstrued and is permanent. Think before posting matters on social media.

DRUG-FREE / ALCOHOL-FREE ENVIRONMENT

The Mission has a strong commitment to its volunteers to provide a safe and secure workplace and to establish programs promoting high standards of volunteer health. The purpose of this policy is to state the Mission’s philosophy with respect to tobacco-related products as well as drug and alcohol use and abuse.

The use of tobacco-related products, including but not limited to cigarettes, cigars, pipes, vaping



equipment, and smokeless tobacco is prohibited inside any of the Mission’s facilities or vehicles. Appropriate signage may be placed at entrances to all buildings advising volunteers and visitors that the Mission maintains a tobacco-free environment. The management of each facility may designate areas outside the building where the use of tobacco products will be allowed.

You are prohibited from the unlawful use, manufacture, distribution, possession, transfer, and sale of alcohol and any controlled substance while working, while on premises owned or operated by the Mission, and while operating any Mission vehicle, machinery, or equipment. You are also prohibited from reporting for work and working anywhere on behalf of the Mission with alcohol or illegal drugs in your system. In addition, you are prohibited from consuming alcohol or using illegal drugs during the day, including meal and break periods.

These activities constitute serious violations of the Mission rules, jeopardize the Mission, and can create situations that are unsafe or that substantially interfere with job performance.

Prescription Medication

Volunteers prescribed medication that can could impair their ability to perform their jobs should inform their Director and/or Designated representative performing HR duties immediately. The information, which will be kept confidential, is necessary to properly and safely assess the volunteer’s ability to perform his/her job duties.

SOLICITATION

Volunteers are prohibited from soliciting or distributing (personally or via electronic mail) membership, pledges, subscriptions, literature, or the collection of money, or for any other unauthorized purpose, anywhere on the Mission property during work time, especially those of a partisan or political nature.

BUSINESS EXPENSES AND TRAVEL REIMBURSEMENT

If needed and permitted by the Executive Director, any volunteer may incur business expenses



and travel expenses shall be reimbursed per the policy for Employees. Volunteers will need to complete a reimbursement form and provide original receipts. This should be done within 1 week of when the expense was incurred.

SAFETY POLICY

The Mission is committed to safety in all areas of the organization

We believe that safety must function as an integral part of, and in no manner separate from, the operation of the Mission. In recognition of this, volunteers are expected to:

- Maintain a safe and healthful working environment and comply with the Mission's policies.
- Consistently adhere to proper operating practices and procedures, which are designed to prevent injury, illness, and loss of assets.
- Comply with the requirements of federal, state, and local safety and health codes to ensure the well-being and safety of all volunteers.
- Attend and participate in training and education opportunities.

Volunteers may receive training on the use of equipment, proper and safe operating procedures, and site/task-specific job functions. Periodic safety training sessions may be conducted to maintain volunteer awareness.

Donors/Visitors. For the safety of employees and volunteers, all donors and visitors are required to enter the premises through the reception area. Visitors are not permitted in work areas without management approval. Accompanied visitors must wear any personal protective equipment required for their safety as needed.

All volunteers are responsible for exercising maximum care, good judgment and shall comply with established procedures in operating safely and preventing accidents. Unsafe conditions, equipment, or practices shall be reported to the Director immediately. Each volunteer is expected to abide by all safety rules and procedures, wear all personal protective equipment required and provided by the employer, and attend training sessions when scheduled.

Failure to attend training will result in disciplinary action up to and including termination.

Our safety rules have been written with you in mind. Please follow the rules and help the Mission ensure a safe working environment



USE OF MISSION-OWNED VEHICLE

Volunteers shall not use Mission-owned vehicles without the express permission of the Executive Director. If a volunteer uses a Mission-owned vehicle, the Volunteer must abide by the Mission's Policy on Vehicle Use.

GENERAL RULES OF CONDUCT

As a volunteer of the Mission, you are expected to conduct yourself as a representative of this Mission. To ensure orderly operations and provide a safe and secure work environment, the Mission always expects you to act in a mature and reasonable way and to follow generally accepted rules of conduct to protect yourself, employees, and clients and represent the Mission in a positive manner.

DRESS CODE

The Mission's dress code is designed to help us all provide a consistent professional appearance to our donors, colleagues, and community. Our appearance reflects on ourselves and the Mission. The goal is to be sure that we maintain a positive appearance and not to offend donors, co-workers, or the community.

The Mission's dress code policy applies to all volunteers.

- Volunteers are expected to dress in [casual, business casual, smart casual, business] attire unless the day's tasks require otherwise.
- Volunteers must always present a clean, professional appearance.
- Everyone is expected to be well-groomed and wear clean clothing, free of holes, tears, or other signs of wear.
- Clothing and grooming styles dictated by religion or ethnicity are exempt, except that the face must remain uncovered.

RETURN OF MISSION PROPERTY

If a volunteer will no longer be at the Mission, before or on the final day, the volunteer must return all Mission property in his/her possession, including but not limited to keys, tools, uniforms, books, manuals, and office equipment



VOLUNTEER HANDBOOK ACKNOWLEDGEMENT

(Please initial each provision and sign below.)

1. _____ I hereby acknowledge that I have received a copy of the UGMM *dba* Hope Rescue Mission Volunteer Policy Handbook dated February 26, 2026, which provides guidelines on the policies, procedures, and programs affecting my volunteer time with UGMM *dba* Hope Rescue Mission.

2. _____ I acknowledge that the harassment and sexual harassment policy has been reviewed with me, and I understand that if I believe I have been discriminated against, I will follow the reporting procedure in the policy.

3. _____ I accept responsibility for familiarizing myself with the information, seeking clarification of its terms or guidance, where necessary, and complying with the content.

4. _____ I understand that I should consult my Director/Executive Director if I have any questions that are not answered in this handbook.

VOLUNTEER SIGNATURE: _____ DATE: _____



Volunteer Confidentiality Pledge

I, the undersigned, understand that as a volunteer for **Hope Rescue Mission (HRM)**, I am an ambassador of the Mission and a steward of the trust placed in us by our community. I agree to the following:

- **Protect Privacy:** I will keep all information regarding donors, clients, and Mission business strictly confidential. I will not share sensitive details in casual conversation or on social media.
- **Mission Property:** I understand that all records, data, and work products created during my service belong solely to the Mission. I will not remove any files or sensitive information from the premises without permission.
- **Secure Return:** Upon the conclusion of my volunteer service, I will return all Mission-owned property, records, and digital access.
- **Professional Conduct:** If I am ever unsure if information is confidential, I will ask my **Volunteer Coordinator or Director** before sharing it.

Commitment: I understand that protecting this information is vital to the Mission's ministry. I acknowledge that failure to uphold this confidentiality may result in the end of my volunteer relationship and potential legal action.

Volunteer Name (Print): _____

Signature: _____ **Date:** _____