

Thank You for Volunteering!



*Breaking the Cycle  
of Homelessness*

# Volunteer Training Manual

## Policy and Procedures

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## *Mission Statement*

The Lord's Place is dedicated to breaking the cycle of homelessness by providing innovative, compassionate and effective services to men, women, and children in our community.

## *Vision*

To provide hope and a future for every homeless man, woman, and child in Palm Beach County.

## *Core Values*

WE...

- ❖ Champion hope, change and community
  - ❖ Do the right thing at the right time
    - ❖ Make it happen
    - ❖ Never say never
  - ❖ Color outside the lines
- ❖ Empower, respect and encourage all who enter our world
  - ❖ Serve with compassion and kindness

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## *WELCOME to The Lord's Place*

Thank you for being part of The Lord's Place family of volunteers! For close to 40 years, we have served homeless men, women and children in our community by providing them with personalized services to assist them in rebuilding their lives so that they may "break the cycle" of homelessness.

Our volunteers are the backbone of our agency! By sharing your time and talents with us, you will make a difference in the lives of those who enter our doors. With a wide array of volunteer opportunities, our hope is that you will discover the perfect way to enrich your volunteer experience!

Once again, thank you for volunteering and being part of this very special agency.

*Diana L. Stanley*

Chief Executive Officer

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## IMPORTANT CONTACT INFORMATION

### Volunteer s:

E-Mail [volunteers@thelordsplace.org](mailto:volunteers@thelordsplace.org)

### Program-related questions:

Susan LaRocca, Program Assistant, Café Joshua  
(Front Desk)

Office 561-494-0125 extension 1111

E-Mail [slarocca@thelordsplace.org](mailto:slarocca@thelordsplace.org)

Jim Rhoads, Director of Training & Education

Office 561-494-0125 extension 1121

Email [jrhoads@thelordsplace.org](mailto:jrhoads@thelordsplace.org)

### Café or Catering Questions:

Robert Coleman, Director of Food Service

Office 561-494-0125 extension 1129

E-Mail [rcoleman@thelordsplace.org](mailto:rcoleman@thelordsplace.org)

Charles Hill, Food Service/Catering Team Leader

Office 561-494-0125 ext 1165

E-mail [chill@thelordsplace.org](mailto:chill@thelordsplace.org)

### Thrift Store:

Crystal Dole, Manager

Office 561-494-0125 extension 4411

E-Mail [cdole@thelordsplace.org](mailto:cdole@thelordsplace.org)

### Advancement/Contributions:

Anne Noble, Director of Advancement Services

Office 561-494-0125 extension 1156

E-Mail [anoble@thelordsplace.org](mailto:anoble@thelordsplace.org)

David Rogers, Volunteer Coordinator

Office: 561-537-4676

E-Mail [drogers@thelordsplace.org](mailto:drogers@thelordsplace.org)

Elizabeth Vogeles, Gifts in Kind, Major Donors

Office 561-494-0125 extension 1125

E-Mail [evogele@thelordsplace.org](mailto:evogele@thelordsplace.org)

### Senior Leaders:

Diana Stanley, Chief Executive Officer

Office 561-494-0125 extension 1135

E-Mail [dstanley@thelordsplace.org](mailto:dstanley@thelordsplace.org)

Toby Douthwright, Chief Operations Officer

Office 561-494-0125 extension 1128

E-Mail [tdouthwright@thelordsplace.org](mailto:tdouthwright@thelordsplace.org)

Jan Phillips, Chief Human Resource Officer

Office 561-494-0125 extension 1141

E-Mail [jphillips@thelordsplace.org](mailto:jphillips@thelordsplace.org)

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## THE LORD'S PLACE PROGRAMS

### Day Programs

The Lord's Place Job Training & Education Program help clients find employment through job coaching and referrals.

- *Job Readiness Training* - This program includes both classes and workshops to help find employment. Focuses on resume-building and interview skills.
- *Apprenticeships* - Participants learn on-the-job instruction in different apprentice programs. This includes: Culinary, Retail, and Clerical.
- *Job Coaching* - Graduates of the Job Readiness Training are assigned a job coach to implement an Individual Employment Plan.
- *Job Placement* - Connects program graduates to our network of 300 employers in Palm Beach County, matching candidates to employer needs. We also employ qualified graduates at our two social enterprises: Joshua Catering and the Joshua Thrift Store.

### The Family Campus

Located in West Palm Beach, The Lord's Place Family Campus includes two residential programs both geared toward supporting families as they break their cycle of homelessness. The Family Interim Facility serves 13 families who have an immediate need for housing. The goal of this program is to provide homeless families with housing and other resources necessary to begin their journey out of homelessness.

Directly across the street from the Interim Facility is the Permanent Supportive Housing program for 24 families who need intensive support services due to a history of substance abuse, domestic violence, or HIV/AIDS have Veteran status, or a disability. The program provides a safe and stable living environment. Extensive support services are provided with the goal of permanently ending the families' homelessness.

### The William H. Mann Place for Men

This campus, located in Boynton Beach, is comprised of two supportive housing programs, Joshua House long-term supportive housing program and the Recovery Center short-term housing program. Together, the programs offer a seamless continuum of housing services for homeless men.

The Recovery Center serves those who have struggled with substance abuse and/or chronic homelessness, as well as ex-offenders who have become homeless after being released from incarceration. Joshua House serves residents who have demonstrated a commitment to personal growth and success and are considered leaders on the campus.

Each resident is connected to a life coach that helps them develop and implement a plan to address their needs. Men have the opportunity to focus on their future and work on personal growth through classes, meetings and volunteer opportunities. We strongly encourage residents to participate in The Lord's Place Job Training and Employment Services Program, which provides classroom-based job skills training, supervised transitional work experience opportunities and assistance in searching for employment.

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### **Burckle Place**

Our newest housing program, Burckle Place is a transitional housing program for single women. In this program, the only common bond the women share is that they were homeless; no other specific criteria must be met. The initial focus is on self-care and self-awareness. Once a woman has established goals, the focus shifts to assisting them in achieving self-sufficiency.

### **Halle Place**

Halle Place, located in downtown West Palm Beach, is a supportive housing program specifically designed for women who were formerly incarcerated within the prior six months. These women are coming home, ready to work and ready to change their lives.

### **Operation Home-Ready**

Operation Home Ready, is a permanent supportive housing program for chronically homeless individuals. Residents live in their own residence while receiving ongoing support services to help them gain and maintain independence.

### **Re-Entry Services**

An increasing number of formerly incarcerated men and women are becoming homeless because of limited resources in our community. The Lord's Place is dedicated to helping ex-offenders rebuild their lives by offering innovative services that restore their place in society and give them a second chance.

### **Social-Enterprises (Thrift Store & Café Joshua)**

Launched in May 2005, the *Café Joshua Catering Company* caters to local nonprofit and business organizations. Originally, created to further the training for graduates of the Café Joshua Chef's Apprentice Program, the revenue producing enterprise generates income to help sustain The Lord's Place programs and the agency's efforts to break the cycle of homelessness.

**Joshua Thrift Stores** - located at 7600 S. Dixie Highway, West Palm Beach and 750 S. Military Trail, Suite A, West Palm Beach – produce revenue for our programs while teaching client-apprentices retail skills. The stores also provide vouchers to clients, residents and others in need of clothing and furniture.

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## VOLUNTEER ASSIGNMENTS

***Volunteer opportunities exist within MOST of our programs and sites listed within. Based on personal interests, skill sets, background, and availability at each site we can place you at the most suitable and rewarding opportunity at The Lord's Place. All volunteers have to complete volunteer orientation, conducted by our volunteer coordinator the first and third Wednesdays of the month. That covers an overview of operations and policies, and provides guidance on general expectations. Specific training is done at each location utilizing volunteers.***

### Café Joshua:

Lunch is served from 11:30am to 1:00 p.m. Volunteers should arrive no later than 11:15a.m. And leave no earlier than 1:00 p.m. unless prior arrangements have been made. If a volunteer cannot arrive by 11:15 a.m., or must leave before 1:00 p.m., please notify your Volunteer Coordinator: [volunteers@thelordsplace.org](mailto:volunteers@thelordsplace.org) OR notify the front desk of the administrative office at 561-494-0125 and they will contact the volunteer coordinator. It is the Volunteer Coordinator's (VC) responsibility to insure that all positions are covered. When you know in advance that you will not be available to work please let the VC know.

***Host / Hostess*** - Arrives at 11:15am to check for NOTES as to special guests or visitors (The VC or front admin desk will inform the volunteers of any special visitors or large groups scheduled to come in that day.) The host/hostess checks-in clients and visitors and seats everyone of Café Joshua beginning at 11:30am ONCE the Front of House Assistant has given the OK to begin seating. \*\* Job Training students should be given seating priority \*\* Guests may be checked in early (but not seated) in order to process serving more quickly, ***or as directed by Front of House.*** Male guests are to be politely asked to remove their hats. Cell phone use is prohibited in the Café. A list of guests and/or students will be provided prior to check-in. Simply place a check mark next to those names that attend lunch. Please write any additional walk-in guest's name down on the list (first name and last initial is acceptable). Check to see if they have a ticket but do not collect it, that is the responsibility of the apprentice servers. Notations are made in the reservation book at the Front Desk as to any exceptions for special visitors without passes or tickets. If a guest's name is not in the book or on the list, they must be directed to the front desk. ALL guests are encouraged to sit with someone, not alone.

***Drink Person*** - (this duty is now part of our apprentice role but can be assisted as needed by our volunteers) – Prepares the coffee and all drinks on request from servers. Drink refills are provided from the pitchers located near the drink station. No used glass should be refilled at the drink station. Pitchers should be brought to the tables by servers. If this is not possible, use a clean glass.

***Bussing Tables*** - (this duty is now part of our apprentice role but can be assisted as needed by our volunteers) Clears and wipes down tables, puts table settings out (for next guest). Clears plates, empties glasses and stacks them in the tray for washing and puts silverware in soaking tray for washing.

***Table Companions*** - This is probably the most important volunteer task! (See "Ice Breakers" and "Ever Wondered What To Say...?" inserts) If room allows at the tables or in the cafe, this is a time when clients can express themselves and feel that they do matter. Keep in mind that the Café is meant to offer a "dining experience" and not intended to be a "quick fix." It is intended to be a dignified, peaceful atmosphere. Volunteers can often provide companionship to guests coming into Café Joshua. Only appropriate topics should be discussed. Topics of conversation vary from sports and news, to family, or possibly the guest's

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struggles with being homeless (if he/she chooses to discuss). The table companion should feel free to move to another table when all their guests have finished providing companionship to others. Let the guest take the lead on conversations – especially those of a personal nature. Never ask why they are here or how they got here.

\*Employees and Volunteers may buy tickets for their meals. Tickets are \$5 or 5 / \$20 and can be purchased at the front desk. We welcome and encourage you to eat lunch with guests and clients when there is coverage at the host desk and other volunteer tasks.

**Behavioral issues:** When a client situation arises that you don't feel comfortable handling, have staff contact 1) the volunteer coordinator, followed by 2) the director of training and education (Jim Rhoads) or employment specialist Gary Hawkins. Clinical Services Director Heather Sandala or a case manager can also be employed to help if the person causing a disruption is a client.

### **Job Training Program:**

Many Opportunities exist in this area from tutors to assisting with mock interviews. The volunteer poses as an employer and evaluates the participant during the interview. In addition, volunteers serve in the Learning Center providing assistance to participants in further development of reading, writing, computer or other skills. All volunteer efforts are coordinated with the Job Training Coordinator.

### **Thrift Store:**

Volunteers assist in sorting donations, preparing items for display on the sales floor, assist with sales and the maintenance of the overall store appearance. Store hours for Joshua Thrift Store 1 (7600 S. Dixie Highway, WPB) are 10 a.m. to 6 p.m. Monday through Friday, and 10 a.m. to 5 p.m. on Saturday. Joshua Thrift Store 2 (750 S. Military Trail, Suite A, WPB) is open the same hours, and from noon to 4 p.m. on Sundays. Volunteers can work a whole day or do a four-hour shift.

### **Court-Ordered Community Service:**

Joshua Thrift Stores are the main sites for court-ordered community service at The Lord's Place. Certain convictions, for domestic assault, theft and sexual offences, can preclude an individual from gaining community service hours at the Thrift Stores or elsewhere within the organization.

### **Campus Sites – Family, Women's, Men's:**

Various opportunities and needs. A full list is available through our website and/or the Volunteer Coordinator. This is also based on an application requesting your interests, talents, and skills and a discussion with the Volunteer Coordinator to determine the most suitable volunteer opportunity.

### **MONITORING AND SUPERVISION:**

Volunteers are assigned to specific departments and each department manager or employee is responsible for the work and conduct of the volunteer.

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### **RECOGNITION/APPRECIATION:**

The Lord's Place makes every effort to recognize its volunteers and highlight the outstanding work they are doing in the community through social media, newsletters and volunteer recognition ceremonies.

### **SAFETY POLICY**

Safety is a vital concern to The Lord's Place. It is a volunteer's right to be able to perform his/her job without concern of injury to oneself, another volunteer, property or equipment. The Lord's Place insists upon safety methods and practices at all times. Volunteer compliance with safety methods and practices is essential. If any doubt exists about safety while volunteering, please contact the Director of Human Resources and Administration. The following are general safety rules that you must observe:

- Immediately report all unsafe or hazardous conditions and unsafe acts to the Chief Administration Officer Immediately report all accidents and injuries the same day, no matter how minor, to the Director of Human Resources and Administration.
- Do not engage in horseplay and do not distract others.
- All volunteers are prohibited from the use of alcohol and the unlawful manufacture, distribution, dispensing, possession or use of controlled substances in the workplace.
- Follow all written/verbal safety rules or instructions.
- **Those working in Café Joshua and the Thrift Shop should wear non-skid, close-toed shoes.**
- The Lord's Place welcomes suggestions about how to improve safety in the workplace.
  - Please fill out a Volunteer Suggestion Form supplied by The Advancement Department.

### **VOLUNTEER INFORMATION AND FILES:**

All Volunteer information and files are kept inside the Department of Advancement's locked office at all times.

### **VIOLENCE AND HARASSMENT POLICY**

Your safety and security are of vital importance. Acts or threats of physical violence, including intimidation, harassment and/or coercion, which involve or affect The Lord's Place or which occur on agency property will not be tolerated from anyone. This prohibition against threats and acts of violence applies to all persons involved in the operation of The Lord's Place and its facilities, including, but not limited to agency personnel, contract and temporary workers, volunteers, and anyone else on agency property. Violations of this policy by any individual will result in disciplinary action, up to and including termination of volunteering, and/or legal action as appropriate.

Workplace violence is an intentional conduct that is sufficiently severe, offensive or intimidating to cause an individual to reasonably fear his/her personal safety or the safety of his/her family, friends, or property such that a hostile, abusive or intimidating work environment is created. Examples of workplace violence include, but are not limited to, the following:

- Threats or acts of violence occurring on agency premises, regardless of the relationship between the agency and the parties involved in the incident;

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- Threats or acts of violence occurring off agency premises, involving someone who is acting as a representative of the agency;
- Threats or acts of violence occurring off agency premises involving a volunteer of the agency as a victim if the agency determines that the incident may lead to an incident of violence on agency premises;
- Threats or acts resulting in the conviction of an employee, volunteer or agent of the agency, or of an individual performing services for the agency on a temporary or contract basis, under criminal law or code provisions relating to violence or threats of violence which adversely affect the legitimate interests of the agency.

A volunteer's possession, display or use of a dangerous or deadly weapon, including but not limited to all firearms in the workplace is specifically prohibited by law and will subject the volunteer to immediate disciplinary action up to and including termination of their volunteer position. Specific examples of conduct that would be considered threats or acts of violence under this policy include, but are not limited to:

- Threatening physical or aggressive contact directed toward another individual;
- Threatening an individual or his/her family, friends, associates or property with physical harm;
- The intentional destruction or threat of destruction of agency property or another's property;
- Harassing or threatening phone calls;
- Surveillance;
- Stalking;
- Veiled threats of physical harm or other intimidation.

Volunteers should report any acts or threats of violence, intimidation, or harassment that involve or affect the agency in any way to the Director of Human Resources and Administration as appropriate to the situation.

## **WEAPONS IN THE WORKPLACE POLICY**

The Lord's Place believes it is important to establish a clear, **zero tolerance** policy that specifically addresses a strict ban of all weapons in the workplace in order to ensure a safe environment for all employees, volunteers and clients. The agency prohibits all persons who enter agency property from carrying a handgun, firearm, or weapon of any kind on the property regardless of whether the person is licensed to carry the weapon.

This policy applies to all agency employees, volunteers, contract and temporary employees, contractors, visitors or clients on agency property, regardless of whether they are licensed to carry a concealed weapon. The only exceptions to this policy will be law enforcement officers engaged in the performance of their official duties and other persons who have been given prior written consent by the agency's Chief Executive Officer to carry a weapon on the property.

Prohibited weapons include any form of weapon or explosive restricted under local, state or federal regulation. This includes all firearms, knives of any type, or any other weapon covered by the law, with an exception for a "self-defense chemical spray, which means a device carried solely for purposes of lawful self-defense that is compact in size, designed to be carried on or about the person, and contains not more than two ounces of chemical." If you have a question about whether an item is covered by this policy, please contact the Director of Human Resources & Administration. You will be held responsible for making sure beforehand that any potentially covered item you possess is not prohibited by this policy.

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## **PERSONAL APPEARANCE**

Volunteers are expected at all times to present a professional image and are expected to dress in a manner that is normally acceptable in similar business establishments. Hair should be clean, combed, and neatly trimmed or arranged. Sideburns, moustaches and beards should be neatly trimmed. Visible body piercing (excluding earrings), including tongue piercing is not allowed. Visible tattoos must be discreet and non-offensive. Extreme or offensive perfumes and colognes are not acceptable due to health concerns (i.e. asthma, allergies, etc.). Footwear appropriate for the volunteer position should be worn. Those working in Café Joshua and the Thrift Shop should strongly consider wearing non-skid, close-toed shoes.

## **RECRUITMENT**

The Lord's Place Volunteer Recruitment is completed by the Volunteer Coordinator. The Coordinator uses a variety of tools to recruit volunteers to include, word of mouth, social media and partner agency referrals.

### **RECRUITMENT APPLICATION AND INTERVIEW PROCESS**

The Lord's Place Volunteers are all interviewed by a member of The Lord's Place Staff, which can include, Managers, Administrators and Employees at The Lord's Place various locations in Palm Beach County.

Step 1. Fill out Volunteer Application and complete orientation.

Step 2. Turn in Application and Interview with an employee of The Lord's Place.

Step 3. Tour The Lord's Place facility in which the volunteer will be assigned.

Step 4. Assign volunteer a volunteer start date.

Step 5. Volunteer starts on given date.

## **ORIENTATION**

Orientation is typically done after the application is submitted. The volunteer is introduced to the facility with a tour and explanation of the various departments they will be working with. Each department has a different set of tasks that can occupy the volunteers time during his/her volunteer hours.

Orientation to include the following:

1. Agency mission: Break the Cycle of Homelessness in Palm Beach County.
2. Services provided for each facility the volunteer is assigned to.
3. Conduct and Expectations.
4. Code of ethics.
5. Personal appearance.
6. Tour of location volunteer is assigned to.

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## TRAINING

Training at The Lord's Place is the responsibility of the department supervisor. Volunteers are expected to participate in the functions of an on the job training environment. Because our clients have experienced traumatic situations across their life, it is important for volunteers to know how this may affect how clients interact with others. This link gives tips for interacting with people who've experienced trauma, starting at Page 10: <http://www.traumainformedcareproject.org/resources/SAMHSA%20TIC.pdf>

### **How Else You Can Help**

Giving your time and talent to aid our clients is one way to help The Lord's Place. In order to not only maintain current programs but expand them and provide more housing, we need your help. The following are some of the ways you can help The Lord's Place extend its reach.

1. Use Joshua Catering to provide food and drinks for events such as corporate lunches, etc. To learn more: [www.JoshuaCatering.com](http://www.JoshuaCatering.com)
2. Shop at Joshua Thrift Store – and donate items such as small appliances, jewelry, crystal and other things in good condition you no longer need. To learn more: [www.JoshuaThrift.org](http://www.JoshuaThrift.org)
3. Adopt a Piggy Bank. Your young child or grandchild could fill this with loose change across a few weeks or months then proudly turn it in to our receptionist.
4. Conduct a drive for items needed on one of our seasonal or campus-specific Wish Lists.
5. Participate in our rappelling event. To learn more, visit [www.Rappel4TLP.com](http://www.Rappel4TLP.com)
6. Attend the Ending Homelessness Breakfast in November. To learn more: [www.TheLordsPlace.org](http://www.TheLordsPlace.org)
7. Register for SleepOut and create an online fundraising team made up of friends and family members. This is our biggest benefit of the season. Please attend this inspiring program if at all possible. To learn more: [www.SleepOutTLP.org](http://www.SleepOutTLP.org)
8. Designate The Lord's Place as a beneficiary in your will/estate planning and/or contribute through a monthly automatic deduction. For more information on planned giving, contact Anne Noble, Chief Advancement Officer, at [anoble@thelordsplace.org](mailto:anoble@thelordsplace.org) or by calling (561) 578-4928.

## **Frequently Asked Questions**

**1. Is it ever OK to give money, rides, gifts, etc. to a client?**

Answer: No! Our Client Advocates work diligently with clients to assist them with their needs. Often times, volunteers may not be aware of underlying issues of clients and may end up enabling an addiction or other issues of a client. It also undermines the work of the Client Advocate as well as creates a feeling of favoritism from other clients.

**2. What if a guest comes to the Café Joshua host/hostess desk before lunch is to be served asking for water or coffee at the door?**

Answer: Politely explain that coffee and rolls are provided between the hours of 8:30 and 10:30, and that it takes time to get ready for lunch. Advice that lunch will begin promptly at 11:30am. If there is still a problem, please refer the guest to the front desk.

**3. What happens if a guest of Café Joshua comes in for lunch after 1:00?**

Answer: (Assuming that it is just slightly past 1 pm) - Politely explain that lunch is served between 11:30am and 1:00pm and that you will check with the chef to see if there is anything that can be done. (After checking, then inform the guest.) If the kitchen is closed, refer the guest to the front desk to find other options in the community. Also: Clients do not get “to-go” orders unless their case manager or other staff member orders it.

**4. What if someone coming into the Café to eat lunch is not listed in the reservation book?**

Answer: Ask the person to return to the front desk. Staff will work with the person to determine if they are eligible to eat at Café Joshua.

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2808 N. Australian Avenue • West Palm Beach, FL 33407 • (561) 494-0125

## VOLUNTEER APPLICATION

Volunteer position desired \_\_\_\_\_ Date \_\_\_\_\_

Last Name \_\_\_\_\_ First \_\_\_\_\_ M.I. \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ Long? \_\_\_\_\_

Home Phone # (\_\_\_\_) \_\_\_\_\_ E-mail Address \_\_\_\_\_

Are you 18 years of age or older?  Yes  No Date of birth: \_\_\_\_\_

How were you referred to The Lord's Place? \_\_\_\_\_

Have you previously volunteered with this or any other agency?  Yes

No

Please indicate hours / days you are available: \_\_\_\_\_

List any special talents, interests, or experience that will help us place you in the best volunteer opportunity: \_\_\_\_\_

Do you have any special computer or technical skills and training? \_\_\_\_\_

Professional Licenses: \_\_\_\_\_

Education: \_\_\_\_\_

Employment / type of work: \_\_\_\_\_

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Are you volunteering to fulfill educational or court ordered requirements? If yes, please include a brief description:

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Have you ever been discharged or requested to resign from a job or volunteer position?  Yes  No

If so, explain: \_\_\_\_\_



**Personal Reference (s):** Name \_\_\_\_\_ Phone#: \_\_\_\_\_

Name \_\_\_\_\_ Phone#: \_\_\_\_\_

**EMERGENCY CONTACT:** Name \_\_\_\_\_ Phone # \_\_\_\_\_

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PLEASE READ CAREFULLY

VOLUNTEER APPLICANT ACKNOWLEDGEMENT & AUTHORIZATION  
TO RELEASE EMPLOYMENT REFERENCE INFORMATION

I understand that The Lord's Place will attempt to verify statements made on my application and made during my interview. I understand that The Lord's Place requires certain information about me to evaluate my qualifications for volunteering and to conduct its business if I become a volunteer. I understand that false, incomplete or misleading statements or omissions on this application or any other pre- or post-volunteer form may be considered sufficient cause for dismissal, if and when discovered.

I understand that if I volunteer at The Lord's Place, I must conform to the rules of The Lord's Place. I understand that I have the right to terminate my volunteer position at any time with or without notice, with or without cause, and that The Lord's Place has a similar right. I understand my volunteer position at The Lord's Place does not constitute a guarantee that any position be continued for any length of time or that any volunteer assignment be permanent. I understand that no one other than the Chief Executive Officer of The Lord's Place has authority to make any other agreement.

I understand that if I volunteer, confidential information regarding The Lord's Place, and/or its clients and employees may be available to me and that this information must not be disseminated or used except for The Lord's Place's benefit. If volunteering, I agree to keep all information about The Lord's Place, including such information regarding its business methods, protocols, clients and employees, confidential and shall not disclose this information to any unauthorized personnel at any time, whether within or without The Lord's Place.

Photographic Release: Volunteer does hereby grant, transfer, and convey The Lord's Place, its assigns, licensees, and legal representatives, all of Volunteer's rights, title, and interest in and to all photographic images, video or audio recordings, in all form and manner, (collectively referred to as the "reproductions") of Volunteer's activities. Such right, title and interest includes, without limitation, the right to any royalties, proceeds, or other benefits derived from the reproductions of Volunteer's Activities, the sole and exclusive right to commercially exploit Volunteers Activities, and Volunteer shall not reproduce, sell or otherwise use or exploit any of Volunteer's Activities, or assist another party in doing any of the foregoing, without prior written consent from The Lord's Place.

\*If you are a minor, please have the parent or guardian accompanying the minor complete an application also and list the name of the child/parent-guardian relationship on each application \*

---

Complete Signature of Applicant

Date

---

Complete Signature of Applicant (Minor / Parent or Guardian, if applicable)

Date

***Thank you for completing this application and your interest in volunteering with us.***

***Please see separate attached full Policy & Procedures for The Lord's Place Volunteer Program***

Thank You for Volunteering!

**Acknowledgment of Receipt of Volunteer Training Manual**

I, \_\_\_\_\_ (volunteer) acknowledge that I have received a copy of The Lord's Place Volunteer Policy & Procedure/ Training Manual and agree to the terms therein. I understand that the policies stated therein may be revised at any time and such revisions will be binding on me as soon as I am notified of them.

\_\_\_\_\_  
Volunteer Print Name

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date