



VOLUNTEER HANDBOOK

VISIT STAR OF HOPE'S WEBSITE
www.sohmission.org

Effective August 2016
Replaces any previously published Volunteer Handbook



Dear Volunteer:

On behalf of the Star of Hope Mission staff and Board of Trustees, we would like to thank you for becoming a part of our ministry team. Volunteers are very important to us, and together we are privileged that the Lord has chosen us to serve Him and the many men, women, and children who reside in our facilities each day.

You will find that becoming a Star of Hope Volunteer is both a challenging and rewarding experience as you encourage those who are less fortunate. Whether you decide to tutor our GED students, mentor our teens or assist at the Client Services Desk, you will undoubtedly have the opportunity to touch many lives.

We trust that you will truly consider your volunteer effort as a work unto God (Colossians 3:23) and pray that the Lord will give you the strength, grace, patience, and perseverance to be His servant through Star of Hope.

Recently, one of our volunteers who has served in this ministry for over twenty years said to us, "God could have chosen anyone in this city to this ministry. He could have chosen someone with more talent or resources. But, **He has chosen me!** And, for that I am grateful."

Indeed, God has chosen each of us to make a difference in the lives of those who knock on our doors seeking food, clothing, shelter, and a touch of His love.

Welcome to the exciting ministry of volunteering.

Together Giving Hope,

A handwritten signature in blue ink that reads "Hank".

Hank Rush
President & CEO

A handwritten signature in black ink that reads "Elizabeth".

Elizabeth Hatler
Manager of Volunteer Services

Table of Contents

Mission Statement	4
History of Star of Hope	5
Description of Services	7
Board of Trustees & Officers	9
Volunteer Standards & Guidelines	10
• Revisions	10
• Equal Volunteering Opportunity	10
• The Volunteer Relationship	10
• Your Commitment	11
• Age Requirement for Individual Volunteers	12
• Age Requirement for Volunteer Groups	12
• Requirements for Volunteers Working with our Children’s Program on an Ongoing Basis	12
• Procedure for High Impact Volunteers, Professional Volunteers & Internships	12
• Procedure for One-time Opportunities & Special Event Volunteers	12
• Signing-In and Out	13
• Interaction with Clients, Staff Members and Other Volunteers	13
• Fraternalization	14
• Client Neglect & Abuse	15
• Working With Children	15
• Harassment/Sexual Harassment	16
• Weapon-Free Workplace	16
• Drug-Free Workplace Policy	17
• Ethics	17
• Donations	17
• Dress Code	18
• Reporting Incidents	18
• Safety	18
• Personal Property	19
• Star of Hope Property	19
• Internal and External Electronic Communication Policy	19
• Smoking/Tobacco Use on Star of Hope Property or Business	19
• Introductory Period	19
• Orientation and Training	20
• Job Descriptions	20
• Resignation	20
• Grievances	20
• Standards of Conduct	21
• Unacceptable Activities	21
• Disciplinary Actions	22
• Conflict of Interest	23
• General Health	23
Volunteer Confidentiality Policy	24
Staff & Program Information	25

Star of Hope Mission Statement

Star of Hope is a Christ-centered community dedicated to meeting the needs of homeless men, women and their children. Positive life changes are encouraged through structured programs which focus on spiritual growth, education, employment, life management and recovery from substance abuse.

We as Americans can all be leaders in our community if we get involved with a program of powerful impact like Star of Hope. People in need can and do change their lives if we make a place for them in our city. Barbara & I are committed to Star of Hope because Star of Hope is committed to changing lives. Today, we need more room for this great work to go on. And we need you to become involved with people who deserve your help.

President George Bush

History of Star of Hope

A Houston Tradition for More Than 100 Years



Many people know of the Star of Hope Mission, but few know of its origin. Most of us were not alive at the beginning of the 20th century, but it was a time of great beginnings!

Reverend Dennis Robert Pevoto came to Houston in 1900 and spent six years assisting in the growth of Baptist churches. In 1906, Evangelist Mordecai Ham and the former homeless alcoholic Richard Dowling introduced Dr. Pevoto to the needs of the homeless.

In early 1907 on a ship bound for Richmond, VA, Dr. Pevoto was awakened from a very special dream by the turbulent waters of the Atlantic Ocean. The dream was a detailed vision of the creation of the Star of Hope Mission. The dream specified a plan which led to the completion of the mission with name, chapel, dormitory, lunch counter, rest and reading room, and employment bureau. Later that day, Dr. Pevoto shared the vision with his two traveling companions from Houston, and the trio began working on the plan.

Through the help of a caring community, churches, and business leaders, the Star of Hope Mission opened on July 1, 1907 in a two-story building at 714 Franklin Street. Since that time, Star of Hope Mission has worked to lead men (and later women) to

recognize the need for Christ in their daily lives. By furnishing food, clothing, and beds to destitute individuals, their minds are freed from worry about their basic needs and can be focused on creating a more constructive life.

Most of those needing help were men. They came, dressed in worn out suits and floppy hats. Most were bearded and dusty. They ate their meals after the sermon, standing elbow to elbow at long plank tables. And they encountered the life-changing provision and power of God.

Today, more than 100 years later, God is still touching the lives of Houston's homeless, but the scene is strikingly different. The mission has changed to meet the changing needs of Houston's homeless. The men's shelter is now on Ruiz Street, but there are other special facilities and programs to care for single women and families.

The newer, larger facilities care for "the new homeless," women and children. The Women & Family Emergency Shelter, now located on Dowling Street, first opened in 1986.

In December 1996, Star of Hope moved its administrative offices and the Transitional Living Center (TLC) for women and families into larger, newly constructed facilities at 6801 Ardmore near the medical center. This allows Star of Hope to help even more people in need.

And now, Star of Hope has partnered with the Pine At Westbury to provide safe, affordable, permanent housing and follow-up programs for clients completing the recovery programs at both the Men's Development Center and the Transitional Living Center for Women & Families. Our New Horizons program completes the circle of taking people off the street all the way into permanent housing.

Still more recently, the Star of Hope New Haven program provides permanent housing and supportive services for chronically homeless men and women who are mentally ill.

Looking forward, and yet to come, is Cornerstone Community that will provide a continuum of care for single women and families. The anticipated move in date is Summer 2017.

Thank you for helping Star of Hope respond to the needy here in our community, providing Christ-centered hope to hurting men, women and families for more than 100 years!

Description of Services

The homeless men, women and children who come to the doors of Star of Hope are from a variety of situations. Majority come from either physically or emotionally abusive relationships. Many are addicted to drugs or alcohol. To make matters worse, they have nowhere to go and no one to turn to in their time of greatest need.

At our Men's Development Center in downtown Houston, a sign at the entrance states, "If you do not have a friend in the world, you will find one here." Founded in 1907 as a Christian, non-profit mission, the focus of Star of Hope from the beginning has been to reach out with the love of Jesus Christ to those who have nowhere else to turn. Star of Hope precedes all other agencies in Houston and is still the largest agency of its kind.

Star of Hope moved into the Doris & Carloss Morris Men's Development Center in June 2000 from our previous location on LaBranch. The Men's Development Center provides refuge for transient men; a 6-month spiritual recovery program for men committed to their recovery and making a life change; a transitional living program for up to six months after successful completion of the spiritual recovery program; and an active alumni program. The Men's Development Center offers:

- housing for approximately 450 men a night and many more in inclement weather.
- recovery programs that develop personal disciplines and Christian character.
- a computer learning center that assists with high school equivalency, education and job skills.
- a Career Development and Education Center that assists with adult basic education, ESL classes, literacy and resources for job searching.
- walk-in center that offers daytime refuge and respite from the weather and the pressures of the street.
- access to medical care.
- an on-site sobering-up station for intoxicated men.

In the mid-1980's the faces of the homeless began to change and could no longer be stereotyped as a male, alcoholic problem. Today, women and children comprise the fastest growing segment among the homeless population.

Star of Hope responded to the needs of these homeless women and children by opening a Women & Family Emergency Shelter in January 1986. The shelter serves approximately 300 homeless mothers and/or fathers with their children every night. With an ever-growing number of homeless families, in 2004, the shelter opened the June Waggoner Children's House of Hope to meet the special needs of homeless children. The Women & Family Emergency Shelter is committed to providing a safe and stable environment where positive changes can occur through a variety of programs and support services::

- a three-month program that helps families identify resources needed for full recovery.
- access to medical care.
- loving child care, after-school tutoring and an on-site playground.
- a computer learning center with programs for adults and children.
- Bible studies and chapel services for children and adults.
- a lending library.

It was realized during the 1980's that emergency shelter was not enough help for many homeless persons. They kept coming back after leaving the shelter, unable to maintain an independent life-style. Star of Hope met this need by opening a Transitional Living Center. The Transitional Living Center program provides long-term solutions of structure, accountability, and opportunity to learn basic living skills in a comprehensive and demanding one-year program. Applicants to this intensive 12 month program complete a written application and participate in a thorough intake process designed to select participants who are genuinely committed to their own recovery. Resources available at the Transitional Living Center include:

- counseling in the areas of education, social services, employment, substance abuse recovery and life management skills.
- 66 family apartments, including one, two and three-bedroom units.
- an adult program which houses 45 single women.
- loving child care, after-school tutoring and on-site playground.
- access to medical care.
- computer learning center with programs for children and adults, ranging from homework assistance to high school equivalency to job skill training.
- intensive 90-day substance abuse recovery program
- a year-long follow-up program
- specialized programs for girls who are aging out of the foster system and homeless first-time moms

New Horizons, began in June 2008. It provides safe permanent housing for qualified singles and families by subsidizing rent and childcare over 3 years, providing financial management classes and recovery support.

New Haven is our newest program and a first in our city. It provides permanent housing and supportive services for formerly homeless men and women who are mentally ill.

The goal of Star of Hope is to assist homeless men, women and their children to achieve happy, productive, independent living through healing, change and positive growth in all areas of their lives. Each of Star of Hope's facilities addresses the problems unique to a particular segment of the homeless population.

Star of Hope is a 501(c)(3) non-profit organization, a United Way agency, and a member of the Evangelical Council for Financial Accountability (ECFA).

Star of Hope Mission Board of Trustees

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Hank Rush

Volunteer Standards & Guidelines

In an effort to make your service here as fruitful and enjoyable as possible, we have developed *Volunteer Standards & Guidelines*. These are designed to answer many of your questions about the practices and policies of Star of Hope such as what you can expect from Star of Hope and what Star of Hope expects from you. While volunteering at Star of Hope, we ask that you carefully observe these standards and guidelines.

REVISIONS

Star of Hope reserves the right to amend, revise or delete any policy or procedure referred to in these Volunteer Standards & Guidelines at any time without notice. Changes may be communicated to volunteers in meetings, counseling sessions, by memo or incorporated into revised manuals. If you have any questions about *Volunteers Standards & Guidelines*, please ask your supervisor or Manager of Volunteer Services.

EQUAL VOLUNTEERING OPPORTUNITY

Star of Hope provides equal volunteering opportunities for every person regardless of race, color, religion, sex, national origin, age, disability, veteran status, genetics or any other protected classification as established by law. Where appropriate, Star of Hope will select volunteers with particular religious beliefs that support our mission statement. All matters relating to volunteering are based upon ability to perform the job, as well as dependability and reliability once a volunteer is placed.

THE VOLUNTEER RELATIONSHIP

The placement of a volunteer shall not be considered as creating a contractual relationship between the volunteer and Star of Hope. **Unless otherwise agreed to in writing by the volunteer and President/CEO, volunteer placement shall be “at will”, so that either party may terminate the volunteer relationship at any time for any or no reason. All volunteers enter into this relationship willingly and understand they will receive NO compensation for the hours volunteered.**

Star of Hope has the right to and may verify work history, education, licenses, registrations, certifications, and degrees that are represented on the volunteer applicant’s application, resume or in interviews, including criminal background information. False or misleading statements are grounds for termination of the volunteer placement at any time.

Clients of Star of Hope will not be considered for volunteer placement until two years after the successful conclusion of their client status. This includes clients served by the Extended Services department.

YOUR COMMITMENT

Volunteers contribute to the overall mission of Star of Hope by providing another layer of compassion, caring, talent and skill to our team. We offer many different types of volunteer opportunities:

- High Impact Volunteers – These volunteers are faithful long-term partners who become valued team members. High Impact Volunteers work no less than once each week and are expected to diligently honor this commitment. Failure to honor the commitment may result in reassignment or termination.
- One-Time & Special Project Volunteers – These volunteers assist in areas that require very little training, such as in the kitchen, storehouse or Christmas Workshop, and only volunteer for a short amount of time or to obtain a specified number of volunteer hours. (Due to time constraints, the number of these opportunities at a given time are extremely limited.)
- Professional Volunteers – Members of our local professional community who volunteer their expertise, experience and service to our mission. Examples of professional volunteers include: doctors and nurses, accountants, certified financial planners, teachers, attorneys and electricians.
- Virtual Volunteers – Volunteer in a virtual environment as a member of Team for Hope or Prayer Partners.
- Volunteer groups – Regardless of size, volunteer groups are an organized collection of people who have a designated leader. Star of Hope offers High Impact placements, one-time projects and special event projects for group volunteer service. However, all projects are not suitable for all groups.
- Internships – Star of Hope is delighted when we can partner with outstanding academic institutions and top-notch students to provide internships. Internships are individually tailored to meet the specific educational needs of the student. Interns must pass a criminal history background check, as well as attend orientation conducted by the HR department.
- Court-mandated or Disciplinary Community Service – Star of Hope does not work with any type of court-mandated or disciplinary community service.

Star of Hope expects all volunteers to work their assigned schedule. All volunteers are expected to be consistent and faithful in fulfilling the agreed upon commitment. If you cannot make a scheduled time, please contact your staff supervisor or the Volunteer Services Department with as much notice as possible.

Volunteers are expected to be punctual for their assigned times. Please let your supervisor know if you will be late.

If a volunteer is unable to meet his/her commitment to Star of Hope, it may be necessary to replace that volunteer. The volunteer may take a leave of absence and return where needed by Star of Hope. We cannot guarantee that your "spot" will remain open until your return.

AGE REQUIREMENT FOR INDIVIDUAL VOLUNTEERS

- The minimum age for an individual volunteer without a chaperone is 18.

AGE REQUIREMENTS FOR VOLUNTEER GROUPS (2 or more volunteers)

- All volunteer group members must be in high school or older. To volunteer on a one-time basis in childcare, all volunteers must be age 16 or older.
- All high school students must be accompanied by 1 sponsor for every 10 students during the entire volunteer experience.
- Younger children may not volunteer – even if accompanied by a parent or sponsor. The only onsite exception is for the Snacks & Goodnight project, which was developed for volunteers of all ages.

REQUIREMENTS FOR VOLUNTEERS WORKING WITH OUR CHILDREN'S PROGRAM ON AN ONGOING BASIS

- Any volunteer who, either individually or with a group, works with our children's program on an ongoing basis must meet the requirements for State licensed childcare. *Ongoing* is defined as a volunteer who works with the children on more than one occasion.
- The minimum age for childcare volunteers is 18.
- Volunteers must have a high school diploma or GED
- Volunteers must pass criminal history background check.

PROCEDURE FOR HIGH IMPACT, PROFESSIONAL AND VIRTUAL VOLUNTEERS

- Submit volunteer application. Professional volunteers must submit type of professional license, license number and expiration date.
- Attend new volunteer orientation.
- Interview with Volunteer Services representative. Occasionally, a volunteer placement may require either the initial interview be with the prospective supervisor or require an additional interview with the prospective supervisor.
- Pass reference and criminal history background check. May also include fingerprinting and check of driving record.
- Volunteer is scheduled to meet with supervisor and/or begin placement.

PROCEDURE FOR ONE-TIME PROJECTS & SPECIAL EVENT VOLUNTEERS

- It is best to schedule early - usually at least two weeks in advance.

- When calling to schedule a group, it is helpful for the group leader to have a couple of dates in mind that will work for the group, the number of volunteers who will participate in the project, and the type of project the group would like to do.
- Groups are scheduled on a first-come basis.
- Once a group is scheduled, a confirmation letter will be sent to the group leader. (If we are able to schedule a group at the last minute, there may be an agreement with the group leader that he/she will not receive a confirmation letter.) **IF A GROUP HAS NOT RECEIVED A CONFIRMATION LETTER, THE GROUP IS NOT ON OUR SCHEDULE.**
- It is expected that the group leader will discuss our general guidelines prior to the group's arrival. Group leaders must also have each group member register online via the link provided in the confirmation letter. If volunteers are scheduled for the kitchen, a link will also be provided for a brief kitchen orientation video.
- Time permitting, a brief orientation and tour will be given upon the group's arrival.

SIGNING-IN AND OUT

Volunteers must **always** sign-in at the front reception desk and sign-out before leaving. This information is important so that we may recognize outstanding volunteer service and provide statistical data required for grant proposals and agencies such as United Way. Where electronic sign-in/out is available, volunteers will be provided with their PIN numbers.

INTERACTIONS WITH CLIENTS, STAFF MEMBERS & OTHER VOLUNTEERS

Be wise! We want volunteers to get to know our staff, other volunteers and residents in the programs. However, be aware of being taken advantage of by some clients who may employ manipulative tactics to achieve personal and, in some cases, unprofitable agendas.

Here are a few specifics:

- Do not give rides to any client.
- Do not give money to any client.
- Do not leave your belongings unattended. If you must bring valuables with you, be sure to ask your supervisor where to store them. Never leave your purse or other valuables on the front seat of your car – even if the car is locked. Star of Hope does not assume any responsibility for loss, damage or theft of any personal property.
- Practice active listening and empathy. Do not make decisions for the residents. Always refer residents to staff members for questions and assistance.
- Report inappropriate behavior or anything that causes you to feel uncomfortable to your staff supervisor or to the Manager of Volunteer Services **immediately**.

- Always remain calm when speaking with clients. Remember that our clients are going through difficult times and their stress level may be high. Never take any negative comment made by a client personally and never allow yourself to be drawn into an argument.
- Profanity is never acceptable when working with staff, clients or other volunteers.

FRATERNIZATION

This policy is to provide guidelines concerning activities, actions, conduct, involvement and relationships between residents/clients/guests and volunteers. As a Christian human services organization, this is a critical policy and merits strong commitment by every volunteer. In general, activities, actions, conduct, involvement, and relationships in which volunteers are authorized to engage with residents/clients/guests are those which are listed in the volunteer's job description. The welfare of our clients is a primary consideration in the programs of Star of Hope and this objective is basic to all volunteer-staff-client interactions.

For the purpose of this policy, residents/clients/guests include any person residing at or being served by one of our facilities and any person who has resided or received services (including follow-up contacts) within the last two years.

Examples of unauthorized, inappropriate, and unprofessional behavior include:

- Interacting for personal reasons or socializing with residents/clients/guests when a volunteer is off duty.
- Interacting with clients if that interaction is not necessary with respect to your job or authorized by appropriate supervisor.
- Transporting or allowing residents/clients/guest in your personal vehicles.
- Transporting residents in Organization vehicles without proper authorization.
- Engaging in unauthorized transaction with residents/clients/guests including borrowing, lending, giving/receiving money or anything of value, buying and selling or acting as a client's agent in any of the above.
- Employing or giving any inducement designed to obtain any personal service from any resident/client/guest.
- Accepting any personal favors from clients/residents/guests.
- Showing favoritism between clients/residents/guests or doing a personal favor for a client/resident/guest without appropriate authorization.

- Any romantic or sexual relationships or attempted relationships between a volunteer and client/resident/guest.
- Conduct that demeans or humiliates or embarrasses a client/resident/guest.
- Inappropriate physical contact with a client/resident/guest.

It is inappropriate and unauthorized for volunteers to engage in activities that can be interpreted as socializing with residents/clients/guests. Any violation of this policy constitutes misconduct and may lead to immediate discharge.

CLIENT NEGLECT AND ABUSE

It is the policy of Star of Hope to provide a positive and encouraging environment for our clients in which they feel reasonably safe and where appropriate consideration is given to their privacy, dignity and individual needs. You are required to embody this policy in clients' interactions and avoid conduct considered client neglect or abuse. Examples of neglect or abuse include but are not limited to:

- Intentional physical or emotional abuse of a client. Abuse is defined as intentional or reckless action or omission that causes injury or emotional trauma to a client.
- Any sexual relationships or attempted relationships with a client or with anyone who has been a client (including clients on follow-up status) within the last two years.
- Moral or social behavior which could have serious detrimental influence on clients.
- Procuring alcohol, illegal drugs or unauthorized prescription drugs from or for clients of staff members.
- Exploiting a client for personal gain, including borrowing from or loaning money or any other item of value to a client or hiring a client for personal work.

Any violation of this policy constitutes misconduct and may lead to immediate discharge.

WORKING WITH CHILDREN

Volunteers should observe the following guidelines when working with children:

- Volunteers should not discipline the children. Volunteers should report children's disciplinary matters to the Activities Coordinator or staff member on duty.
- Volunteers should never be alone with a child.

- Volunteers should never touch or hug a child in a way that might be misinterpreted. Please remember that many of our children have come from abusive backgrounds. However, you will not know which children have been abused and which have not. It is best to let each individual child initiate contact.

HARASSMENT / SEXUAL HARASSMENT

It is the policy of this Organization to provide a working environment free of harassment. Every form of harassment is expressly prohibited. Allegations of harassment will be investigated and, if warranted, appropriate disciplinary action, including termination, will be taken. Volunteers who believe they have been subjected to harassment should report the incident(s) to their staff supervisor, program director, Manager of Volunteer Services, Vice President of Operations or Human Resources Department.

Harassment can include “jokes”, comments, insults, ridicule, discrimination , unprofessional behavior or other personally offensive or unwelcome behavior that creates an intimidating, hostile or offensive work environment; unreasonably interferes with a volunteer’s work performance; and is not deemed in the best interest of Star of Hope.

Sexual harassment is defined as personally offensive or unwelcome sexual suggestions, language, physical advances, requests for sexual favors and other verbal or physical conduct of a sexual nature.

If you believe you have experienced or observed an incident of harassment of any kind you are expected to report the incident immediately. Since harassment incidents may represent embarrassing or difficult to discuss circumstances, you should select the reporting option above with which you are most comfortable. Each charge of harassment will be investigated with consideration given to confidentiality. Results of the investigation will be communicated to those who have a legitimate need to know and appropriate action will be taken as required.

WEAPON-FREE WORKPLACE

To ensure that Star of Hope maintains a workplace safe and free of violence, the Mission prohibits the possession or use of dangerous weapons on Mission property. A license to carry the weapon on Mission property does not supersede Mission policy. Any volunteer in violation of this policy will be subject to prompt disciplinary action, up to and including immediate termination. All Mission workers are subject to this provision, including contract and temporary workers, customers, vendors, volunteers and visitors on Mission property. Star of Hope also prohibits the carrying of a weapon or concealed handgun on your person or property while rendering any services or attending any event or function or conducting any business on the Mission’s behalf unless authorized by applicable law. Volunteers who hold a license to carry a concealed handgun are allowed to transport or store that handgun in a locked, privately owned vehicle in a parking lot, parking garage or other parking area that is provided by Star of Hope.

“Dangerous weapons” include, but are not limited to, firearms, explosives, knives and other weapons that might be considered dangerous or that could cause harm. Volunteers are responsible for making sure that any item possessed by the volunteer is not prohibited by this policy.

DRUG-FREE WORKPLACE POLICY

Star of Hope is committed to protecting the safety, health and well being of all employees, volunteers and other individuals in our workplace. We recognize that alcohol abuse and drug use pose a significant threat to our goals. We have established a drug-free workplace program that balances our respect for individuals with the need to maintain an alcohol and drug-free environment. Star of Hope encourages volunteers to voluntarily seek help with drug and alcohol problems. In addition, Star of Hope receives funds from several grants that require compliance with this policy. Violation of this policy will lead to disciplinary action up to and including immediate termination. Any individual who conducts business for the Mission, is applying for a position or is conducting business on the Mission’s property is covered by our drug-free workplace policy. Our policy includes, but is not limited to, employees, volunteers, interns and applicants.

It is a violation of our drug-free workplace policy to use, possess, sell, trade and/or offer for sale alcohol, illegal drugs or intoxicants. Prescription and over-the-counter drugs are not prohibited when taken in standard dosage and/or according to a physician’s prescription. If the use of a medication could compromise the safety of the volunteer or any other individual in the Mission, the volunteer should not report for his/her shift.

ETHICS

Star of Hope conducts its business fairly, impartially, in an ethical and proper manner, and in compliance with all applicable laws and regulations. Star of Hope is committed to conducting its business with excellence and integrity underlying all relationships, including those with clients, donors, volunteers, customers, suppliers and communities, and among employees. The highest standards of ethical business conduct are required of Star of Hope volunteers in performance of their responsibilities. Volunteers will serve with respect, concern, courtesy and responsiveness in carrying out the organization’s mission. Volunteers will not engage in conduct or activity that may raise questions as to the Mission’s honesty, impartiality or reputation or otherwise cause embarrassment to the Mission. Volunteers shall, during both volunteering and non-volunteering hours, act in a manner which will inspire public trust in their integrity, impartiality and devotion to the best interests of the Mission, its clients and customers. Violation of this policy shall result in disciplinary action, up to and including immediate termination.

DONATIONS

All donations (money, food, clothing or any other in-kind donation) are to be used for the benefit of Star of Hope, its clients and residents. Volunteers are not authorized to use

these donations for a personal benefit or to distribute them to clients without specific authorization from the appropriate supervisor. Volunteers are not authorized to handle cash donations. Violation of this policy (unauthorized possession, use or distribution of donations) will result in disciplinary action, up to and including immediate termination.

DRESS CODE

Volunteers must dress appropriately for your work, the season and in accordance with program requirements. Generally, business or business casual dress is acceptable for most professional or administrative positions. The following are not acceptable: ripped jeans, short-shorts, mini-skirts, short dresses, tank tops, sleeveless shirts, strap-type tops and tight-fitting, sleeveless or low-cut clothing. Shoes should be appropriate to your work. For your safety, do not wear “flip flop” or similar shoes that do not adequately protect your feet.

- Conservative T-shirts, jeans and athletic shoes are appropriate for most volunteer activities
- Volunteers may wear jeans or walking shorts if working outdoors during warm weather. Walking shorts cannot be more than 2” above the knee. However, long pants must be worn by all volunteers at the Men’s Development Center and in all kirchens.
- Volunteers assisting in the kitchen must wear long pants or skirts below the knee to protect the legs from splatters; a shirt with sleeves; closed-in shoes in both heels and toes; and a hairnet or cap. Volunteers are asked to bring their own baseball caps . **Due to City of Houston Health Department regulations, we will strictly enforce the dress code. Inappropriately dressed volunteers may not be able to participate in the project.** If even one volunteer is not in compliance with the dress code, Star of Hope is in violation of the City ordinances and can be cited.
- As a general rule – dress conservatively.

REPORTING INCIDENTS

An incident refers to any event or situation where someone could suffer injury. All incidents must be immediately reported to your staff supervisor or the Manager of Volunteer Services. This reporting policy is important for the safety and well being of everyone in order to ensure a continued safe and successful workplace.

SAFETY

It is the policy of the Organization to provide a safe and healthy work environment for all volunteers. Volunteers must comply with all safety and health requirements by management, federal, state and local law.

PERSONAL PROPERTY

The Organization does not assume responsibility for the loss, damage or theft of personal belongings, and volunteers are strongly advised not to carry unnecessary amounts of cash or other valuables with them when they come to volunteer.

Please, under no circumstances leave your purse, wallet or other valuables on the seat of your car – even if the car doors are locked.

STAR OF HOPE PROPERTY

Desks, storage areas, work areas, lockers, file cabinets, credenzas, computer systems, office telephones, modems, facsimile machines, copiers, and Star of Hope vehicles are Star of Hope's property and must be regarded and maintained according to this policy. Handle all equipment with care, ensuring its safe and proper operation and storage.

INTERNAL AND EXTERNAL ELECTRONIC COMMUNICATION

The use of Star of Hope's internal and external electronic communication systems, including computers, e-mail access, voice mail, telephone systems, fax machines and all forms of Internet/Intranet access, is for Mission business and for authorized purposes only. Star of Hope owns the rights to all data and files in any computer, network, or other information system used by the Mission. Star of Hope also reserves the right to monitor voice mail, telephone systems, e-mail messages (including person/private/instant messaging systems) and their content, as well as any and all use of the Internet and of computer equipment used to create, view, or access e-mail and Internet content. Volunteers who use any part of the Mission's internal or external electronic communication systems as part of their volunteer placement are responsible for adherence to the complete internal and external electronic communications policy. Violation of the internal and external electronic communications policy can result in disciplinary action, up to and including termination.

SMOKING / TOBACCO USE ON STAR OF HOPE PROPERTY OR BUSINESS

It is the policy of Star of Hope to protect the health and safety of employees, volunteers, clients and visitors. All tobacco products - including smoked and smokeless tobacco and electronic cigarettes - are banned from all Star of Hope locations and vehicles and while representing our mission.

INTRODUCTORY PERIOD

Your first 60 days of volunteering at Star of Hope are considered an introductory period. This introductory period will be a time for getting to know your fellow volunteers, Star of

Hope staff, and the tasks involved in your job position, as well as becoming familiar with Star of Hope services. Your supervisor will work closely with you to help you understand the needs and processes of your job.

This introductory period is a tryout time for both you, as a volunteer, and Star of Hope as an agency. During this introductory period, Star of Hope will evaluate your suitability for volunteering and you can evaluate Star of Hope as well.

At the end of the introductory period, Manager of Volunteer Services or designee will discuss your volunteer position with you. At this time you, as a volunteer, and Star of Hope as an agency decide whether to continue to work together.

ORIENTATION AND TRAINING

The Volunteer Services Department will give new volunteers an overview of Star of Hope's operations and policies.

New volunteers will receive on-the-job orientation, including explanation of duties, from the program or department manager or designee.

JOB DESCRIPTIONS

There is a job description for each volunteer position and a copy of your job description will be provided to you. When your duties and responsibilities are changed, your job description will be updated.

RESIGNATION

While we hope both you and Star of Hope will mutually benefit from your continued volunteering, we realize that it may become necessary for you to leave your volunteer job with Star of Hope. If you anticipate having to resign your volunteer position, you are expected to notify the Manager of Volunteer Services and your supervisor as far in advance as possible. Please make arrangements for an exit interview.

GRIVANCES

An effective, successful operation and satisfied volunteers go hand in hand. Volunteer grievances are of concern to Star of Hope, regardless of whether problems are large or small.

In order to provide for prompt and efficient evaluation of and response to grievances, Star of Hope has established a formal Grievance Procedure of all volunteers. It will always be Star of Hope's policy to give full consideration to every volunteer's opinion. There will be no discrimination against or toward anyone for his or her part in presenting grievances.

Under this policy, a grievance is defined as any event, condition, rule or practice which the volunteer believes violates his or her civil rights, treats him or her unfairly, or causes him or her any degree of unpleasantness or unhappiness on the job. A grievance may also deal with an attitude, a statement or an opinion held by a supervisor or a fellow volunteer.

1. See the Manager of Volunteer Services first. If you feel that any volunteering condition, policy, practice or action by Star of Hope is unjust, you should tell the Manager of Volunteer Services about it and discuss the matter confidentially and in private with him or her. If for some reason the Manager of Volunteer Services fails to offer you the opportunity to discuss the matter, or if the discussion does not lead to a satisfactory conclusion, then proceed to the next step.
2. Grievance Conference. The Manger of Volunteer Service's immediate supervisor, the Senior Vice President of Programs, will review the grievance and ask to meet with you. At this conference, you should feel free to openly discuss your complaint and substantiate your reasons for feeling the way you do. The Senior Vice President of Programs will consider your input and render a decision.

STANDARDS OF CONDUCT

Whenever people gather together to achieve goals, some rules of conduct are needed to help everyone volunteer together efficiently, effectively and harmoniously. By accepting a volunteer position with Star of Hope, you have a responsibility to Star of Hope, our clients and your fellow volunteers to adhere to certain rules of behavior and conduct. The purpose of these rules is not to restrict your rights but rather to be certain that you understand what conduct is expected and necessary. When each person is aware that he or she can fully depend upon fellow volunteers to follow the rules of conduct, then our organization will be a better place for everyone to volunteer.

UNACCEPTABLE ACTIVITIES

Generally speaking, we expect each person to act in a mature and responsible way at all times. However, to avoid any possible confusion, some of the more obvious unacceptable activities are noted below. This, however, in no way implies that the following list contains all unacceptable activities which may result in disciplinary action up to and including termination of the volunteer placement. Your avoidance of these activities will be to your benefit as well as the benefit of Star of Hope. If you have any questions regarding any of the unacceptable activities listed, please see the Manager of Volunteer Services for an explanation.

Occurrences of any of the following violations, because of their seriousness, may result in immediate dismissal without warning:

- Willful violation of any agency rule.
- Any deliberate action that is extreme in nature and is obviously detrimental to Star of Hope.
- Inappropriate dress, language or behavior.

- Any type of harassment directed toward another person.
- Client abuse or neglect.
- Negligence or any careless action that endangers the life or safety of another person.
- Being intoxicated or under the influence of controlled substance drugs while volunteering. (The only exception is medication prescribed and taken as directed by a physician which does not impair volunteer performance.)
- Sale or distribution of controlled substance drugs in any quantity while on Star of Hope premises.
- Unauthorized possession of dangerous or illegal firearms, weapons or explosives on Star of Hope premises or while representing Star of Hope.
- Engaging in criminal conduct.
- Acts of violence, making threats of violence toward anyone on Star of Hope premises or while representing Star of Hope.
- Fighting, horse-playing or provoking a fight on Star of Hope premises or while representing Star of Hope.
- Negligent damage of property.
- Insubordination or refusing to obey instructions properly issued by your supervisor.
- Threatening, intimidating or coercing clients, staff or fellow volunteers on or off the premises – at any time, for any purpose.
- Theft of Star of Hope property or the personal property of clients, staff or fellow volunteers, unauthorized possession or removal of any Star of Hope property, including documents, from the premises without prior permission from management.
- Unauthorized use of Star of Hope equipment or property for personal reasons; using Star of Hope equipment for profit.
- Dishonesty, willful falsification or misrepresentation on your volunteer application or other volunteer records, or alteration of Star of Hope records or other Star of Hope documents.
- Breach of confidentiality of personnel information.
- Malicious gossip and/or spreading rumors, engaging in behavior designed to create discord and lack of harmony.
- Interfering with another person's ability to perform their job or willfully restricting another person's output or encouraging others to do the same.
- Immoral conduct or indecency.
- Unwillingness or inability to support and further the mission of Star of Hope and/or the objectives of our programs.

DISCIPLINARY ACTIONS

Unacceptable behavior, which does not lead to immediate dismissal, may be dealt with in the following manner:

- Verbal reprimand – A volunteer is informed that he or she has committed an initial act of misconduct that does not seriously threaten the welfare of others or the work of Star of Hope. This reprimand will be documented in writing by the supervisor giving the reprimand.

- Written warning - A written warning is written for misconduct which is considered more serious due to either its nature or because it is misconduct for which the volunteer has been previously reprimanded. Any volunteer receiving a written warning is expected to sign a copy of the warning as an acknowledgment of receipt and a commitment not to repeat the misconduct. Failure to acknowledge receipt of a written warning by signature may be cause for termination of the volunteer placement. The volunteer is encouraged to submit written comments in order to state his or her version and explain any special circumstances.
- Disciplinary suspension – A volunteer may be suspended for up to three months when he or she has violated a policy or committed an act of misconduct or is suspected of doing so. A volunteer on suspension must leave Star of Hope and not return to Star of Hope or contact Star of Hope staff or clients until instructed to do so
- Dismissal – Volunteers may be dismissed without warning for just cause. Star of Hope has the right to request a volunteer to leave immediately.

CONFLICT OF INTEREST

All volunteers should avoid any circumstances that might in any way be interpreted as a conflict of interest between the volunteer and Star of Hope.

GENERAL HEALTH

If you have any health condition that might be aggravated by or that adversely affects your volunteer assignment in any way, please speak with the Manager of Volunteer Services. We will work with you to adjust your volunteer assignment or determine that you are not able to volunteer until the condition is resolved. Volunteers who have an infectious disease will not be permitted to work for the duration of communicability.

Volunteer Confidentiality Policy

Respect for our client's privacy and ensuring the confidentiality of information is a program priority. Confidentiality is extremely important since a breach of confidentiality can affect the personal and collective safety of our clients. A large part of the volunteer work you will do on behalf of the program involves access to personal information about clients who live at Star of Hope. Any client information, either recorded or not, which is acquired in connection with any form of volunteer work in or for the program, is considered confidential.

Confidential information includes information about the client's identity, his/her residence at Star of Hope, what transpired in any group activity, and any information collected for or contained in client records. All such information must be treated confidentially. In most cases, Federal Confidentiality Regulations prohibit the disclosure of any information to anyone concerning or identifying a current or former program client unless the client or his/her guardian has consented in writing. The determination of whether or not a valid consent form for any client is on file is the responsibility of the staff supervisor. **The decision to release any information may only be made by appropriate staff.**

Revealing the simple fact that an individual lives at Star of Hope may result in putting that person in a dangerous situation. Information that comes to you as part of your volunteer placement is NOT to be disclosed or discussed with other volunteers, family members, friends or anyone else, other than the professional program staff which provides supervision of your program.

RESPONDING TO A REQUEST FOR DISCLOSURE OF CONFIDENTIAL INFORMATION:

If you are asked to release information which is confidential, an appropriate, non-committal response should be given, such as, "I'm sorry. I do not know the answer to your questions. Please see the staff manager on duty."

WHEN ANSWERING TELEPHONES: If your volunteer placement requires you to answer the telephone, you may be asked if a certain resident lives at the facility in order to send a message to that person. The appropriate response is, "I'm sorry. I can neither confirm or deny whether that person lives here." Do not offer or agree to take a message - that is an acknowledgement that the person is indeed a client. If the caller insists the person resides at Star of Hope and asks to leave a message, the appropriate response is, "I am a volunteer. Please wait while I call the staff manager on duty."

PHOTOGRAPHING/VIDEO-TAPING CLIENTS: Volunteers are prohibited from photographing, audio taping or video taping any client or resident of Star of Hope without management consent. This policy includes the use of any type of cellular phone camera, digital camera, video camera, tape recorder, or other form of image or audio recording device without management consent.

Staff and Program Information

Hope Center (Administration) – 713-748-0700

6897 Ardmore, Houston, TX 77054-2307

President & CEO – Hank Rush

Executive Assistant – Sarah Eustace

Senior Vice President of Programs – Betty Nunnally

Vice President of HR & Operations Support – Cathryn Taylor

Vice President & Chief Information Officer – Andrew Holmes

Vice President & Chief Financial Officer – Troy Gaddie

Controller – Cheryl O'Brien

Vice President of Marketing & Communications – Vivian Camacho

Donation & Distribution Center Manager – Floyd Clark

Food Service Manager – Rodney Currie

Director of Facilities Development– Ike Kimmel

Facilities & Property Management Assistant Manager – LaShonda Gordon

Director of Workforce Development – Altonette Perry

Manager of Children's Services II – Gabriela Kocian

Manager of Teen Services – Oluwatosin Akande

Manager II, Volunteer Services – Elizabeth Hatler 713-440-5322 ehatler@sohmission.org

Volunteer Liaison – Michelle Bates 713-440-5365 marthur@sohmission.org

Volunteer Liaison – Courtney Hill Khorrami 713-440-5385 chill@sohmission.org

Volunteer Liaison – Amber Wilmeth 713-440-5333 awilmeth@sohmission.org

Men's Development Center – 713-226-5400

1811 Ruiz, Houston, TX 77002

Director – Dr. Dick Druary

Administrative Assistant – Lionese Robinson

Manager of Program Services II – David Bucklew

Manager of Program Services – Clifton Louis

Manager of Client Services – Ellis Sullivan

Spiritual Life Coordinator III – Troy Williams

Women & Family Emergency Shelter – 713-222-2220

419 Dowling, Houston, TX 77003

Director – Edward Black

Administrative Assistant – Kitty Odom Jones

Manager of Family Services II – Tamela Olive

Manager of Guest Services – Ellen Kingry

Manager of Children's Services – Atalia Castro

Spiritual Life Coordinator – Dr. Henri Williams

Transitional Living Center – 713-748-7242

6801 Ardmore, Houston, TX 77054-2307

Director – Michelle Alexander

Administrative Assistant – Rhonda Hutto

Manager of Client Services – Brigitte Stevenson
Manager of Program Services – Patrick Asuquo
Manager of Children’s Services – Gabriella Kocian
Manager II of Children’s Services – Kasey Shelton
Spiritual Life Coordinator II – Geneva DeVaughn

Extended Services

Director – Erika Wise 832-487-1223
Manager of Outreach Services – Di Tubbs
Manager of Program Services, New Haven – Edna Coronado

**Donation & Distribution Center
2320 Lamar, Houston, TX 77003**

Manager - Floyd Clark
Distribution Center Coordinator – Tim Ortiz
Distribution Center Assistant – Phyllis Reilly – 713-226-5411

Visit our website at
www.sohmission.org