



**Martinsburg Union
Rescue Mission**

608 West King Street
Martinsburg WV 25401
www.MartinsburgUnionRescueMission.com

Media / Volunteer Coordinator - Patrick Lewis
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Call / Text (681) 283-0791



VOLUNTEER MANUAL

THANK YOU FOR SERVING!

Welcome Message



Pastor Tim Guerino
Executive Director

I am thrilled that you have chosen to volunteer with Martinsburg Union Rescue Mission. Volunteers are a vital part of achieving our goal of strengthening community by promoting effective communication and are involved in every aspect of our organization, from the classrooms to the first impression of every person walking through our doors for the first time. I hope that you find the duties of your volunteer opportunity to be fulfilling and that your volunteer experience with us is rewarding and positive. The following information package includes details about our organization and the responsibilities of our volunteers. If you have any questions, please contact Patrick Lewis, our Media / Volunteer Coordinator at VolunteerMURM@gmail.com or (681) 283-0791. Once again, welcome and thank you!

Sincerely,

Pastor Tim Guerino

Executive Director

About The Martinsburg Union Rescue Mission



The Mission has been in operation since 1956. Our main purpose and the reason the Rescue Mission exists is to fulfill the great commission as outlined by Jesus Christ in Matthew 28:19,20: “Go therefore and make disciples of all the nations, baptizing them in the name of the Father and of the Son and of the Holy Spirit, teaching them to observe all things that I have commanded you and lo, I am with you always, even to the end of the age, Amen.

Our Vision

To disciple individuals by equipping, educating, and empowering them to be Christ-like disciples therefore returning to the local Church and community as productive members of society.

Our Motto

Hope Lives Here

Jeremiah 29:11

For I know the thoughts that I think toward you, says the Lord, thoughts of peace and not of evil, to give you a future and a hope.

Our Values

01 Christ - Centered

We believe that we first exist to glorify God and advance His kingdom; through grace we receive and through grace we share.

02 Servant - Leadership

We highly value and intentionally serve each other, our guests and our ministry partners, leading by following Christs' example.

03 Transformation

We invest in spiritual, personal, and professional development of one another; restoring and equipping each other for intentional living.

04 Stewardship

We are responsible for the time, talents and treasures entrusted to us by God and our ministry partners and strive to maximize the impact of these resources.

05 Excellence

We strive to provide excellent services, achieve results, impact our community and be innovative and collaborative in our approach.

06 Honor

We give honor. We set others up to win. We celebrate and champion those God has placed around us. What we honor is what we receive.

Fall of 1956
the Mission is
authorized to
do business in
West Virginia

Winter of 1960,
the house of 602
W. King St.
Opened its doors
with room to
house 18 men

June 1994
606 W. Street
becomes new
home of the
Thrift Store

July 23, 2023
Morgan County
Homeless
Coalition merges
with Martinsburg
Union Rescue
Mission

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Spring of 1957
services were
begun to meet
the needs of
homeless men

October 1960
the Mission
Thrift Store
opened in
downtown
Martinsburg
on Queen St.

of the

May 2010
ground
broken on
new Mission
facility to
house 78 men

November 1,
2023 Hope
House officially
opens to
receive women

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Spring of 1958
Chapel
services were
begun to be
held nightly
followed by a
meal

November 1977
604 West King
Street
purchased and
began offices
and additional
dormitory
spaces

May 18, 2013
new Mission
facility is
opened at
608 West King
Street

November 1,
2023 Haven
House officially
opens to
receive families

Our Programs

Guest Program

The purpose of the Mission's Guest Program is to provide short-term shelter, food, clothing and orientation to the Mission's Residential Rehabilitation Program. This process an individual may stay up to 7 straight days. During this time, they must show signs that they are working towards taking steps to move forward in their life circumstances by attending daily chapel, Discipleship class, participate in daily work assignments around the Mission, attend required classes during their 7 days stay. During these 7 days staff will assess the person's needs. If that person's needs can be met by the Mission, they will be offered the Residential Rehabilitation Program. If not, we will refer them to an alternative community program or organization that fits their needs. Guest length of stay is generally limited to seven days per calendar month and a total of twenty-eight days per calendar year. At any time, the Mission staff can extend the time of stay due to extenuating circumstances.

Spiritual Recovery Program

All persons that enter any residential program at the Mission are required to participate in the Mission's Spiritual Recovery Program. A strict, no tolerance of drugs and alcohol atmosphere is maintained. Every person that enters this program is required to attend our Discipleship Track classes. We also have a Genesis Program for those who graduate from the Discipleship Track program and want to advance to the next level of their process. Self-dignity is fostered through developing positive work ethics. Social skills are developed through peer and community interaction. Development of social acceptance is encouraged through community service interaction. Participation in church, social and civic groups is strongly encouraged.

Support Program

The primary program that every new person enters. It is a Christian-based recovery program that restores structure and order through work assignments. These assignments include warehouse helpers, kitchen preparing and serving meals, housekeeping, wood and furnace crew, thrift store, facilities and grounds maintenance, and as needed.

Our Programs

Employment Program

A halfway program that allows a person to reside at the Mission while employed in the community. Employment may be full-time or a combination of part-time employment in the community and part-time volunteer work in the community or at the Mission. Once a person enters the Employment Program, they are encouraged to find housing within one hundred eighty days. After ninety days a review of the person's financial stability will be conducted by a staff member, this requirement may be waived until the person is physically, mentally, and financially capable to live outside of the Mission's structured environment.

Staff Program

Designed to allow a person to continue in the Mission's Spiritual Recovery Program while providing avenues for increased responsibility and authority. A participant in this program assumes a residential staff position in administration, food services, housekeeping, transportation, store operations or facilities and ground maintenance.

Haven House

The Haven House is a ministry for Transitional Housing for Homeless Families. It is on the Main Rescue Mission campus at 604 W. King Street in Martinsburg. There are 6 apartments for 6 families. It is staffed 24/7, 365 days a year, with volunteers and paid staff. A family can stay up to 18 months or less and gradually transition into a permanent place to live and raise their family. While at Haven House, each family will receive daily case management and all the other resources currently in place for all that come to the Mission. The goal is to transition from homelessness and hopelessness to a new life in Christ, a permanent job, sobriety, stability, solid, loving family relationships, and a productive member of society.

Hope House

The Hope House is a ministry for women who are homeless and in need of transitional housing. Hope House is a ministry of the Martinsburg Union Rescue Mission. The Hope House is located at 47 Union Street in Berkeley Springs. It is a nine-bed transitional housing shelter. It is staffed 24/7 365 days of the year, with volunteers and paid staff.

Emergency Procedures

This document should not be considered a substitute for informed decisions and common sense when an emergency occurs.

Emergencies take many forms and may require several different actions. No one can foresee the type or extent of the emergency, and how it affects people and structures, so it is impossible to provide definitive, all encompassing, advice. The following are general instructions that are designed to guide volunteers regarding safety and emergency procedures for just a few types of actual and potential emergencies.

First aid and disaster supplies are available in several locations throughout the Center and are marked by signs on the wall. These supplies are provided to help meet the immediate needs of individuals affected by a disastrous occurrence. The Mission's facilities are not necessarily a safe refuge during emergencies and disasters. Assistance and supplies are provided only to smooth the transition to officially designated assistance centers.

Earthquake

During an earthquake:

- The priority is to stay calm.
- If you are inside the building, sit against a wall or crouch under a desk or table. Stay away from windows or glass dividers. If you are outside, stand away from buildings, trees, and telephone or electrical lines. After an earthquake, check for injuries and administer first aid if needed. Evacuate the premises using the nearest safe exit as quickly as possible, using extreme caution as building or parts of the building may collapse without warning. Emergency exits are located throughout the building on all floors and are marked with lit signs along the walls.
- Emergency food rations are part of the Center's Disaster Supplies, which are marked on walls throughout the building. Food on the premises is also available to all in an emergency (e.g., lunches and desk supplies). Check food and water supplies before using them, as those requiring refrigeration may be spoiled when power has been interrupted.
- Once you leave the building, meet at the circular drive area of the Mount Zion Church parking lot directly across 19th from our Center entrance to check in with staff.

Fire

In the event of a fire alarm:

- Evacuate the building using the nearest safe exit, which are marked by lit signs throughout the hallways. There are emergency exits throughout the first and second floors of the facility.
- Meet in the Mission's parking lot or across Elijah Street or King Street.
- Do not stop on the sidewalk or on the street to get your car—leave the premises immediately and meet in the Mission's parking lot or across King St.

First Aide

In the event of a medical emergency:

- Call 9-1-1 if necessary and seek out a staff member who is trained in administering first aid if you are not.
- Keep calm and reassure the individual that help is on the way.

Volunteer Program's Mission & Place in MURM

Martinsburg Union Rescue Mission pairs the skilled and willing hands of diverse volunteers with trained staff to provide meaningful programs serving individuals that are homeless and hurting with the Hope and Love of Jesus Christ. The Mission's Volunteer Program encourages teamwork between staff and volunteers, allowing individuals to access and receive Excellence services. The broad skill set you bring supports MURM's vision that all individuals experience the Hope and Love of Christ.

Volunteers are an integral part of the Mission. We depend upon our volunteers as we do our staff to ensure the highest quality of service and programs for our guests, residents and community. We have volunteer openings at our front desk, kitchen, thrift store and the Haven House and Hope House.

You gain professional experience working with us, volunteer events, and professional letters of recommendation from volunteer supervisors for exceptional work. You are important and critical to the success of MURM and are appreciated; if there is anything we may do to make your tenure more productive and mutually beneficial please let us know.

Logging Volunteer Hours

Tracking volunteerism is important for us in reporting to funders and managing our resources and can be helpful for you at school or work. Please help us keep an accurate account of volunteer hours by recording your own hours online.

Volunteers' Code of Conduct

Basic conduct requirements include:

- We ask that you always act in a professional manner toward guests, residents, and staff.
- Treat all guests, residents, other volunteers, and staff information as strictly confidential.
- Know that MURM information is proprietary and owned by MURM.
- Please avoid conflicts of interest and do not moonlight or provide private consultation services for MURM guests, residents, staff during your tenure at MURM. (Please see Conflict of Interest page that you signed for further info).
- Please do not engage in dating of guests or residents.

Cell Phone Usage

Incoming cellular/digital telephone calls are disruptive to an efficient work environment. When volunteers are working with or near guests or residents, MURM asks that volunteers request that discretion be used and that such calls be limited as much as possible.

If volunteers must use or answer a cellular/digital telephone while driving a motorized vehicle while volunteering, MURM supports a safety-first policy. MURM requires that you stop and/or pull over before using or talking on the telephone unless working with hands free equipment. Reading, typing or sending a text message, while driving, is strictly prohibited by law. This request is supported by law enforcement agencies due to increases in accidents attributable to distraction while using a cellular/digital telephone.

No Smoking Policy

There is No Smoking in any MURM vehicles or facilities. Designated Smoking is located outside the back of the 608 King Street building located in the residential area only.

Scheduling & commitment

Regular attendance at volunteer shifts, as you and your volunteer supervisor agree upon, is required. Every volunteer is expected to report for his/her shift on time and stay for the duration of the time scheduled. We count on you as we do our paid staff. Unsatisfactory attendance, including reporting late to your volunteer assignment, quitting early, or an excessive number of absences, could put your volunteer status inactive. We ask that volunteers give us at least 24 hours' notice if you cannot come in for your volunteer shift. We understand that emergencies arise, but we depend upon our volunteers for certain projects and times and knowing about absences ahead of time allows substitutes when possible. In an emergency, please notify Sharon Wolford, before your shift to avoid the Mission assuming that you have resigned from the volunteer program. When you speak to Sharon, state your reason for being late or for not being able to report to your shift, and a telephone number where you can be reached.

Inclement Weather

Emergencies such as severe weather, earthquakes, fires, or power failures can disrupt operations. In extreme cases, these circumstances may require closing. When operations are officially closed due to emergency conditions, we will notify our volunteers. If the weather is severe and you feel it is to your best interest not to come in due to safety, please notify Patrick of your absence.

Background Checks

All volunteers must complete the volunteer sign up form on the website. Once your form is submitted, you will instantly receive an email authorizing a background check to be done. A volunteer cannot start in their volunteer position until the background completion and a volunteer orientation session has been completed. Violation of this policy is grounds for immediate dismissal from the volunteer program.

Confidentiality & external communication

All volunteers must complete a volunteer application, which includes a residents, guests, staff, and other volunteers confidentiality agreement. Names, rosters, case records, of the above files and personnel materials are confidential. No reference to the above individuals or to this confidential information, except in pursuit of care in Mission programs, shall be made to anyone without written consent of the abovementioned, or their parent or legal guardian. This policy applies to both paid employees and volunteers.

Guidelines for online posting

Martinsburg Union Rescue Mission (MURM) recognizes that some of our volunteers may choose to express themselves by posting personal information on the Internet through personal websites, blogs, social networking sites, forums, news groups or chat rooms, by uploading content, or by making comments at other websites or blogs (i.e., Facebook, LinkedIn and Twitter). We value our volunteers' creativity and honor your interest in engaging in these forms of personal expression on your own time, should you choose to do so.

You are legally responsible for content posted to the Internet, in a blog or otherwise, and can be held personally liable for defaming others, revealing trade secrets or proprietary information, and copyright infringement, among other things.

Company policies apply to anything written in a personal blog, posted to the Internet, or uploaded to the Internet. You may not use personal postings to harass or threaten other volunteers or staff or reveal MURM trade secrets or confidential information. Embarrassing or unkind comments about other MURM volunteers, staff, residents, guests or competitors are also inappropriate.

If, in the process of making a personal post or upload on the Internet, you identify yourself as affiliated with MURM, whether by explicit statement or by implication, you must clearly state the views expressed in the post, or at the blog or website, are yours alone, and do not reflect the views of the MURM.

You may not use MURM trademarks, logos, or other images, nor make false or misleading statements about the MURM's philosophy, products, services, opinions, or affiliations with other companies.

Dress Code

The way staff and volunteers dress reflect the expertise and professionalism of the Mission and the services we provide. The dress code for the Mission is — Casual. This means that volunteers dress should not have a negative affect on there work area or Mission Purpose, Vision, Motto, or Values.

Examples of Casual|| are:

- Dresses
- Skirts
- Blazers or sports jackets
- Sweaters/Sweatshirts
- Sweatpants
- Shirts short or long sleeve or blouses.
- Blue jeans, Slacks, khakis, nice pants, etc.

The following types of dress are not casual:

- No shorts or open toed shoes / Crocs / sandals in the Kitchen. This is for safety reasons.
- Visible underwear (including bras/bra straps)
- No pants to the knees or ground. Pants must be appropriately around the individual's waist.
- Tank tops or Men's strap T-Shirts
- Clothing with statements, slogans, or inappropriate language or images as determined by the MURM's Board of Directors.

CONFLICT OF INTEREST POLICY

Section One - Purpose

Martinsburg Union Rescue Mission (MURM) is a nonprofit, tax-exempt organization. Maintenance of its tax-exempt status is important both for its continued financial stability and for public support. Therefore, the IRS as well as state regulatory and tax officials view the operations of MURM as a public trust, which is subject to scrutiny by and accountable to such governmental authorities as well as to members of the public.

Consequently, there exists between MURM and its board, officers, and management employees and the public a fiduciary duty, which carries with it a broad and unbending duty of loyalty and fidelity. The board, officers, and management employees have the responsibility of administering the affairs of MURM honestly and prudently, and of exercising their best care, skill, and judgment for the sole benefit of MURM and in a God honoring way. Those persons shall exercise the utmost good faith in all transactions involved in their duties, and they shall not use their positions with MURM, or knowledge gained there from for their personal benefit. The interests of the organization must be the priority in all decisions and actions.

Section Two - Persons Concerned

This statement is directed not only to directors and officers, but to all employees and volunteers who can influence the actions of MURM. For example, this would include all who make purchasing decisions, all persons who might be described as "management personnel," and anyone who has proprietary information concerning MURM.

Section Three - Areas In Which Conflict May Arise

Conflicts of interest may arise in the relations of directors, officers, volunteers, and management employees with any of the following third parties:

1. Persons and firms supplying goods and services to MURM.
2. Persons and firms from whom MURM leases property and equipment.
3. Persons and firms with whom MURM is dealing or planning to deal in connection with the gift, purchase or sale of real estate, securities, or other property.
4. Competing or affinity organizations.
5. Donors and others supporting MURM.
6. Agencies, organizations and associations which affect the operations of MURM.
7. Family members, friends, and other employees.

CONFLICT OF INTEREST POLICY

Section Four - Nature of Conflicting Interest

A conflicting interest may be defined as an interest, direct or indirect, with any persons or firms mentioned in section three. Such an interest might arise through:

1. Owning stock or holding debt or other proprietary interests in any third party dealing with MURM.
2. Holding office, serving on the board, participating in management, or being otherwise employed (or formerly employed) with any third party dealing with MURM.
3. Receiving remuneration for services with respect to individual transactions involving MURM.
4. Using MURM's time, personnel, equipment, supplies, or good will for other than MURM-approved activities, programs, and purposes.
5. Receiving personal gifts or loans from third parties dealing or competing with MURM. Receipt of any gift is disapproved except gifts of a value less than \$50, which could not be refused without discourtesy. No personal gift of money should ever be accepted.

Section Five- Interpretation of This Statement of Policy

The areas of conflicting interest listed in section three, and the relations in those areas which may give rise to conflict, as listed in section four, are not exhaustive. Conflicts might arise in other areas or through other relations. It is assumed that the directors, officers, and management employees will recognize such areas and relation by analogy. The fact that one of the interests described in Section 4 exists does not necessarily mean that a conflict exists, or that the conflict, if it exists, is material enough to be of practical importance, or if material, that upon full disclosure of all relevant facts and circumstances it is necessarily averse to the interests of MURM. However, it is the policy of the board that the existence of any of the interests described in Section 4 shall be disclosed before any transaction is consummated. It shall be the continuing responsibility of the board, officers, volunteers, and management employees to scrutinize their transactions and outside business interests and relationships for potential conflicts and to immediately make such disclosures.

CONFLICT OF INTEREST POLICY

Section Six - Disclosure Policy and Procedure

Transactions with parties with whom a conflicting interest exists may be undertaken only if all the following are observed:

1. The conflicting interest is fully disclosed.
2. The person with the conflict of interest is excluded from the discussion and approval of such transaction.
3. A competitive bid or comparable valuation exists; and
4. The board or a duly constituted committee thereof has determined that the transaction is in the best interest of the organization.

Disclosure in the organization should be made to the Superintendent (or if she or he is the one with the conflict, then to the board chair), who shall bring the matter to the attention of the board or a duly constituted committee thereof. Disclosure involving directors should be made to the board chair, (or if she or he is the one with the conflict, then to the board vice-chair who shall bring these matters to the board or a duly constituted committee thereof. The board or a duly constituted committee thereof shall determine whether a conflict exists and in the case of an existing conflict, whether the contemplated transaction may be authorized as just, fair, and reasonable to MURM. The decision of the board or a duly constituted committee thereof on these matters will rest in their sole discretion, and their concern must be the welfare of MURM and the advancement of its purpose.

Dismissal from the volunteer program

The Martinsburg Union Rescue Mission reserves the right to dismiss any volunteer at anytime due to "violation of any of the policies spelled out in the manual." inappropriate behavior, Volunteer Manual or breach of the Mission's Purpose, Vision, Motto, or Values.

Resignation/leaving the volunteer program

Upon leaving our volunteer program, please inform your supervisor. Your designated volunteer supervisor will complete a feedback and evaluation form. Thank you again for choosing to volunteer with the Martinsburg Union Rescue Mission!

I have read and understand this policy and commit to follow it:

Signature (Volunteer):

Name

Date

Application For Martinsburg Union Rescue Mission Volunteer Program

WHILE THIS PAPER APPLICATION MAY BE COMPLETED AND HANDED IN, THE VOLUNTEER PROCESS IS QUICKER IF YOU WOULD COMPLETE THE ONLINE APPLICATION THROUGH THE WEBSITE WWW.MARTINSBURGUNIONRESCUEMISSION.COM

The main purpose and the reason the Rescue Mission exists is to fulfill the great commission as outlined by Jesus Christ in Matthew 28:19 and 20. Go therefore and make disciples of all the nations, baptizing them in the name of the Father and of the Son and of the Holy Spirit, teaching them to observe all things that I have commanded you and lo, I am with you always, even to the end of the age, Amen. The general purpose of all the residential rehabilitation programs is to prepare men to return to the mainstream of our society and become responsible productive members of that society.

Thank you for choosing the Mission to volunteer to help us fulfill our Purpose Statement.

Full Name (first, Middle, Last)

Date of Birth: _____

Phone Number: _____

Email Address: _____

Address: _____ City: _____

State: _____ Zip: _____

Community Service required by the court? Yes No

Internship? Yes No

Availability: _____

Special skills, talents, or experience that you can share with Martinsburg Union Rescue Mission:

Criminal Background Check Authorization:

All volunteer applicants are screened through a National Sex Offender list.

Do you authorize Martinsburg Union Rescue Mission to run a Criminal Background Check?

Yes No (Please note that an answer of "No" will automatically disqualify you from all volunteer opportunities)

Signature: _____ Date: _____

Volunteer or Parent/Guardian (if minor)

Application For Martinsburg Union Rescue Mission Volunteer Program

Hepatis-A Clearance

Berkeley County Health Department requires all volunteers in the kitchen to be free from the Hepatis-A virus. By signing below, you affirm you are clear of the Hep-A virus.

Print Name

Sign Name

Standard Rights Release:

I give Martinsburg Union Rescue Mission and its approved agencies and individuals my unrestricted permission to reproduce, distribute, and publish all interviews, photographs, and video or audio recordings taken of me while associated with Martinsburg Union Rescue Mission.

Signature: _____ Date: _____

Volunteer or Parent/Guardian (if minor)

Confidentiality Agreement:

Confidentiality can be a life-or-death issue for some guests at Martinsburg Union Rescue Mission. No information about a Martinsburg Union Rescue Mission guest can be given verbally, in writing, or electronically to anyone else. The value of connecting and building healthy, wholesome, and Godly relationships between volunteers and guests/residents is encouraged. It is important that these relationships be developed carefully, spiritually, and physically. These vulnerabilities are often not readily visible.

Do you agree to abide by Martinsburg Union Rescue Mission's Confidentiality agreement?

_____ Yes _____ No

Signature: _____ Date: _____

Volunteer or Parent/Guardian (if minor)

In case of an emergency person contact information:

Name of emergency person _____

Phone number _____

