

VOLUNTEER GUIDELINES

1. Be punctual and reliable. Notify your Volunteer Coordinator or staff supervisor if you are unavoidably delayed or unable to keep your schedule.
2. Follow sign in and out procedures. Log in your hours.
3. Please do not ask children or mothers any questions about their past, or any reasons why they are in the home (Field Placement students only). If they offer any information to you, please listen with a caring and loving ear, without offering advice. For example; a good response is: 'I understand that must be hard for you to deal with', or "I'm sorry that you had that experience". Keep in mind that most people would rather know that someone cares or empathizes with their problem than receive sympathy or advice.
4. Keep all resident data confidential. No names of residents are to be discussed outside our organization. At no time give your phone number to any resident at the Eli Home.
5. Any problems or questions regarding house rules should be directed to the Program Facilitator.
6. Children should have adult supervision at all times. All children are their mother's responsibility unless other arrangements are made.
7. Volunteer must alert the Lead Case Manager by phone (714-300-0600 ext.231) within two (2) business days when a client fails to show for an appointment or is more than fifteen (15) minutes late for any reason. Volunteer must send written notification, (a specific document termed a "No Show" letter) to the client and a copy to the Lead Case Manager within two (2) business days, each time the client fails to attend an appointment or is more than fifteen (15) minutes late unless the client has called the on call staff twenty-four (24) hours prior to the appointment and has rescheduled an appointment within the same week.

It is not up to the volunteer to decide whether or not the reason for the tardy or missed appointment is acceptable. All failed or late appointments must be reported to the Lead Case Manager.

8. Your time at the Eli Home should be spent in positive interaction with Eli residents. If you are bored or feel uneasy about your position, please let us know. We do not want you to feel less important than any staff member.
9. Our dress code is: Office casual, Be Comfortable!

- 10.** Jesus Christ is the founder and author of The Eli Home, Inc. Please feel free to share your love and encouragement with the mothers and children.
- 11.** Any expenses incurred by a volunteer are the sole responsibility of that volunteer unless the expense was pre-approved by the volunteer coordinator, in which case it will be reimbursed.

Volunteers are a great resource to The Eli Home. Please feel free to offer suggestions, or let us know if you are unhappy about anything. We hope your time with us will be a rewarding experience that you will always remember.