

## **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. If they offer any information to you, please listen with a caring and loving ear, without offering advise. 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 house manager. If a house manager is not available, please call the Eli Office at 714-300-0600.
- 6.** Children should have adult supervision at all times. All children are their mother’s responsibility unless other arrangements are made.
- 7.** 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.
- 8.** Our dress code is: Be Comfortable!
- 9.** 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.
- 10.** 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.