



VOLUNTEER PROGRAM HANDBOOK

Keystone's Mission Statement

To be a Catalyst for the Community, to provide help and hope to the homeless, hungry, and hurting people in Northeast Pa.

Volunteer Program Mission Statement

Volunteers exist to be the hands and feet of Jesus by partnering with the staff at the Keystone Mission to provide life-transforming opportunities.

Build a Community of Hope Us

Volunteers are crucial to aiding the mission of transforming lives spiritually, mentally, and physically.

We believe that volunteers are the “**BACKBONE**” of our organization because your partnership is essential on the frontlines with the men and women we serve daily. Our pursuit at Keystone Mission is to transform lives and build community through the hope of the gospel. Keystone Mission carries out the mission and rebuilds hope with the help of our volunteers.

How do I get started?

Our Process:

- VOLUNTEER and fill out a volunteer application.
- Within 48 hours, we will contact you by phone to let you know your application was received and schedule your shadow day. A **shadow day** is when you visit our facility and the department of your choice to see how it works and decide if this is the best fit for you. This will give you a sense of what we do and allow us to answer any of your questions.

What to expect after 48 hours:

- Arrive for the shadow day of your requested department. You will fill out the remaining parts of the application (if you have not brought your forms in already).
- At the end of your shadow day, you will debrief with a staff member to talk about your experience and have any questions answered. You will be set up on a regular schedule if you choose to become a long-term partner with Keystone Mission and help in holistic transformation.

It is important for us at Keystone Mission to have a good relationship with our volunteers!

Have any questions? Call (570) 871–4795 ext. 407 to speak with Judy Swigart or email Volunteer@KeystoneMission.org.

Statement of Faith

The following code of beliefs must be subscribed to by all Board Members, Staff members, and volunteers:

- We believe in the eternally existing, personal, triune God: Father, Son, and Holy Spirit, who made all things.
- We believe in the full Deity and manhood of Jesus Christ, in His virgin birth, in His sinless life, in His miracles, in His vicarious and atoning death through His shed blood, in His bodily resurrection and His ascension to the right hand of the Father where He now acts as Mediator and Advocate.
- We believe in the present ministry of the Holy Spirit whose indwelling in all believers enables them to live Godly lives.
- We believe that the Holy Bible is a sufficient guide for all men, that it is the inspired Word of God through the activity of the Holy Spirit, and that in holy reverence it is our chief authority for living; it is accepted as our final authority and practice.
- We believe that regeneration by the Holy Spirit is absolutely essential for the salvation of lost and sinful man and that all who receive the Lord Jesus Christ by faith will experience repentance and forgiveness of their sins as they are born again as children of God.
- We believe in the spiritual unity of believers in our Lord Jesus Christ and in the necessity of all His followers maintain good works as evidence of faith.
- We believe that those who accept Jesus Christ as their Savior and Lord become members of the living body of Christ and thereby will seek out, join and participate in a local Church through regular worship of God, have fellowship with the brethren, and give dedicated service to all mankind in a sacrificial spirit.
- We believe that every believer and follower of the Lord Jesus Christ must be responsible for witness by deed and by word, and thereby will be involved in the evangelization of the world, personally and through missionary effort.
- We believe in disciplined holy living for Jesus that depends upon the inspiration and power given by the Holy Spirit; results in an assurance that our life is now hidden in Jesus Christ; develop a present life of prayer, sacrificial giving, and loving care for others and draws persons to Christ through godly character and light.
- We believe in the personal return of our Lord Jesus Christ as the fulfillment and vindication of history, that all men are in need of salvation for this life and the next, and that some will know the resurrection of life and a heavenly homecoming, while others will know the final separation from God and the Hell of His lost love and providence.

Different Types of Volunteers

Keystone Mission provides a variety of volunteer opportunities throughout Scranton and Wilkes-Barre. Our short-term opportunities include assisting in the seasonal Emergency Shelter-Code Blue, Community Service, Court Order “Community Service”, and seasonal/group volunteer. Our on-going opportunities include help with the Innovation Center for Homeless & Poverty, Agape Mobile Outreach, Message and a Meal, and the upcoming Transformation Center.

Whether we get to know you for a season or a lifetime, we want to create an impact with you, because every interaction with our guests/residents is a chance to show love.

Regular Volunteers

This individual is fully engaged with the mission of the organization and is working on the frontlines with the staff in one of the five program areas or administrative offices on a consistent basis.

Court-Ordered “Community Service” Volunteers

This individual is ordered by the court of law to give their times in a 501(c)(3) non-profit organization to fulfill a number of hours. It is important the individual knows the process and that as an organization, we will try our best to fulfill their court-ordered requirements.

Community Service

This individual may be seeking to serve in the organization to fulfill a requirement for school or social function.

Seasonal/Group Volunteers

These volunteers may come in to help with a project sporadically during the year.

Volunteer Program Policies

This section refers to the established policies for volunteers at the Keystone Mission.

Supervisor and Point of Contact

As a volunteer at the Keystone Mission, each one will be assigned to a supervisor in a program area or administrative office. The supervisor is your primary point of contact while serving at the organization. Please make sure they know your availability, contact them when you are unavailable, questions regarding a task, or if an issue/conflict arises.

Belief and Faith Policy

Keystone Mission is a faith-based, evangelical Christian organization but we do not require volunteers to hold the same beliefs or faith as our staff. We do ask that you respect the teachings that are shared with our guests during programming. While it’s the goal of Keystone Mission to share the beliefs and faith in God with each guest, we do not intend to push it upon our guests/residents or volunteers. As an organization we will respect your beliefs and faith and we hope you do the same.

Dismissal of a Volunteer

As a non-profit organization working towards providing life-changing programs and services to those experiencing homelessness in Northeast Pa, we depend on the community to partner in our organization alongside our staff. However, there may be times when a volunteer disregards a policy, doesn’t agree with our philosophy, or methodology of serving, and in turn may result in their dismissal.

Continued on next page...

Keystone Mission aims for restoration in all times of conflict or correction. Therefore, it is the right of the organization to dismiss a volunteer if they have violated one of the policies on more than once occurrence, or, if the organization believes that volunteer is a hinderance to the guests, staff, and other volunteers.

Age Policy

Minors — The Keystone Mission does allow minors to volunteer. We ask that they are between the ages of 12–18 and they are to be accompanied by a parent or guardian. Minors will be allowed to volunteer in the following program areas: Administration Office, The Innovation Center for Homeless and Poverty, and the Transformation Center. Additional waivers will be required for minors who volunteer at the organization and must be signed by the parent or guardian.

Adults — Age 18+ will be allowed to volunteer in all program areas at the Keystone Mission. An Adult Waiver will be included that outlines all documents, safety and health policy, criminal history policy, and an acknowledgement that they have read the handbook.

Health & Safety Policy

As an organization that provides shelter and services to men and women experiencing homelessness, it is vital that all volunteers understand that our guests and residents are among the most vulnerable and high-risk population in Northeast Pa. Our goal is to implement a high standard for staff and volunteers while serving the guests and residents at the organization.

It is important to note that if you are experiencing a cold or flu like symptoms, we ask that you do not come in at your designated time. We desire to take every precaution whether it is with COVID-19, cold, or flu. The biblical principle of thinking of your neighbor would be the greatest example of love. If you are unable to make it into your shift, please contact the program area manager at least 24-hours in advance.

We understand that sometimes it is not possible to contact them in that 24-hours, so please call in the morning of to notify that you will not be able to make it. Your health and safety is our number one priority, followed by our guests and residents health. Thank you for understanding.

Continued on next page...

There is a side of this policy which pertains to the guests/residents. As you work alongside them and you start to learn them and their tendencies, you may notice patterns that are concerning to you. Please approach each opportunity carefully with the respected staff members.

Dress Code Policy

At the Keystone Mission we ask that every volunteer dresses appropriately as they help be the hands and feet of Jesus. We do not want to be a stumbling block to our guests and residents in the programs. Below we have provided examples of clothing that is not appropriate to wear while volunteering.

Women: For shirts, please do not wear any low cut, revealing, or exposing undergarments. We ask that no tank-tops or spaghetti tops be worn. Pants, please do not wear ripped or torn clothing. Anything excessively short or tight (ie: mini shorts, leggings).

Men: For shirts, we ask that you do not wear tank-tops, wife-beaters, or muscle shirts. Please stick to t-shirts or v-necks for shirts. Pants, please do not wear jeans with excessive cuts or rips, no high shorts above the thigh, or very tight jeans and pants.

Men and Women: We ask that all volunteers wear sneakers or closed-toe shoes. Protecting your feet and giving adequate footwear while serving on the streets in mobile outreach, lifting and carrying items at any of the builds, etc. is best for you.

Please keep in mind we do not want to be a stumbling block to our guests in anyway. Modesty is the best form of practice when volunteering at the organization.

Confidentiality

We take great pride in keeping our guests safe and their information protected while receiving services from our organization. This even applies to our financial partners (donors). As a volunteer, you may work in an area of which you will be exposed to sensitive and personal information. That is

why we have each volunteer, no matter the type, sign a Confidentiality Agreement.

We have a zero-tolerance policy for sensitive information being shared outside the program area or office you may be volunteering in. One of our core values is Establish Trust. As a volunteer, you have gained access to work in that area or office, and we work to establish trust with you while working alongside our staff.

The leadership of Keystone Mission may terminate a volunteer from the organization if they are discovered to share sensitive information pertaining to a guest or financial partner (donor) outside the organization. This is a harsh action but we are unable to do our work unless trust is shared among all parties involved.

Criminal History Policy

At the Keystone Mission we are in the business of transforming lives through relationships. Our standards are set high for volunteers because of the nature of work. Therefore, volunteers who have a past offenses, as seen below, may not initially be able to work or volunteer in any of our programs or offices, however, the leadership of the organization will review backgrounds and offense one a case-by-case scenario.

1. Reckless Endangerment
2. Assault of any form
3. Theft or Robbery
4. Solicitation of minors to traffic drugs
5. Conspiracy
6. Unlawful restraint

Prospective individuals who have the following past offenses will not be permitted to volunteer at the organization:

1. Indecent Exposure
2. Crimes against the US Government
3. Arson
4. Corruption of Minors
5. Sexual Abuse, Exploitation, or Rape
6. Prostitution and related offenses
7. Possession or Distribution of Child Pornography

NOTE: Keystone Mission **DOES NOT** allow individuals who have been on the Megan's Law Sex Offender Registry (past or present) to serve at the organization due to children and minors being part of program and being volunteers.

Conflict Resolution Policy

There will be times that conflict happen between parties. Our principle to resolve conflict based on the Matthew 18. That passage in Scripture teaches us to approach to individual who we conflict with first and try to work it out. If that does not work, then you have the right to bring in a second individual to assist. As a staff, we will walk through the conflict and seek solution with you.

Photo & Badge Policy

Part of the on-boarding process at the Keystone Mission is every volunteer will get their picture taken that is used on their volunteer account and for their badge. The badge you are given will include your picture, name, birthdate, and a barcode. Every volunteer is required to always have that badge with them on their shift. It will help the staff and security to identify them at our buildings.

At each building there will be a station for volunteers to scan the barcode to clock-in and clock-out for their shift. If you forgot your badge for your shift, we would ask you to sign-in on paper and present you with a temporary volunteer badge for the day.

Relationship with Guest/Resident Policy

Boundaries are good and provide safe guidance for all parties. The transformation of our guests and residents at Keystone Mission is our number one priority. Therefore, we have provided guidelines for safe and healthy relations between a volunteer and guests/residents.

1. No forms of monies (cash, checks, gift card, or virtual currency) may be given to a guest/resident at any time.
2. Volunteers may not give their cell phone out to a guest/resident in the following programs: Emergency Shelter-Code Blue, Mobile

Outreach, and The Innovation Center for Homeless and Poverty. The Transformation Center is the only exception because volunteers participating in the Keystone Cord program may provide their numbers to the resident that they are shepherding. More details will be provided by the Shelter Manager for the program.

3. Volunteers may not take pictures of guests/residents or post/write/record on social media. Our guests/residents are protected by HIPPA in all programs. Their privacy is important and key to their transformation.
4. Volunteers may not give rides to guests in programs such as Emergency Shelter-Code Blue or Mobile Outreach. The exception for volunteers giving rides will be The Innovation Center for Homeless and Poverty and the Transformation Center because it is built into the programming and part of the guests/residents life transformation.
5. Social Media Relations. We cannot control who volunteers friend on social media, but we do want to caution you to friend a guest/resident. At the organization we have rules for each program, and it has been done in the past, but guests/residents may reach out to request items from volunteers. Our guidelines are to provide safe boundaries while you be the hands and feet of Jesus. If you do friend a guest/resident on social media, please be mindful that while they are under our programs, the rules and policies are put in place to educate and empower them for life transformation. Best practice is to encourage the guest/resident to seek out a staff member if they do request an item from you.
6. For programs like Emergency Shelter-Code Blue, Mobile Outreach, and The Innovation Center for Homeless and Poverty, please do not bring in clothing for one particular guest. We want to refrain from favoring guests. These programs have designed in them opportunities for guests to receive clothing or needed items at a particular time.

Bad Weather & Cancellation Policy

Our desire is volunteers will treat this opportunity with the same respect as a job. We ask that if you are scheduled to work at the organization and are unable to make it, please give a 24-hour notice to the supervisor in the program area or office you serve. Emergencies will come up and are unavoidable. If you are experiencing an emergency and unable to make your shift, please contact that manager by phone to notify.

We also understand that being in Northeast Pa that bad weather will be experience. If bad weather prohibits you to make it for your schedule time, please contact the manager and notify them. Our shelter does not close for inclement weather.

Volunteer FAQs

1. **How do I start the process of volunteering at Keystone Mission?**

From our main page follow the drop-down list from TAKE ACTION. Find the volunteer application and begin the process of filling out the needed information as well as where you would like to volunteer. Our staff will be in contact with you in 48 hours to confirm your application has been received.

2. **What locations are available to serve as a volunteer?**

We have opportunities in both Scranton and Wilkes-Barre from Monday through Friday from 8am-4pm with a few select options of weekends in the evenings. Please contact for more information on the weekend opportunities.

3. **Who should I contact if I want to volunteer or if I have any questions about the process?**

Judy Swigart will be your initial contact in the volunteer application process. From there, she will put you in contact with the supervisor of the program area in which you are interested in working.

4. **Is there a dress code?**

Please refer to the policy on Dress Code

5. **Can I complete a court-ordered community service at Keystone Mission?**

Yes, however fill out the community service application under the drop-down list of TAKE ACTION. Our staff will contact you after 48 hours to discuss the opportunities available to complete your court ordered community service.

6. **Can I serve at Keystone Mission if I have a criminal history?**

At Keystone Mission, we are in the business of transforming lives through relationships. Our standards are set high for volunteers because of the nature of our work. Therefore, volunteers who have a past offense (please refer to the volunteer handbook) may not initially be allowed to work or volunteer in any of our programs or offices; however, the leadership of our organization will review backgrounds and offenses on a case-by-case scenario.

Any additional questions regarding criminal history, please contact Ryan Buchanan, Development Director at (570) 871-4795 ext. 400.

Contact Us

Judy Swigart, *Administrative Assistant to the Development Department*

Tel. (570) 871-4795 ext. 407

E. DevelopmentAssistant@KeystoneMission.org

E. Volunteer@KeystoneMission.org

Office Hours: Monday, Wednesday, and Thursday – 9:00 a.m. – 2:00 p.m.

Ryan Buchanan, *Development Director*

Tel. (570) 871-4795 ext. 400

E. Development@KeystoneMission.org

Locations

Administrative Office

8 West Olive Street
Scranton, PA 18508

Innovation Center for Homeless & Poverty

12 West Olive Street
Scranton, PA 18508

Transformation Center

290 Parkview Circle
Wilkes-Barre, PA 18702

Continued on next page...