



Volunteer Guidelines

Your role as a volunteer is crucial to the success of the Hope Center. We appreciate you! We also depend on you to fulfill your commitments. Please notify the Volunteer Coordinator as soon as possible if you cannot make your scheduled shift. If you have an unforeseen circumstance and need to cancel on the day of your scheduled shift, please call the Hope Center at 832-965-5511.

Please arrive ten minutes prior to the start of your scheduled shift and stay for your entire shift.

Please sign in when you arrive at the Hope Center.

Please develop and maintain professional boundaries with our guests. Don't go outside alone with any of our guests. Don't share personal information such as your telephone number or address with our guests. Don't offer rides or money to any of our guests. Listen to them, but don't take responsibility for their problems.

Please look our guests in the eye and treat them with kindness, respect and dignity.

Please do not take photos of our guests.

Please maintain the confidentiality of our guests.

Please do not smoke, drink alcohol, use drugs or carry a weapon in the Hope Center.

Please wear modest clothing while you are volunteering.

Please allow the staff to enforce the Hope Center's rules. If you see something that appears inappropriate, please let the staff know immediately, and they will address the issue.

Please ask for our security guard if you feel threatened or uncomfortable.

Volunteers at the Hope Center must be 18 years of age or older.

By volunteering at the shelter, you agree to allow the Hope Center to use your photograph in promotional materials. If you do not wish for your photo to be included in such materials, please inform a staff member in writing.