

SHREVEPORT-BOSSIER RESCUE MISSION

# VOLUNTEER GUIDE



[volunteers@sbrescuemission.com](mailto:volunteers@sbrescuemission.com)



# WELCOME TO THE MISSION FAMILY

We at the Mission value our relationships with our volunteers, welcome to our family!

As a volunteer you become a member of a dedicated team that is changing our cities one life at a time. Through the generous gift of your time, talent and personal interests, you supplement the work of staff members in offering many special services that are so important to our guests and Mission staff.

Volunteering is a great way to learn new skills, serve your community and meet new people. Please take the time to read this handbook. If you have any questions, please feel free to contact us at [volunteers@sbrescuemission.com](mailto:volunteers@sbrescuemission.com)

We welcome you as a member of our Mission family and thank you for choosing the Shreveport-Bossier Rescue Mission to volunteer and share your time.

Pastor Larry Otwell, Executive Director

# MISSION HISTORY

In 1955 Rev. R.G. Jones and some Christian businessmen founded the Shreveport Rescue Mission for the purpose of providing overnight shelter and a gospel service for men passing through Shreveport. The first Mission was located at 2016 Texas Ave. for five years. It quickly became a sign of hope and help, not only for transient men, but for local homeless, hungry and hurting citizens as well. As the homeless population grew, the Mission relocated in 1961 to a larger facility at 2033 Texas Avenue, providing additional beds and services to homeless men.

The name was changed in 1992 to Shreveport-Bossier Rescue Mission to reflect an increased scope of services.

Due to increased unemployment in North Louisiana, the need for homeless services only increased. The number of homeless in this area grew substantially over the past decade.

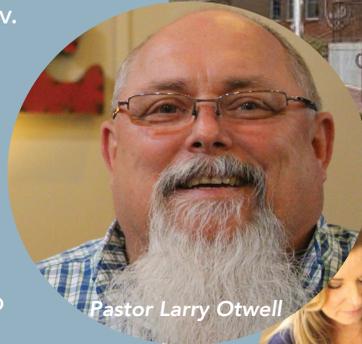
To meet the needs in our community, the Texas Ave. facility was remodeled, a thrift store was established to help finance the Mission's work, staffing grew, and a new 154-bed facility was built at 901 McNeil St. in Shreveport to address the growing need to assist women and families with children. A medical and dental clinic was built at the new facility to provide free care to guests.

In 2015, Pastor Larry Otwell joined the Shreveport-Bossier Rescue Mission as General Manager and was appointed as Executive Director in 2016 following the retirement of Rev. R. Henry Martin.

Under Pastor Larry's leadership, the Mission established a full-scale Life Recovery Program that not only meets a person's basic needs but also provides them with the tools needed for a complete life transformation. The Life Recovery Program provides guests with the ability to overcome the struggles and trauma that led to their homelessness and gives them the skills they need to permanently end the cycle of homelessness and poverty. Guests at the Mission receive food, clothing, shelter, small/large group classes, essential life-skills education, one-on-one weekly case management, counseling, vocational training, on-site medical and dental care, and more.



Rev. R.G. Jones



Pastor Larry Otwell





# IN 1 YEAR, THE MISSION PROVIDES...



**115,000**

meals served  
to our community



**56,000**

nights of  
shelter



**4,800**

medical and  
dental services



**90,000**

hours of  
Vocational Training



**2,000**

hours of one-on-one  
case management



**19,000**

hours of classes and  
essential life skills

# MORE THAN A SHELTER

Here at the Mission, we serve people from all walks of life.  
Including those who have been affected by:

- PTSD
- Trauma
- Addiction
- Sex Industry
- Mental Illness
- Domestic Abuse
- Economic Issues
- and more

**We're ending the cycle of homelessness by offering:**

- Safe Shelter & Warm Meals
- Case Management
- Group Classes
- Vocational Training
- Medical & Dental Clinics
- Extended Recovery Programs

At the Mission we don't attempt to cure homelessness and addiction. **We address the deeper, root issues that cause them**, allowing our guests to grow, become self-sufficient, and work towards their future goals.

# VOLUNTEER OPPORTUNITIES

## HOW TO START

In order to volunteer at Shreveport-Bossier Rescue Mission, you **MUST** attend a Volunteer Orientation, which is offered on the first Saturday every month except July and December (unless a holiday causes a conflict) starting at 10:00AM at the 901 McNeil St. campus in Shreveport. This two hour-long session will acquaint volunteers with the different areas in which they can serve. A video will show you the full spectrum of ministry at the Mission, you will fill out a volunteer application, and you will tour the campus.

## GROUPS

At least one member of a group must attend the orientation, and those persons must relate the information to their group. However, each person serving must fill out a volunteer application.

## 2019 ORIENTATION

Upcoming orientation dates on Saturday mornings starting at 10:00AM:

Saturday, January 5

Saturday, February 2

Saturday, March 2

Saturday, April 6

Saturday, May 4

Saturday, June 1

Saturday, August 3

Saturday, September 7

Saturday, October 5

Saturday, November 2



## WHERE YOU CAN SERVE CURRENTLY:

**SERVE A MEAL** This is our most popular volunteer opportunity. You can serve a hot, nutritious meal to someone in need. We need individuals and groups to serve lunch and dinner every day. You can schedule once a week, once a month, or several times a year, whatever suits your schedule. Regular serving times: Lunch from 12:00-12:30 p.m. and Dinner from 5:00 to 5:45 p.m. (Weekday) and 4:00 to 4:45 p.m. (Weekends). Please arrive no earlier than 15 minutes prior to serving time.

**THRIFT STORE** The Mission Thrift Store needs volunteer groups to help sort donated goods, apply price tags, clean the facilities, shelve and hang items, and a variety of other tasks. All proceeds from the Thrift Store are used to fund the ministry of the Mission, and our guests are able to learn retail skills that will help them get jobs. The Thrift Store, located at 6800 Mansfield Road, is open Tuesday through Saturday from 9 a.m. to 5 p.m.

**IMMEDIATE NEEDS PROVIDER** The Rescue Mission relies heavily on individuals, organizations, businesses and churches to supply its operational needs. Donations are always needed and always welcomed! You can find our Immediate Needs List online at [www.sbrescuemission.com](http://www.sbrescuemission.com). Donated goods can be dropped off at 901 McNeil St. location in Shreveport. Immediate Needs items can also be purchased through our Amazon Wish List and will be shipped directly to the Mission.

**SOCIAL MEDIA INFLUENCER** Mission Media Influencers help us spread our Mission on social media. The role includes: sharing our posts on different platforms, interacting on our pages, posting your own content and using our hashtags/tag us, and more.

**HOST A DRIVE** Sponsor a drive at your church, school, organization, or business. Needed items are toilet paper, clothing, new socks, t-shirts, underwear, twin sheets, blankets, towels, washcloths, hygiene products, food, and more. If you have questions about making a donation or hosting a donation drive, contact Sarah Ardis at (318) 227-2868 ext. 103 or e-mail [development@sbrescuemission.com](mailto:development@sbrescuemission.com).

## UNIQUE AREAS AND FUTURE VOLUNTEER AREAS:

**MEDICAL & DENTAL CLINIC** Licensed doctors, dentists, nurses, dental hygienists, dental assistants and others familiar with medical and dental intake procedures are needed to help staff our free medical and dental clinics. All clinics are scheduled around volunteers schedule.

**SPECIAL EVENTS** Various events throughout the year rely on help of volunteers to ensure a successful event. This ranges from our Community Classic Golf Tournament, Mission Possible 5/10K, and more.

**AREA SPECIALIST** Do you have a calling for a specific skill? This volunteer opportunity is for a specialty area of your interest that is not listed, such as teacher, tutor, financial advisor, and more.

**BUSINESS & ORGANIZATION PARTNERSHIPS** Businesses help in a variety of ways, from donating equipment, hosting a drive, volunteering, to being a sponsor at one of our annual fund-raising events. The opportunities are endless in how a business could help the guests at the Shreveport-Bossier Rescue Mission. We would love to cultivate a relationship with you and your business.

# VOLUNTEER POLICIES & EXPECTATIONS

**One of the greatest gifts you can give is your time. Thank you for wanting to give your time to help change our cities one life at a time. There is no doubt that your service at the Mission will make a lasting impact in our community. In an effort to give you an exceptional volunteer experience, please review the following policy:**

## **Attire**

Volunteers are expected to present themselves in a manner that ensures their safety and enhances the Mission's Ministry activities. Volunteers are required to wear pants that go down to their ankles and a top that covers all of their shoulders. Prohibited attire includes, but is not limited to, the following:

- Open-toe shoes
- Clothing that does not cover the full torso when reaching or bending
- Bottoms that sag
- See-through clothing
- Spandex clothing
- Dangling or excessive jewelry

## **Behavior**

Volunteers should uphold the highest standards of honor, integrity, and professionalism when volunteering in any capacity with the Mission. In the event you witness someone acting in a manner that is less than Christ-like, please bring the matter to the attention of the Director of Development.

## **Boundaries with Guests**

- **Physical:** For safety and accountability purposes, interaction with guests is to take place only behind serving line. Volunteers may not initiate touch with guests of the opposite gender. Volunteers may, without hesitation, decline touch from any guest at any time. Additionally, do not transport any guest without prior approval from a staff member.
- **Monetary:** Do not exchange gifts, money, or services with guests. Refrain from offering medical, legal, or financial advice to guests. Any matter of this nature should be brought to the attention of a staff member.
- **Privacy:** Do not give guests your home address, phone number, or email address.

- **Relational:** Volunteers are not responsible for helping guests beyond the scope of their role, as outlined in their volunteer position description.

## **Counseling & Spiritual Guidance**

To avoid conflicting, confusing or dissenting counsel between guests and staff, volunteers should refrain from offering counseling or spiritual guidance to anyone.

## **Drugs, Alcohol & Violence**

The Mission is a drug- and violence- free environment. Volunteers are not to possess or be under the influence of drugs or alcohol, or to illegally carry weapons on any Mission property.

## **Harassment**

The Mission is committed to providing an environment that is free of discrimination and harassment. We do not tolerate verbal or physical conduct that harasses, disrupts, or interferes with another's performance or which creates an intimidating, hostile, abusive, or offensive environment. Verbal or physical conduct that may constitute discriminatory harassment includes, but is not limited to, actions, words, flirtations, advances, propositions, verbal abuse, jokes, verbal commentaries, or degrading words used to describe an individual based on an individual's sex, race, color, age, disability, or national origin. In the event you witness someone engaging in discrimination or harassment, please bring the matter to the attention of the Director of Development.

## **Liability**

Volunteers agree to indemnify the Mission and/or any of its separate entities against all claims, demands, judgments, and executions that the Mission and/or its staff may sustain arising from volunteers actions, whether or not such claims, demands, judgments, and executions are discovered during volunteer work.

## **Confidentiality**

All information regarding prospective, current, and former guests must be kept confidential.

Information obtained by volunteers may be used only within the Mission to carry out the prescribed program of ministry and care for guests. Exceptions may be made only when a guest shares information with legal consequences - e.g., someone being in danger or endangering others. In these cases, please bring the matter to the attention of the Director of Development. Other sensitive material, including all donor information, is to be held in strictest confidence.

## Photography

The Mission prohibits volunteers from taking photos of guests.

## Public Representation

Volunteers may not represent the Mission without prior approval from the Director of Development. This includes representation at events, form letters, donation and/or sponsorship requests, media engagements, legal representation, or any other type of representation. For guidelines on how to properly use our logo (incorporating colors, fonts, sizes, etc.), please contact the Director of Development for our brand's style guide.

## Minors

Volunteers must be age 11 or older. Volunteers who have not reached the age of 18 must be accompanied by a parent or legal guardian at all times.

## Scheduling

All volunteers must reach out to our Volunteer Relations Team at [volunteers@sbrescuemission.com](mailto:volunteers@sbrescuemission.com) Monday through Thursday between 8:30 am to 4:30 pm to be put on the kitchen serving calendar. We ask that you give our team 48 hours notice of the date and time you wish to serve. For the safety of our guests, we must account for everyone on campus therefore you must be on the schedule in order to serve. Once volunteers have emailed our team, they will receive a confirmation from our staff. Do not show up without confirmation from our staff, you will not be able to serve.

## Sensitive & Emergent Situations

Volunteers are never to intervene in sensitive

situations - including, but not limited to, the following:

- Intoxicated guests
- Guests displaying behavior resulting from mental illness (i.e., pacing, talking to oneself or objects)
- Hostile or abusive residents/guests
- Guests with life-threatening health problems

In the event a situation like this arises, please bring it to the attention of a staff member immediately.

## Speech

Volunteers are to engage in gracious, respectful, and edifying conversation. We do not permit use of profanity in any circumstance. In the event you witness someone speaking in a manner that is less than Christ-like, please bring the matter to the attention of the Director of Development.

## Spiritual Beliefs

The Mission is deeply embedded in a conservative Christian faith. Some, though not all, roles require volunteers to be in agreement with the organization's core values, statement of faith, and philosophy of ministry. We welcome volunteers who may not agree with all of our spiritual beliefs. However, regardless of the role, all volunteers are expected to refrain from, 1) presenting or promoting a worldview that differs from the aforementioned beliefs, and 2) being divisive about any beliefs that may conflict with their own.

**Hellen Keller once said, "Alone we can do so little; together we can do so much." Changing our cities is a big task and it is one that we cannot do alone. It takes an entire village of committed, compassionate individuals who take a pledge to be the gospel in action. Thank you for being a light to the hurting. And thank you for giving the precious gift that is your time.**

To report any volunteer issues, please email our team at [volunteers@sbrescuemission.com](mailto:volunteers@sbrescuemission.com). Please put "Attention" then the issues that you wish to report and it will be directed to the appropriate party.



# LET'S GET STARTED!

Thank you for wanting to be a part of the Mission! We are so excited to get you plugged in and start changing our cities one life at a time.

We send out a monthly volunteer newsletter via email, make sure to check it out for upcoming volunteer opportunities, meal schedule, and more. Volunteers are critical to the Mission and our work. If you cannot make your volunteer shift for whatever reason please notify our staff as soon as possible.

Volunteers can contact the following individuals:

Sarah Ardis  
318-227-2868 ext. 103

[volunteers@sbrescuemission.com](mailto:volunteers@sbrescuemission.com)

Morgan Washington  
318-227-2868 ext. 104

[volunteers@sbrescuemission.com](mailto:volunteers@sbrescuemission.com)

Sign-in time sheets help us track your volunteer hours. Please sign in when you begin your volunteer service. At the Shreveport-Bossier Rescue Mission, sign-in sheets are located in the kitchen in our volunteer binder. For volunteer service outside of our McNeil campus, please work with our volunteer team to ensure your hours are tracked properly.

# JOIN THE

# #SBMissionLife



## VOLUNTEER

- Serve a meal
- Mission Thrift Store
- Medical and dental clinics
- Special events
- and more



## PARTNER

- Event sponsorship
- Hold a fundraiser
- Donate your services



## SHOP

100% off all proceeds from the Mission Thrift Store go directly into our programs

The thrift store offers:

- Quality items at a reduced price
- Vocational Training for our guests

Come shop at  
6800 Mansfield Road,  
Shreveport, LA



## DONATE

- Funds  
One-time, monthly, and planned giving
- Goods  
Clothing, household items, furniture, and more
- Immediate Needs  
View our "Immediate Needs List" online

# JOIN THE #SBMissionLife

*Connect with us!*



For more information about the Mission,  
upcoming events, and volunteer  
opportunities visit us online at  
[www.sbrescuemission.com](http://www.sbrescuemission.com)

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