

VOLUNTEER HANDBOOK



WELCOME

We at Katy Christian Ministries (“KCM”) would like to welcome you to the team. What an honor it is to earn your valuable time with our most compassionate team of staff and volunteers!

We serve thousands of families from our own community on a yearly basis and without you, none of the work we do would be possible. Together, we make a greater impact!

It is our mission to transform lives, and a perfect way to accomplish this is through spiritual guidance and community support.

This is where you play a major role:

- to love on our families without judgement
- to show compassion to each family who walks in through our doors
- to treat everyone with dignity and respect
- to pray for the families for healing and recovery
- to join our team in community outreach
- to aid the ministry through your professional expertise needed in the overall growth, infrastructure and sustainability

Likewise, to learn of additional volunteer opportunities to expand your enthusiasm to serve, I highly encourage you to stay linked with KCM’s Volunteer Coordinator and/or the immediate supervisor from your assigned department at KCM.

Welcome!

Deysi Crespo, Executive Director

“For God is not unjust so as to overlook your work and the love that you have shown for his name in serving the saints, as you still do.” - Hebrews 6:10

WHO WE ARE

MISSION STATEMENT

"Transforming lives through God's grace and the generosity of the community"

CORE VALUES

Core values are summary statements that touch upon the essential or guiding principles of Katy Christian Ministries (KCM). It should be acknowledged that there are many more values that could be attributed to KCM beyond the core values articulated below.

Christ-Centered

Reflecting the love of Christ by caring for each other.

Compassion

Creating an environment of respect and healing with a commitment to listen, pray, serve and maintain confidentiality.

Faith-Driven

Celebrating that faith is the foundation for healing and change.

Hope

Providing an answer to our clients' prayers during difficult times.

Transformation

Ensuring that through KCM's services, each client is moving toward empowerment and an improved quality of life.

ABOUT US

We are a Social Service non-profit serving Katy/West Houston. We are currently located at 5504 First Street, Katy, TX 77493. This location houses Administration, Social Services, Domestic Abuse Center, and Sexual Abuse Center. In the same building at 5510 First Street, you will find the KCM Food Pantry and the KCM Resale Store. KCM benefits clients in the Katy/West Houston area, by providing all services in one location. The service area covered by KCM reaches into three counties; Harris, Fort Bend and Waller.

KCM services are offered to everyone in our community regardless of any religious background or affiliation. We do not require participation in any religious activities in order to receive our services.

We rely on area churches, local businesses, corporations and individuals for support. There are many opportunities to get involved and to help us fulfill our mission.

HISTORY

KCM was established in 1984 by Katy area churches that were struggling to meet the needs of a rapidly growing population. With the downturn of the Houston economy, church members were increasingly being asked by families to provide food and emergency financial resources.

First United Methodist Church of Katy housed a food pantry in the church basement and St. Bartholomew Catholic Church ran a thrift store on Avenue D and 4th Street. It was decided that a unified effort would offer a more effective use of their resources.

On June 25, 1984, nine churches of different denominations incorporated 'Katy Christian Ministries'.

VOLUNTEER OPPORTUNITIES

PROGRAMS

Administration: reception, data entry, etc.

Crisis Center: advocate, childcare, 24/7 hotline, reception, data entry, etc.

Food Pantry: sorting/organizing, cleaning, intake processor, etc.

- ❖ Community Food Fair: sorting, packaging and distributing food
- ❖ Community Garden: yard work, harvesting, planting, etc.

Resale Store & Donation Center: custodial work, greeters, sorting and organizing, etc.

Social Services: reception, data entry, case management, etc.

- ❖ Homework Buddies Program: tutoring

SPECIAL EVENTS

Committee Members and 'day of' Volunteers needed for:

- **Golf Tournament** (*April*): set-up, greeters, attendants, clean-up
- **School Supplies** (*August*): sorting/organizing, registration and distribution process
- **Gala Fundraiser** (*September*): silent auction coordinator, set-up, clean-up
- **Silent Witness** (*October*): greeters, information table, set-up, clean-up
- **Thanksgiving & Christmas Food Drive** (*Nov/Dec*): sorting/ organizing
- **Santa Sleigh Program** (*December*): sorting/organizing presents, registration and distribution

PLACEMENT PROCESS

All volunteers will be required to complete the Volunteer Application form. They must also receive and read the Volunteer Handbook, sign the Receipt of Acknowledgement and follow the dress code and agency policies.

All volunteers must be at least 13 years of age or older. Those volunteers who are between the ages of 13-15 must have a responsible adult accompany them at all times.

We do not allow walk-in volunteers; all volunteers must be scheduled ahead of time and be approved and contacted by the Volunteer Coordinator.

An orientation (or interview) with the Volunteer Coordinator will be conducted to assess the volunteer's experience, skills, and former training to determine which department the volunteer will be placed in.

Volunteers may be asked to undergo a background check, allowing KCM to conduct a criminal history search to better protect KCM and the clients we serve. KCM reserves the right to disqualify any applicant for any position, if necessary.

KCM recognizes that our clients desire to give back to the community through volunteer activities. However, volunteer opportunities for current and former KCM clients are not allowed until after one year. Former clients after one year may pursue a variety of volunteer assignments through the established procedures within the Volunteer Program. Final approval will be coordinated through the Director through which the client received services.

POLICIES AND PROCEDURES

DRESS CODE

Resale Store/Donation Center/Food Pantry

- closed toe shoes only
- comfortable, clean clothing
- shorts/skirts must be appropriate length, no tight or revealing clothing
- no references to drugs, alcohol, nudity, obscene language or slogans can be worn on clothing

Administration Offices

- business casual dress, no shorts or flip-flops
- no spaghetti straps or tank tops unless a jacket is worn
- skirts must be appropriate length, no tight or revealing clothing
- no references to drugs, alcohol, nudity, obscene language or slogans can be worn on clothing

HOLIDAYS

KCM recognizes the following holidays and offices are officially closed on these days for all volunteers/employees:

The Resale Store & Donation Center

- New Year's Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Eve
- Christmas Day
- New Year's Eve:
(early closure)

Program Areas & Administration

- New Year's Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Eve
- Christmas Holiday:
(week between Christmas & New Year's Day)

KEEPING TRACK OF HOURS

Volunteers are required to legibly sign in and out then total your hours daily. The hours are then logged into our computer system.

If you need a Confirmation of Hours, go to: kcm.org/Volunteer, click the link midway down the webpage for either Volunteer Hours or Community Service Hours. Fill out the form then submit. KCM requires two business days' notice for all requests.

CONFIDENTIALITY

While serving as a volunteer for KCM, you are to respect the confidentiality and privacy of KCM's clients, donors, staff, and volunteers. You are to hold confidential all documents, communications, observations, and information made or received by you in your performance of duties regarding clients, donors, staff, or volunteers. This includes all client services and administrative records, computer records, including any and all logs/records resulting from telephone contacts or any other work product of staff or volunteers related to recipients of service. You are also not to use your affiliation with KCM or your position to gain access to or knowledge of clients for personal use.

All volunteers are to agree to be bound by this confidentiality upon leaving their service as a volunteer for KCM and there ever after.

SENSITIVITY

With respect to clients, we ask that you be sensitive in your communication and dealing with them. Be courteous with clients, co-workers, other volunteers, KCM staff, contributors (donors) and customers (at the store).

Remember we are assisting the less fortunate in our community. Always share a smile!

LIABILITY

All volunteers must have a current application on file and must agree to release and to hold harmless KCM, its members, affiliates, and employees of any and all liability that could possibly be incurred as a result of negligence, intentional or unintentional, during the commission of their responsibilities as volunteers.

CODE OF CONDUCT

- KCM does not tolerate verbal or physical abuse, harassment, property destruction or theft, and/or foul language
- Volunteers must accept supervision and direction from employed staff and management
- Volunteers are expected to relate to others in a compassionate and friendly manner and be courteous to customers, contributors, clients and co-workers
- Volunteers contact the Volunteer Coordinator or Department Manager in case of absence or tardiness
- Volunteers may not use headphones, Bluetooth devices while performing duties
- Volunteers may not put aside or price items for your own personal purchase or shop in the Resale Store during your shift

TELEPHONES AND ELECTRONIC EQUIPMENT

Personal calls on KCM's equipment are allowed during breaks, but should be kept to a minimum. Long distance calls require permission from your Direct Supervisor.

Computer users may not install software onto KCM's computers or network without written authorization from the Executive Director as well as any modifications to the software installed on KCM's computers. No personal emails and/or games are to be played on KCM's computers.

Cell phones should be on silent during shifts and only be used during breaks. No phone calls, texting or social networking during shift.

INCIDENTS/INJURIES

Any job related injuries are to be reported verbally then in writing immediately (within 24 hours from occurrence) including any witnesses and given to the Direct Supervisor who will notify the Executive Director. The Direct Supervisor will investigate any accidents that occur with his/her volunteers/employees and submit a report to the Executive Director for review.

The Direct Supervisor is responsible for arranging any medical attention for injuries, and obtaining the proper transportation for the injured volunteer/employee. The Financial Administrator is responsible for ensuring that the following Accident /Injury Investigation Report is to be completed within 24 hours of occurrence.

SUBSTANCE ABUSE

KCM recognizes that substances such as alcohol and drugs are used by individuals, sometimes to an extent that their abilities and senses are impaired. Our position regarding substance abuse is the same whether alcohol, marijuana, illegal drugs, prescription drugs or controlled substances are involved ("substance").

KCM believes that the impairment of any volunteer due to their use of substances is likely to result in the risk of injury to other volunteers, employees, themselves or to third parties, such as clients, customers, or business guests. The volunteer who begins work while impaired or who becomes impaired while at work is guilty of a major violation of KCM's rules and is subject to disciplinary action up to termination. Likewise, the use, possession, transfer or sale of any substance on company premises or in KCM's parking lot, storage area or building is prohibited and violations are subject to severe disciplinary action.

When a volunteer is in violation of this policy, KCM may notify appropriate authorities. Such notice will be given only after such an incident has been investigated and reviewed by the Executive Director.

A volunteer who suspects a substance abuse case should discuss the situation immediately with the Direct Supervisor.

SMOKING

KCM locations are smoke free environments. Consistent with these concerns and with the City of Houston ordinance regarding smoking (Chapter 14 of the Code of Ordinances, Executive Order 1-11, "Smoking Policy"), this policy has been established by the Board of Directors to restrict smoking in all areas, and to provide procedures for accommodating the preferences of both smokers and nonsmokers.

Smoking generally means inhaling, exhaling, burning or carrying any lighted cigar, cigarette, electronic cigarette, vape pen, or pipe.

As such, all KCM's buildings and transportation vehicles are designated as follows:

- Smoking is not permitted within 50 feet of any entrance to any Ministry facility, air intake, or where posted.
- Resale Store - Smoking is not permitted within 50 feet of any entrance, alleyway, or parking lot.
- Ministry Vehicles - Smoking is not permitted in any Ministry vehicle.

SEXUAL HARASSMENT

KCM will not tolerate any form of sexual harassment as it creates a hostile, and/or offensive work environment.

Sexual harassment, as defined in this policy, includes, but is not limited to: sexual advances or intimidation, verbal or physical conduct of a sexual nature, visual forms of a sexual nature (e.g. signs, clothing, etc.), or requests for sexual favors.

Such conduct, when experienced or observed, should be reported in writing immediately (within 24 hours of occurrence) to your Direct Supervisor. The Executive Director will investigate and will report the findings. The privacy of the volunteer under investigation shall be respected at all times.

Any intentional sexual harassment is considered to be a major violation of company policy and will be dealt with accordingly by corrective counseling and/or suspension or termination depending upon the severity of the violation.

REASONS FOR DISCIPLINARY ACTION

Minor Violations

- Excessive absenteeism and tardiness
- Unsatisfactory job performance
- Defacing company property
- Interfering with another employee/volunteer's job performance
- Failure to observe volunteering hours such as the schedule of starting time, quitting time, break and meal periods
- Performing unauthorized personal work on company time
- Continued Failure to notify the supervisor of intended absence either before or within the first hour after their shift begins
- Unauthorized personal use of KCM's telephone or equipment

Major Violations

More serious violations that contain any deliberate or willful infraction of KCM's rules that can result in termination include:

- Fighting on KCM's premises or any act which might endanger the safety or lives of others
- Repeated occurrences of minor violations depending upon the severity of the violation and the circumstances
- Bringing firearms or weapons onto KCM's premises
- Deliberately stealing, destroying, abusing, or damaging KCM's property, tools, or equipment or the property of another employee, volunteer or visitor
- Willfully disregarding KCM's policies or procedures
- Willfully falsifying any KCM records
- Absenteeism without excuse or approval of management for three consecutive days
- Unprofessional behavior, including: sexual harassment, profanity, swearing or yelling at volunteers, employees, customers, or clients
- Using/selling drugs or consuming alcohol on or before your shift
- Sleeping on the job
- Violation of the Confidentiality of Company Information Policy (V.A.)
- Misuse or stealing of Ministry funds

OVERALL GOOD HABITS

Be Selfless: Don't think about yourself; think about helping others.

Be Well Trained: Allow yourself time to learn the job, ask your supervisor or co-workers questions.

Be Dependable: Do what you say you will do and do your best.

Be Enthusiastic: Have a positive attitude. If you don't like your placement, speak to your Volunteer Coordinator about an alternative position that fits you, if available.

Be Open Minded: One of the greatest benefits of being a volunteer is the opportunity to learn new things and give back to the community.

Be Respectful: Remember to show respect for everyone.

Be Cooperative: Be a part of the KCM team. When someone asks for help, HELP, and when you need help, ASK for it.

Be Compassionate and Understanding: Try to see things through other people's eyes.

Just Be HAPPY: Know you are making a difference in the lives of others.

ADDITIONAL WAYS TO HELP

Food Drive: Collect food for our food pantry, schedule a time to deliver the food and get a tour.

Personal Care Items Drive: Collect personal care items, cleaning supplies, soap, etc. to be given to clients in need through our food pantry and crisis center.

Furniture/Housewares/Clothing Drive: The Resale Store helps support our programs, with \$0.89 of every dollar going back into the programs. This is only possible through the generous donations from our community. We can pick up your donations or you can deliver them to our donation center.

Blanket Drive: Collect new blankets for crisis victims.

Fun Bags: Collect items for children of crisis victims (coloring books, crayons, etc.)

Gas Cards: Collect money for gas cards. One of the biggest obstacles for our clients is the ability to travel to find work. In our Social Services office, we are accepting gas cards to distribute to those clients who meet the stringent guidelines set forth by their case managers.

Fundraising: Throw a fundraising event (garage sales, bingo, luncheons, etc.) at your office or with your friends with the proceeds going to KCM.

In-Kind Donations: A donation of goods and/or services.

Contributions: One time, monthly or yearly.

BOARD OF DIRECTORS & LEADERSHIP STAFF

Board of Directors

- Becce Wallace, *Board President*
- Patricia Wood, *Vice President*
- Kevin Hollis, *Treasurer*
- Iain Murray, *Secretary*
- Patti Lacy, *Parliamentarian/Past President*
- Kent Black, *Past President*
- George Puig, *Director*
- Penny Whited, *Development and Gala Committee*
- David Trout, *Director*
- Don Flowers, *Director*
- David Karlich, *Director*
- Anita Mancini, *Director at Large*
- Keith Smith, *Board Member*
- Stephen Blackmun, *Board Member*
- Alfred Castillo, Jr. *Board Member*
- Debbie DeLuca, *Board Member*
- Stan Simmons, *Board Member*
- Jason Smith, *Board Member*

Leadership Staff

- Deysi Crespo MSW, *Executive Director*
- Betty Ann McNair, *Director of Finance*
- Laura Head, *Accounting and HR Manager*
- Jeannette Trejo, *Development Manager*
- Carolyn Chandler, *Grant Writer*
- Vickie Bernal, *Director of Social Services*
- Susan Hastings, *Crisis Center Director*
- Krissy Shetterly, *Food Pantry Director*
- Diana Miller, *Volunteer Coordinator*
- Marketing and Public Relations Coordinator*
- Irene Wells, *Resale Store Manager*



Contact Information

Katy Christian Ministries
5504 First Street
Katy, TX 77493

ph: 281-391-5261 ext. 107
volunteer@ktcm.org
www.ktcm.org

Hours of Operation

Administration Office

Monday-Thursday 8am-5:30pm
(closed 12-1pm)

Social Services

Monday-Thursday 8:30am-5pm
(closed 12-1pm)

Crisis Center

Monday-Thursday 9am-5pm
(closed 12-1pm)

Food Pantry

Monday-Wednesday 8:30am-5pm
Thursday 8:30am-7pm
(closed 12-1pm)

First Street Resale Store

Monday-Saturday 9am-5pm

Donation Center

Monday-Saturday 8am-11am



ACKNOWLEDGEMENT AND RECEIPT

I acknowledge that I have been given a copy of the Katy Christian Ministries' ("KCM") Volunteer Handbook (the "Handbook"). I understand that this Handbook summarizes KCM's volunteer guidelines, and that it is furnished to me solely for my information.

I further understand that volunteering with KCM is not a specified term and is at the mutual consent of me and KCM. Accordingly, KCM or I can terminate the volunteer relationship at will with or without cause, at any time.

I further understand that the statements contained in the Handbook are not intended to create any contractual or other legal obligations. I also understand that KCM may modify or rescind any of its policies, or practices described in the Handbook at any time, except for those policies required by law.

I acknowledge that it is my responsibly to read and become familiar with the contents of the Handbook.

Date: ____/____/____

Volunteer Signature: _____

Volunteer Name: _____
(printed)