

NEVER2SCARRED VOLUNTEER GUIDELINES

January 11, 2021

I PETER 4:10 As each one has received a gift, minister it to one another, as good stewards of the manifold grace of God.

Never2Scarred is a 6 month addiction and heart restoration program where women voluntarily reside and learn the healing power of the Word of God through intensive Bible study and teaching. The women are referred to as “Mending Hearts” in this guideline. The women residents are taught various life skills:

- Teaching & Discipline women that their true self-worth is in Christ alone.
- Teaching women WHO LOVE is, How to show love and express love in a Healthy way
- Teaching women how to have & make healthy relationships
- Teaching women how to take care of self, hygiene, healthy cooking and cleaning...
- Have One on One Christian Counseling
- Offer basic education skills classes...work their way to a GED, how to get a job, pay bills, save money, social skills, and step study through Celebrate Recovery.

Our volunteers show Christ’s love to our residents by helping to guide them through their residency in a variety of ways. These women are struggling to overcome bondage and addictions, and come to N2S from jail, prison, and detox centers. Always keep that in mind when you are in the presence of the residents. N2S is Christ centered: focused on love and acceptance, grace and mercy. Kind, thoughtful, and loving treatment is the key to a Mending Heart’s success. We respect your worship and ask that you respect the need of the house and women being brought to Christ.

The phrase “the house” in these guidelines includes the residence and any outside events the residents attend. STUDY AND KNOW THE HOUSE RULES. SHOW RESPECT TO THE MINISTRY BY GOING TO THE DIRECTOR IF YOU HAVE ANY QUESTIONS OR CONCERNS ABOUT THE HOUSE RULES. AFTER MANY YEARS OF WORKING WITH PEOPLE IN ADDICTION, WE HAVE SELECTED THESE GUIDELINES TO HELP YOU MENTOR OR SUPPORT THE RESIDENTS. ANY PROBLEMS THAT SHOULD ARISE SHOULD BE ADDRESSED TO THE DIRECTOR IN PERSON OR BY PHONE BEFORE MOVING ON TO A SOLUTION.

VOLUNTEERS AND VISITORS.

All person wishing to become a volunteer at N2S must attend one of the scheduled Volunteer training before they can start. To be an approved volunteer at N2S, you must apply online and be approved by the director and board. An official background check will be done on all who volunteer.

Visitors may join an approved volunteer, such as for an event hosted at the house by a church group. A visitor may be someone who is dropping by to deliver a donation, meal, etc., but will not be volunteering at the house.

If you are an approved volunteer bringing a group of visitors into the house, please review the appropriate rules about dress, money, gifts, conversations, and so on, with your group before your visit. Volunteers and visitors must sign in when they enter the house.

GENERAL GUIDELINES

BE PREPARED FOR THE BATTLE. SATAN WOULD HAVE YOU CONFUSED AND WONDERING WHY YOU ARE MINISTERING TO GOD'S PEOPLE. THE FATHER KNOWS WHY. PRAY AND BE PREPARED SPIRITUALLY TO STOP SATAN'S VOICE. Ephesians 6: 10-18. 10Finally, my brethren, be strong in the Lord, and in the power of his might.11Put on the whole armor of God, that ye may be able to stand against the wiles of the devil.12For we wrestle not against flesh and blood, but against principalities, against powers, against the rulers of the darkness of this world, against spiritual wickedness in high places.13Wherefore take unto you the whole armor of God, that ye may be able to withstand in the evil day, and having done all, to stand.14Stand therefore, having your loins girt about with truth, and having on the breastplate of righteousness;15And your feet shod with the preparation of the gospel of peace;16Above all, taking the shield of faith, wherewith ye shall be able to quench all the fiery darts of the wicked.17And take the helmet of salvation, and the sword of the Spirit, which is the word of God:18Praying always with all prayer and supplication in the Spirit, and watching thereunto with all perseverance and supplication for all saints. Ephesians 6: 10-18

WATCH YOUR WORDS, BEING LOVING AND KIND IN EVERYTHING YOU SAY AND DO.

The director will review these guidelines with you before the beginning of your service. At that time, you will sign and date the last page of the guidelines, acknowledging that you understand the expectations of the house and your volunteer service.

RESPONSIBILITIES

We understand things come up:

- If you must miss your volunteer service or if you can't be on time, please call 828-467-7243 and let us know.
- If you need to or would like to make any changes to your volunteer service, please contact the director before moving forward. For example, if you change the topic of your Bible study, the subject of your craft, or the menu of your meal, please contact the director.
 - If you are assigned to volunteer for a specified time period, please adhere to that time. The Mending Hearts are on a strict schedule, so early arrivals and late exits conflict with this schedule. For example, the volunteer's time in the house for all evening Bible studies should be from 6:30 pm to 8:30 pm. If you need more time before 6:30 to get set up, please discuss this in advance with the director. Please be wrapped up and exit the house by 8:30. If you are running a fever or have other symptoms of a sickness please cancel any volunteer time you have scheduled.

RESIDENT RELATIONS

Consider your volunteer position as a professional, but loving, relationship with the residents.

- **Do not allow yourself to be brought into an argument concerning the ministry, the government, or religion.**
- **Avoid talking about your personal life, instead talk about what Jesus has done in your life.**
- **Never visit a resident's family or contact their families or friends. If you feel the family needs to know something about a resident, see the director.**
- **Do not give residents your personal telephone number or address.**
- **Do not take pictures, video, or voice recordings without permission from the director.**

- Be friendly but avoid being pulled into a best friend relationship. You are in the house to minister to and guide them in godly ways.
- Do not go beyond what you have permission to do with the residents. Do not push the boundaries established by the director and board of directors, as boundaries are very important in the healing of these residents. Understand that most of the residents struggle with rules and limitations.
- Don't be surprised by what you are told. Many times, the residents may test you with a story that is not true to see your reaction.
- Always be consistent in your actions and words but do not expect consistency from the residents. Residents will be watching and waiting for inconsistency and wavering from you as a vulnerability that they can exploit to turn things their way.
- Don't expect gratitude.
- Essentials (food, toiletries, and clothing) are completely provided by the house. Residents cannot ask volunteers to pick up anything for them and, as a volunteer, you are not to ask resident if you can bring something to them.
- Do not participate in or allow gossiping or complaining. Doing so only exacerbates any issue within the house. The residents are taught that gossip is not allowed. Simply say to them that it is not allowed and point them to scripture such as Ephesians 4:29 *"Let no corrupting talk come out of your mouths, but only such as is good for building up, as fits the occasion, that it may give grace to those who hear."*
- Do not use profanity or talk about worldly things, such as non-Christian movies, TV shows, or music.
- Do not allow the residents to use your phone or any other phone while under your supervision.

MALE VOLUNTEERS

Men serve many roles as volunteers at N2S. Some come regularly as pastors with direct contact with the residents. Others come once or occasionally to provide services, such as church visits, special projects, and house and grounds maintenance.

If a man is in the house, **he cannot be alone with any resident**. For his protection and theirs, he needs to be with a staff member or approved volunteer.

VALUABLES

We all need our personal identification and some personal items, such as the jewelry we wear, when we're visiting N2S, but you must protect these items.

Avoid bringing valuables with you. N2S cannot be responsible for any damage or loss.

- Lock your valuables in your car, or leave your purse in the office with the director or other office staff to be locked up until your exit.
- Always keep your keys in a secure place, in your pocket or locked up in the office.
- Always secure your car, even if you are outside.

PHYSICAL, MENTAL, OR SEXUAL HARASSMENT

If you witness physical, mental, or sexual abuse or harassment, report it immediately to N2S staff.

N2S does not condone any such incidents. If you have questions regarding what constitutes abuse or harassment, please contact the director.

CONFIDENTIALITY

Confidentiality is a right guaranteed to our residents, our donors, and our volunteers.

- Do not discuss residents' and donors' needs, concerns, personal problems, and financial status with anyone other than the appropriate staff member. This includes any information you see if you work with volunteer applications, resident applications, and any other documents collected by the house that contain personal information.
- Do not repeat or discuss anything you hear in the house. This includes information from the director, staff, residents, or other volunteers.
- Never ask about the record or addiction details of the residents. If there is something you should know about anyone, the director will inform you.
- Confidentiality is important; however, if a situation involves care of the ministry or the resident, contact the director.

MONEY

- As a N2S volunteer, do not do anything for your financial benefit. Do not ask for or receive for yourself or for a member of your household, directly or indirectly, any moneys or gifts from a donor.
- Do not give any of your personal money to a resident under any circumstance.
- Residents are not allowed to take money from volunteers.

GIFTS

- Do not give anything or sell anything to the residents. This includes materials for hobbies or personal items. Seemingly common things like hand sanitizer have alcohol in them and are not allowed at N2S except in office area.
- If a resident asks you to give or purchase anything for her, please inform the director immediately. The residents know they are not allowed to ask for or accept money or gifts.
 - If you would like to bring in a treat or to treat the residents in some way, please inform the director or staff in advance. If treats become a common or regular occurrence, they become a normal part of the program, an expectation, and are no longer a treat. This can hinder the reality of what to expect when a resident leaves the program.

ACCIDENTS

You are important to us and we strive to keep all environments safe for everyone. However, if an accident occurs involving residents, staff, or you in a volunteer capacity, report all the information to the staff immediately.

If you see anything that may cause an accident, bring it to the attention of the director or staff immediately.

TRANSPORTATION

Many of our events require transportation of the residents. In most cases, the director or a staff member will drive the residents.

- Do not transport residents anywhere, unless it's part of your volunteer service to the program.
- The director or another staff member will request any transportation needs.

- The residents are to only go on outings that are previously scheduled and approved, such as church, the stores, etc.
- If you are out with a resident, you must always stay with her. For example, she cannot run into the store while you wait in the car.

VEHICLE USE

If your volunteer position requires the use of an N2S vehicle, you will need to show proof of a valid driver's license and have a clean driving record. If you are using your own vehicle for N2S purposes, you will also need to show proof of insurance.

DRUG AND ALCOHOL USE

Absolutely, no drugs or alcohol in or around the house.

- You are subject to immediate dismissal if you are under the influence of drugs or alcohol while performing your volunteer duties.
- Do not bring drugs or alcohol into an N2S facility or program site under any circumstances.
- Do not purchase alcohol, drugs, or cigarettes for or from any of the residents.
- Do not discuss or bring any medication into the house or to outside events, and do not give out any medication. This includes over-the-counter remedies and supplements.
- Be careful what you discuss with residents, other volunteers, or visitors while at the house. This is not the environment for conversation about going out for drinks or your last trip to a bar.

THEFT

Theft or pilferage of cash or merchandise by a resident, volunteer, or paid staff members is a serious offense and should be reported to the director. Losses of this type affect us. Theft negatively affects not only our ability to deliver service, but also the trust upon which our staff structure is based. Theft is cause for immediate dismissal of any volunteer.

DRESS

Please dress according to what is appropriate and comfortable for your volunteer position. Because N2S is a Christian organization, we ask that volunteers be respectful and modest in dress and do not wear attire that could be offensive or advertise products such as alcohol, drugs, or cigarettes. Please ask if you have any questions regarding what appropriate dress is.

REFERENCES

If you would like a reference for your volunteer work at N2S for another volunteer position or for a job, we are happy to do so upon request.

RESIGNATION

Volunteers are asked to notify N2S staff two weeks before leaving when at all possible. The staff appreciates your time, talents, and interests, and knows that changes will occur.

If you are on a medical leave, your approved status will stay intact. Please give the director a time period for this leave. If you leave for any other reason and want to return, you will need to submit a new volunteer application.

DISMISSAL

Dismissal of a volunteer is a serious consideration. To reach a resolution, a meeting between staff, the volunteer, and the director (or a designated representative) will occur before dismissal.

Dismissal of a volunteer may take place if a volunteer is unreliable, irresponsible, disruptive, demonstrating inappropriate behavior, or failing to adhere to the rules and guidelines of N2S and its programs.
