



WELCOME!

TWIN CITY MISSION VOLUNTEER ORIENTATION

Corin Tschoepe

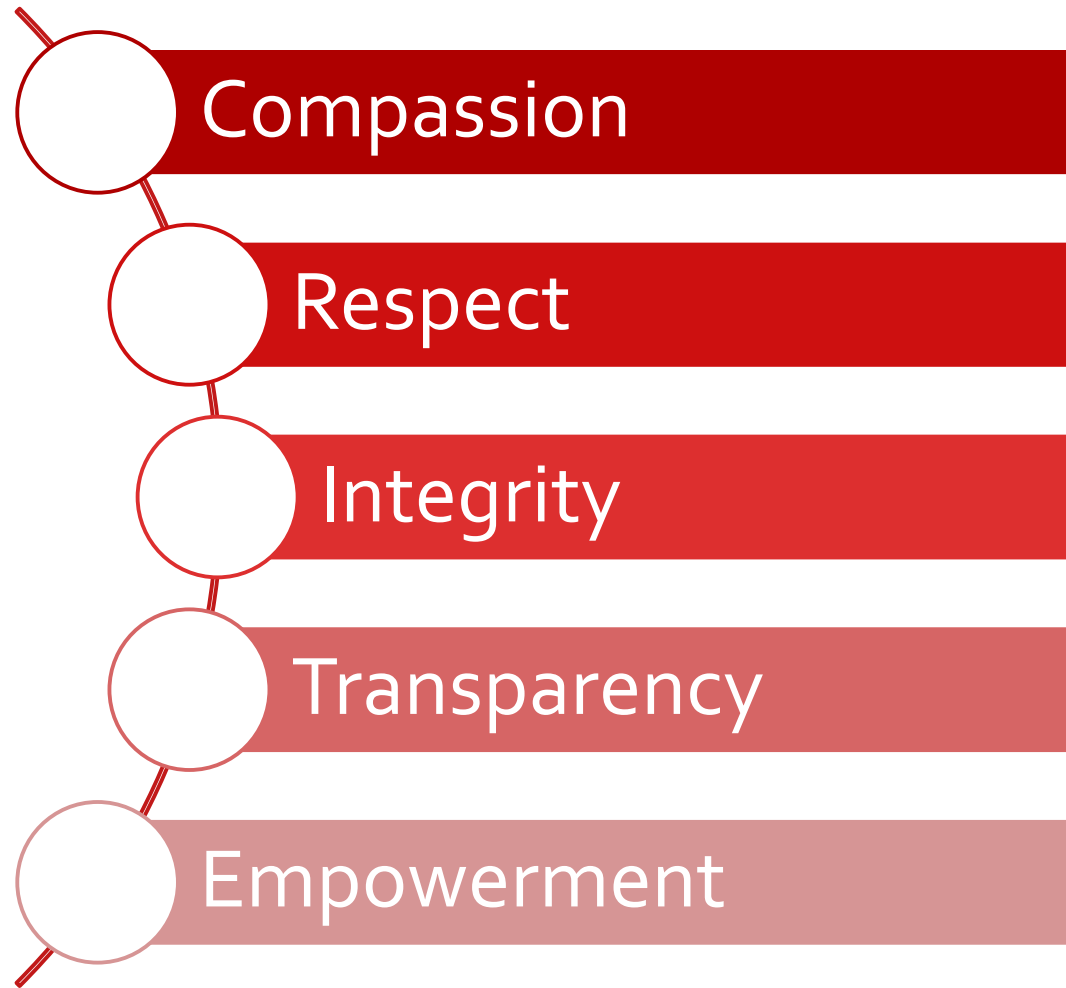
Volunteer Coordinator for Twin City Mission

Vision:

A community in which all individuals and families have opportunity for hope, acceptance, and stability, in a safe and caring environment.

Mission:

Twin City Mission will accomplish its Vision through programs addressing: homelessness; violence and abuse; family conflict; youth in crisis; life skills deficiencies; and poverty.



PROGRAMS OF TWIN CITY MISSION



Donation & Resale

What We Do:

Our stores offer low cost clothing, housewares, furniture, books and kitchen items to the general public, with all proceeds generated benefiting clients of Twin City Mission's services.

How You Can Help:

Assist store managers with bringing out new items, keeping the store clean, helping clients, and assisting with large donations as able.



Second Chance I

2041 Harvey Mitchell Pwky
College Station, TX

Monday-Saturday
9am-6pm



Second Chance II

3808 Old College Rd
Bryan, TX

Monday-Saturday
10am-6pm



Second Chance III

218 W. Washington,
Navasota, TX

Wednesday-Saturday
9:30am-5pm



Alice's Attic

424 N. Main
Bryan, TX

Monday-Saturday
9am-5pm

Donation & Resale

- Volunteers scheduled in 1-hour blocks
- Groups of up to 3
- Volunteers cannot purchase anything from the store on the day they are volunteering



Homeless & Housing

Community Café:

We strive to provide the best food services that we can for our Shelter family and anyone in the community in need of a hot meal. Community members can eat one meal a day at no cost, either lunch or dinner.

How You Can Help:

Serve food to our Shelter for Hope residents and community members.

Monday-Friday



Lunch Shift

10:45am-1pm



Dinner Shift

3:45am-6pm

Community Café

- Volunteers scheduled for entire shift
- Groups of 8-10
- Children ages 10+ may volunteer with adult chaperones



Homeless & Housing

Community Closet:

Provide clothes and/or household items (when available) to individuals and families in the community at no charge to assist them in gaining and/or maintaining self-sufficiency.

How You Can Help:

Cleaning, organizing and sorting clothing, and helping customers shop

Monday, Wednesday, & Friday

8am-11am

Tuesday

7am-12pm as needed

Community Closet

- Volunteers must be 18+
- Volunteers must be able to:
 - Bend down to pick up objects
 - Clean & sweep
- Temperatures may be extremely cold or hot
- Dirt and dust present



Youth & Family (STAR)

What We Do:

Provide short-term, solution-focused services to kids ages 0-17 and their families. This includes strengthening family relationships, developing coping skills, and improving family communication.

How You Can Help:

Answer phones, greet guests and clients, help with paperwork, and assist with other needs as able.



Monday-Friday

9am-1pm

1pm-5pm

Flexible to volunteer availability

Youth & Family (STAR)

- Volunteers must be 18+
- Required to complete a criminal background check and fingerprinting



Expectations of Volunteers

- Complete a volunteer application and provide and additional needed information to volunteer coordinator
- Abide by Twin City Mission confidentiality policy
- Attend shifts as scheduled
 - Notify volunteer coordinator if you cannot attend a shift
- Be cooperative and respectful
- Sign in when you come to volunteer
- Notify the Volunteer Coordinator or another staff member immediately if you are a witness to physical or verbal abuse

Confidentiality

- For clients:
 - Identity/identifying information and client's personal information
- Twin City Mission staff
- For YOU
 - Do not give out last names, addresses, phone numbers, or other personal info
 - Do not give clients money or rides in your car
- Exceptions:
 - Required by law
 - Reporting of child, elderly, or handicap abuse



Client Rights

- Recognition of their interests and independence
- Protection of civil and legal rights
- Privacy and confidentiality
- Non-judgement
- Services provided without blame
- Not to be exploited or abused

Dress Code

- Casual
- Jeans/shorts and a t-shirt
 - No rips or tears
- Closed-toed shoes

- Refrain from short shorts and revealing clothing
 - "School dress code"



Emergencies

**Alert a staff member.
They will take the next steps.**

CALL 9-1-1



Serious injury or
medical emergency



Fire



Natural disaster



Abuser nearby or
intruder on property



Bomb threat

Emergencies



Child abandonment



Suicidal client



Client drunk, on drugs, being disruptive



Clearly battered child



Drugs, alcohol, or weapons



Problems with shelter



Vandalism



Threatening phone calls



Theft

Volunteer Placement

- Rank preferred areas on volunteer application/handout
- Volunteer role will be assigned based on preference and availability
 - Frequency depends on volunteer as well
- Job duties can be changed at any time
- Volunteer can be terminated at any time

Volunteer Termination

- **Volunteer role can be terminated at any time**
- Final decision given to the program director
- A volunteer may be terminated for the following reasons:
 - Breach of confidentiality
 - Personal involvement with clients outside the shelter
 - Use of alcohol/drugs during or before a shift
 - Theft from agency
 - Exploitation of clients (sexual, emotional, financial)
 - Accepting gifts or monetary donations
 - Giving car rides or personal phone numbers to clients
 - Any other reason determined by Program Director and/or volunteer coordinator

QUESTIONS?
