



HIGH PLAINS HELPING HANDS BEHAVIOR POLICY

As a High Plains Helping Hands volunteer, you are important to the ministry of care in El Paso County. To protect and uphold the integrity of our mission to our clients, other volunteers, staff and the community, it is required that each volunteer will observe and act in the following manner:

Regarding High Plains Helping Hands Clients

- 1) High Plains Helping Hands volunteers must not make any contact with clients outside of pantry business to include, but not limited to: phone calls, emails, postal mail, fax, or personal visits. Confidentiality of our clients is required.
- 2) High Plains Helping Hands volunteers must not give any outside personal contact information to any High Plains Helping Hands client. Clients should contact you or other volunteers or staff only at the pantry.
- 3) High Plains Helping Hands volunteers must not offer or accept rides from clients.

Regarding Behavior With Other Helping Hands Volunteers

Respect: We are created differently - some of us are fast or slow, technical or creative - but we all care about what we do here.

Consideration: If you see someone who needs a hand don't be afraid to ask if they would like some help.

Kindness: Be kind to one another. Do unto others, as you would have them do to you. Our greatest strength is to pray for, encourage, and support one another.

Communication: Keep communication open with staff and other volunteers.

Dress Code: We ask that you dress comfortably, yet modestly. (No shorts or tank tops! Knee length Bermudas are fine.)

Confidentiality of Client Information

High Plains Helping Hands Volunteers may not make reference to any personal information shared by clients with any person other than staff or other volunteers at the pantry. Our clients' confidentiality is expected from each volunteer as the clients seek help from this ministry.

Regarding Personal Boundaries of Volunteers.

- Never give them your own money.
- Empower not enable.
- Understand that some individuals will take advantage.
- If a client has been told "No" three times, ask them not to return.
- NKJV Matthew 26:11a "For you have the poor with you always."
- Tough Love if needed.
- **Caution:** Do not own their problems!
- Examine your motives.

Volunteers violating the High Plains Helping Hands behavior policy could be subject to dismissal.

Signature: _____

Date: _____