VOLUNTEERING TOGETHER, CHANGING LIVES

Welcome to Muskegon Rescue Mission

MUSKEGON
RESCUE MISSION

WELCOME VOLUNTEERS

Dear Volunteer,

Welcome to the Muskegon Rescue Mission family!

We are so grateful you've chosen to serve alongside us in caring for our neighbors in need. Your time, compassion, and presence make a real difference—whether you're serving a meal, sorting donations, guiding a guest, or praying with someone who needs hope.

We believe every person who walks through our doors is created in God's image and worthy of dignity and love. Thank you for joining us in our mission to demonstrate and proclaim the love of Christ.

With gratitude,

Desiree Glynn
Volunteer Coordinator

Mission

Muskegon Rescue Mission exists to demonstrate and proclaim God's love to the less fortunate and homeless people of West Michigan.

Objective

To bring people to a saving knowledge of the Lord Jesus Christ, thus bringing them to the dependence upon God and independence within society.

HELPFUL REMINDERS

- **Leave personal items at home** or locked in your vehicle. MRM is not responsible for lost or stolen items.
- **Check in and out** with staff each time you volunteer, and wear your volunteer badge while on site.
- **Use only designated entrances/exits** for everyone's safety.
- **Respect the privacy of our guests.** Do not share their personal stories or take photos .
- **Follow staff guidance.** If you're feeling unsure or overwhelmed, please let us know—we're here to support you.
- **Do not bring or use drugs, alcohol, or cigarettes** while volunteering. Smoking is prohibited.
- **Please do not give gifts, food, cigarettes, or rides** to guests. Direct all support through the staff.
- **Maintain professional boundaries** with guests. Do not share personal contact information.

If you ever have questions or concerns, please reach out to the Volunteer Coordinator.

VOLUNTEER GUIDELINES

1. CONFIDENTIALITY

- All information obtained directly or indirectly concerning guests or staff is absolutely confidential.
- Do not discuss guest information outside of your role, including names, backgrounds, or stories.
- Taking photos or videos of guests or facilities is strictly prohibited.
- Violation of confidentiality may result in immediate dismissal.
- Maintain a servant-hearted and professional attitude at all times.

2. STATEMENT OF FAITH & CONDUCT

- Volunteers are expected to abide by the Muskegon Rescue Mission Statement of Faith.
- No counsel or discussion contrary to the beliefs of MRM is permitted while volunteering.
- Conduct yourself in a manner consistent with impeccable moral, ethical, and interpersonal standards.
- Ensure all communication and interactions with guests reflect professionalism and Christian character.

3. BOUNDARIES WITH GUESTS

- To protect guests, volunteers, and the integrity of the ministry:
- Do not get involved in a guest's personal or family affairs.
- Do not lend money, give rides, provide shelter, offer phone use, or assist with any other personal services.
- Never give out your personal contact information (last name, phone number, address, or social media).
- Never be alone with a guest of the opposite sex.
- Always maintain appropriate, Christ-honoring boundaries.

4. REFERRALS AND GUEST REQUESTS

- Refer all guest requests for counseling, instruction, or personal assistance to MRM staff.
- Volunteers should not attempt to handle issues that fall outside their designated roles or training.

5. SAFETY AND INCIDENT REPORTING

- If you receive information that could threaten the safety or well-being of any guest or staff member—or if any rules or guidelines are being violated—you are required to report it immediately to MRM staff.
- In case of an emergency, notify staff immediately.
- Fire exits and procedures are posted—know your nearest exit.
- Use gloves when handling food or cleaning.

6. ATTENDANCE AND SUBSTITUTES

- Only approved volunteers may serve.
- You may not send someone else to volunteer in your place.
- If you are unable to attend your scheduled shift, contact the Volunteer Coordinator as soon as possible.
- Do not bring unapproved guests or family members with you to volunteer unless pre-approved by the Volunteer Coordinator.

7. DRUGS, ALCOHOL, AND WEAPONS

- Volunteers may not possess or be under the influence of drugs or alcohol while on site.
- Weapons of any kind are not permitted on MRM property.

8. DRESS CODE

- Clothing must be modest and appropriate (no offensive language, political messages, or revealing garments).
- Closed-toe shoes are required for safety.
- Long hair must be tied back in food service areas.
- Aprons, gloves, and other protective items will be provided when necessary.

9. HARASSMENT AND DISCRIMINATION

- MRM maintains a zero-tolerance policy for harassment or discrimination of any kind.
- Report any inappropriate behavior or conduct to staff immediately.

10. DISMISSAL POLICY

- Volunteers may be dismissed for:
- Violates any policies outlined in this handbook
- Behavior deemed unsafe, inappropriate, or inconsistent with MRM values
- Poses a risk to the safety or well-being of guests, staff, or other volunteers
- Engages in misconduct or disruptive behavior
- Repeatedly fails to meet attendance or performance expectations

VOLUNTEER FAQ

BESIDES VOLUNTEERING, HOW CAN I ASSIST THOSE WHO ARE HOMELESS? CAN I GIVE THEM MONEY OR CAR RIDES?

Muskegon Rescue Mission offers comprehensive programs designed to help individuals and families experiencing homelessness find lasting stability. To protect healthy boundaries and ensure consistency in care, we kindly ask that while serving as a volunteer, you refrain from offering money, gifts, car rides, or other personal services to our guests beyond what your role entails.

The best way to help is by partnering with our team and supporting our programs. If you're interested in other ways to contribute such as donating, advocating, or connecting others with MRM, please contact the Volunteer Coordinator.

IS SAFETY A CONCERN WHILE I'M VOLUNTEERING?

Safety is a top priority at Muskegon Rescue Mission for our guests, staff, and volunteers. While individuals experiencing homelessness are often misunderstood or unfairly judged, many are simply working through significant life challenges.

Our staff is trained to create a safe, structured, and supportive environment. If you ever feel unsure or have safety concerns, please speak with a staff member immediately.

AM I EXPECTED TO MAKE A LONG-TERM COMMITMENT TO VOLUNTEERING?

While we are grateful for volunteers who serve regularly, we understand that not everyone can make a long-term commitment. Whether you come once or serve weekly, your time makes a difference.

After your first shift, our Volunteer Coordinator will follow up with you to explain how to schedule future shifts. We ask that all volunteers schedule through the Volunteer Coordinator, as we are unable to accommodate walk-in or unscheduled volunteering.

CAN I INVITE FAMILY AND FRIENDS TO VOLUNTEER WITH ME?

Yes! We love it when volunteers invite others to get involved. Anyone interested in volunteering must first complete our onboarding process through the Volunteer Coordinator.

This helps us ensure everyone is properly trained and scheduled. For the safety and well-being of our guests, staff, and volunteers, all individuals must be approved before serving.

CAN MY CHILD VOLUNTEER WITH ME?

We welcome families who want to serve together! Volunteers must be at least 14 years old.

- Ages 14–17: May volunteer only when accompanied by a parent or legal guardian.

We ask that you talk with your child beforehand to ensure their motivations for serving come from a place of compassion and respect for the people we serve.

DO I NEED TO BE A CHRISTIAN TO VOLUNTEER?

Muskegon Rescue Mission is a Christ-centered organization. Our mission is to demonstrate and proclaim God's love by providing food, shelter, clothing, and spiritual direction to those in need.

You do not have to be a Christian to volunteer. We value each person who joins us in serving our community. We do ask that volunteers respect our faith-based environment and avoid promoting different belief systems or perspectives that conflict with our mission while on-site.

WHY IS SHARING MY VOLUNTEER EXPERIENCE IMPORTANT?

Sharing your volunteer experience is powerful because it inspires others to get involved and shows the real impact volunteers make. It builds connections, encourages fellow volunteers, and invites others into service—multiplying your impact while reflecting how it has shaped you.

You are the hands and feet of Christ in this place.

Thank you for choosing to love your neighbor through action. We're honored to serve with you.

"Whatever you did for one of the least of these brothers and sisters of mine, you did for me."

Matthew 25:40

231.727.6090 | volunteer@muskegonmission.org
Office Hours: Monday - Friday 9 AM - 3 PM