



Creating Community, Transforming Lives

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VOLUNTEER ORIENTATION

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Overview: Vision+Mission+Guiding Principles

2020 Vision Statement:

The Harvest Center is a Community of Guests, Volunteers, and Staff whose lives are mutually transformed by the love of Jesus Christ.

Mission Statement:

The Mission of the Harvest Center of Charlotte is to create a community where individuals affected by homelessness, poverty, or unemployment are empowered through our transitional programs, and transformed by the love and ministry of Jesus Christ.

Our Threefold, Holistic Approach to Ministry:

We ***create engagement opportunities*** through our feeding programs, which, primarily, address the hunger needs of our guests, and, in turn, develop into relationships of trust and respect. We, then, ***foster relational communities*** that look beyond the physical needs of our Guests and Program Participants, and delve into other needs, such as spiritual, emotional, and even economical, to address chronic issues that prevent healthy and productive lifestyles, and assist them with reintegration into society, from survival mode, to becoming productive citizens, enhancing opportunities for structure and growth. Finally, to complete this holistic approach of ministry in the lives of homeless and underprivileged individuals, as they transition to more independence, we ***affect transformational outcomes*** by providing intensive housing and personal development services through our Transformation Program, A.C.E. classes, Business Builders movement, and Practicing Professionalism sessions.

Our Ten Guiding Principles:

Our Harvest Center Community is composed of Guests, Program Participants, Staff and dedicated Volunteers. These principals guide how we respect and love one another and work together.

Who we serve:

1. We serve all people, regardless of religion, race, ethnicity, or gender, with critical needs for food, clothing, shelter, and spiritual community.

With whom we serve:

2. We work with Staff, Volunteers, Community Partners, and Program Participants, who respect our mission, vision, and guiding principles.

How we serve:

3. We seek the wisdom of Jesus Christ in all of our decisions.
4. We serve with humility and glorify Jesus Christ in everything we do.
5. We consider Program Participants worthy of compassion, regardless of their previous and/or current life circumstances.
6. We serve all Program Participants and Team Members with honesty, trust, respect, and love.
7. We serve with a spirit of collaborative TEAMWORK/FAMILY, respecting the gifts and contributions of all members of our community.
8. We serve with commitment, good stewardship, unity, and excellence.
9. We serve with Passion, Energy, Perseverance, and a Positive attitude (PEPP).
10. We partner with trained practitioners to best leverage resources available in the community, in order to meet the comprehensive needs of our Program Participants.

Our Structure:

The Harvest Center of Charlotte is a 501 (c) (3) organization, governed by a Board of Directors, composed of representatives from the community. We are operated by a small professional Staff, and a host of Volunteers.

Board of Directors

Flint McNaughton, Board Chair

SunCap Property Group

Beth Bell

Myers Park Presbyterian
Church

Craig Bell

Bank of America

Melanie Clark Pratt

Radio One Charlotte

Karl Doerre

Doerre Construction

Paul Hattenhauer

Culp, Elliot, & Carpenter,
PLLC

Kenya Henderson

YWCA Central Carolinas

Dusty Holcomb

AAA of the Carolinas

Dan Hooks

Party Reflections

Steve Horvath

Berkley Capital Advisors, LLC

Charles Lyle

South State Bank

Jim Martin

RidgeRock Retaining Walls

Brad Murr

Merrifield, Patrick, Vermillion

Clark Neilson

R.B. Pharr & Associates, P.A.

Colin Pinkney

Executive Director, Ex-Officio
non-voting

Lynn Purdum

Community Volunteer

Marion Shields

Community Volunteer

Melinda Smith

Balance and Harmony 360²,
Inc.

Jason Tuttle

Nova Capital

Dan Warren

Elliott Davis, PLLC

Monica Wood

MWPR, Inc.

Staff: email addresses are our *first initials with our last names*@theharvestcenter.org



Colin Pinkney
Executive Director



Brandie Meekins
Core Services Director



Sherry Waters
Development Director



Rev. Eric Miller
Transformation Specialist

Sahkara Jacobs-Resource Specialist

Two Guys n A Kitchen-Food Services Directors

Frequently Asked Questions:

The Harvest Center of Charlotte is closed for business on the following holidays:

New Year's Day

Memorial Day

Thanksgiving Day

MLK Day

July 4th

The day after Thanksgiving

Easter Monday

Labor Day

Christmas Day

"Hope for Harvest Tours":

Tours of our facility are available on Tuesdays, at 11am, and will begin with a brief presentation. In order to ensure that someone is onsite to provide the guided tour, ***one must pre-schedule a day/time with our Development Director, Sherry Waters.***

Donations: We welcome most donations, provided adequate space for storage. ***Please contact our Resource Specialist*** for inquiries, and contact our ***Core Services Director to coordinate a pick-up for LARGE DONATIONS***, such as furniture, if there is an immediate need.

*****IMPORTANT*****

The Harvest Center of Charlotte is excited to announce that we are currently experiencing a revision of services and programs for our Program Participants, which will provide an array of services and volunteer opportunities. Visit our website, and check your email, regularly, for updates. Volunteer opportunities may be emailed to you, listed in our monthly newsletter, and/or listed on our website. Please RSVP, as soon as possible, if your individual or group schedule will allow you to fill the slots needed. If you are unable to make the commitment, we thank you in advance for advising us in a timely manner.



Volunteer Policies and Procedures:

The minimum age for volunteering at The Harvest Center of Charlotte is 13.

***Note: Ages for special group volunteerism projects may vary.**

Training: In 2013, The Harvest Center of Charlotte implemented a Volunteer Orientation/Training, to be completed by all volunteers interested in serving our Guests and Program Participants. This included seasoned, and new, Volunteers. ***As of 2016, we will provide any new updates to trained Volunteers who wish to continue serving.*** This is to ensure that we are on one accord, and current, on expectations and changes taking place under the vision of our current leadership. Please refer to our website, and/or contact our Resource Specialist, for Volunteer Orientation dates/times. All scheduled sessions will be held at our main Facility. If there is need to schedule a session that is more convenient for you/your group, please contact our Core Services Director for assistance.

- **Special Individual Volunteer Instructions:** Volunteers between the ages of 13 to 17 are to be accompanied by a designated, responsible adult. The volunteer duties assigned to a minor will comply with all appropriate laws and regulations regarding child labor. High-functioning, Developmentally Disabled Volunteers ***must be pre-approved by the Core Services Director***, also be accompanied by a designated, responsible adult.
- **Group Volunteer Instructions:** Out of respect for your time, and the nature of our programs and schedules, we request that all Churches, schools, and other organizations gain ***prior approval of the Core Services Director*** for special projects, and pre-schedule date(s)/time(s). This will ensure that there is a Ministry Assignment available for your group to complete, adequate amount of supplies are available for your use, and someone is available to greet you and provide you with a brief presentation, which will enhance your overall volunteer experience, making it a very memorable occasion for all involved.

Personal Appearance:

Volunteers are Ambassadors for The Harvest Center, and will be perceived as unpaid Staff by our Guests, Program Participants, and the Community. Please do all that you can to present a clean, neat, professional appearance! Your work will require comfortable, **CASUAL** attire, acceptable in a professional work environment. THC Volunteer shirts should be worn upon request. Please prepare yourself, and dress accordingly. Some examples of **appropriate** attire include:

- jeans with no holes or tears
- khakis or other slacks
- knee-length shorts, skirts, and dresses
- polo style shirts, button-down shirts, t-shirts (no profane language/images), blouses
- and tops (please cover cleavage and midriff)
- loafers, crocs, sneakers, boots, and other comfortable shoes (open toe sandals are not recommended)
- bandanas are not allowed

Parking and Personal Items:

- **Parking:** Please use the second driveway entrance, and park in the rear of the building, near our main office, and Staff entrance.
- **Personal items:** Handbags, wallets, or other valuables may be stored in lockers while volunteering (based on availability). The staff will not be liable for storing your personal items, nor responsible for stolen/misplaced items. Out of courtesy for all, we ask that you please **turn your cell phone off, or place it on vibrate/silent** while serving on your shift. **THE ONLY EXCEPTION TO THIS RULE IS AN EMERGENCY CALL!**

Attendance Policy:

The Harvest Center's Volunteers are, truly, the lifeblood of the organization – without you, The Harvest Center would not function. To that end, consistency is the key to accomplish our mission! You will be asked to select a shift (day and time), and we ask that you make that volunteer time a priority.

- **Typical meal serving commitments, and other commitments, are 1, to 1.5 hours, minimum (be prepared to stay 2hrs. for meal services).**
- **Plan to arrive, at least, ten minutes before your shift, to allow adequate time for parking, signing in, obtaining your name tag, and to be available for any briefings, and/or instructions, which may be provided. Enter through the MAIN STAFF ENTRANCE.**
- **You must also sign out, and return name tags to the designated area, prior to leaving.**

If you will be late, or absent, please call The Harvest Center, at **704-335-1616**, or email bmeekins@theharvestcenter.org as soon as possible, in advance of your absence, to allow us adequate time to find covering for your shift. Please **DO NOT COME** in if you are sick – stay home, and get well soon! If you are frequently late or absent, you may be asked to consider serving in a different capacity.

Volunteer Conduct: To ensure a safe environment and orderly operation, The Harvest Center expects Volunteers to follow the rules of conduct that will protect the interest and safety of everyone involved in our outreach and programs.

- Give of your BEST to the MASTER, then this will ensure that you give The Harvest Center your best work effort while you are here.
- Maintain an attitude of honesty, sincerity, and commitment to the Guests and Program Participants we serve, as well as to your fellow Volunteers and Harvest Center Staff.
- Treat EVERYONE with dignity, respect, and fairness.
- Avoid activities that might lead to misuse of influence with other Volunteers, Guests, and/or Program Participants.
- Refrain from debating /discussing other faiths/beliefs with Guests; send them to us.

*****Use your best judgment** – If you would not do it at work, at your place of worship, or in front of your parents, please do not do it at The Harvest Center of Charlotte! While it is not possible to list all forms of behavior considered unacceptable, the following are examples of infractions that may result in termination from your volunteer post:

- Theft or inappropriate removal of private property;
- impairment during your shift, due to illegal drug or alcohol use;
- possession, distribution, sale, transfer or use of illegal drugs or alcohol on The Harvest Center's property;
- negligence or conduct that leads to the damage of private property;
- violation of safety rules;
- sexual or unlawful/unwelcoming harassment;
- inappropriate relationships with Guests, Program Participants, nor Staff;
- possession of dangerous or unauthorized materials, such as explosives or firearms; and/or
- unauthorized disclosure of confidential information.

Problem Resolution:

We are committed to encouraging an open, and frank, atmosphere, in which any problem, complaint, suggestion, or question receives a timely response. All volunteers are expected to treat one another with mutual respect, and to offer and receive constructive and positive criticism. ***Please feel free to speak with The Harvest Center's Core Services Director, should you have any questions/concerns.*** Your overall volunteer experience with The Harvest Center of Charlotte is very important to us. ***Also, please feel free to speak with our Resource Specialist to share your feedback with us!***



Volunteer/Guest/Participant Relationships:

Guests are defined as visiting individuals to whom The Harvest Center is extending hospitality and services. **Program Participants** are defined as individuals who are participating in the Harvest Center's Transformation Program, living in our transitional housing.

Our Guests and Program Participants are the reason we are here! Volunteers are expected to act with the utmost professionalism and integrity when interacting with our Guests and Program Participants. While you are completely safe at the Harvest Center, we have established the following rules **FOR YOUR PROTECTION**, and in the best interest of our Guests and Program Participants. Your signature is an acknowledgement that you have read and agree to abide by the rules, as stated. All Volunteers must sign and date the Volunteer Indemnity Statement:

- Never give out money.
- Never give out your phone number.
- Never allow any Guest to use your cell phone.
- Never offer any Guest a ride in your car.
- Never purchase clothing for a specific Guest.
- Do not ask anyone to do odd jobs at your home or business.
- Leave all personal items locked in your car, out of sight, prior to arrival.
- Immediately report any suspicious activity on, or around, the grounds of the Harvest Center.
- If a Guest, or Program Participant, has been removed from the premises/program by a Staff member for any given reason, they will not be able to return unless they have **met with, and been approved, by the Executive Director and/or Core Services Director**. Please respect, and trust, that we have made the best decision(s) for The Harvest Center of Charlotte, as well as for the good of all.
- If anyone approaches you for any of the aforementioned reasons, please inform a Staff member, immediately.

Personal Integrity of Volunteers

1. Deal, honestly, with all people, especially THC Guests, Staff, Participants, and other Volunteers.
2. Treat others with respect and dignity,
3. Refrain from engaging in any illegal activity.
4. Represent yourself, and THC, in a positive and uplifting manner, to include your social media presence (especially, if you, frequently, post your interaction with THC).

5. Refrain from engaging in **COURTSHIPS and/or ROMANTIC/SEXUAL RELATIONSHIPS**, with THC Participants and Guests, and reject all relationships with others that would cause you to fall into negative attitudes or behaviors, while serving at THC.
6. Refrain from abusive, demeaning, or hate speech, and/or behavior, directed at any other person, whether on THC property, at work, or in the community.
7. Comply with all laws, ordinances, and regulations of the state of NC, City of Charlotte, and/or Mecklenburg County.
8. Please report questionable/inappropriate behavior(s).

Brief Volunteer Descriptions and Opportunities: Opportunities abound at The Harvest Center of Charlotte. Choose from our list of opportunities that interest you, most. Please feel free to share with us any gifts/talents/areas of expertise you possess that may not be listed. You are also encouraged to:

- Interact with Guests and Program Participants.
- Engage in conversation.
- Share your Christian faith.
- Share a smile.
- Be a good listener.
- Be courteous.
- Pray with Guests and Program Participants.

Greeters: Welcome The Harvest Center’s Guests, Program Participants, Volunteers and Staff at meal times.

Ushers: Assist Guests with find appropriate seating and eating space.

Kitchen/Dining Hall Aides: Volunteers are needed on Tuesdays and Wednesdays, 1-1.5 hours, before breakfast, and before lunch, for preparation of food used for breakfast and lunch meals. There will be a variety of chopping, cleaning, and other related duties.

- In addition to serving on Tuesdays and Wednesdays, Volunteers are needed on Mondays (8am-10am) for food preparation.
- No eating from the line!
- No opening of pots/pans ***without permission from the Food Services Manager!***
- Please follow instructions of Food Service Staff for distribution of food and utensils.

Additional Ministry Assignments: setting up/breaking down dining hall tables and chairs, cleaning dining hall tables, sweeping dining hall floor, cleaning restrooms, monitoring computer room use during breakfast and lunch hours, as well as in between, and monitoring the vestibule/restroom/stairwell areas for authorized use, ONLY, during breakfast and lunch hours, as well as in between (preferably, a male)

*****Fundraising Events:** Annual “Love Thy Neighbor” and other regular Sponsorship Events

*****Inviting Program Participants to be a speaker:** We encourage Program Participants to share their success stories, testimonies, and motivation. Therefore, if you would like to schedule one of our Program Participants to speak at a Church, School, Community Organization, etc., ***please contact our Core Service Director.*** We thank you in advance for the opportunities.



Educational Classes: Volunteers must have skills/training/experience in teaching these classes.

- Bible Study/Discipleship
- Individual/Group Counseling
- Basic life skills
- Career Coaching/ Resume Building
- Computer Skills; MS Word, Excel, PowerPoint, and Publisher; E-mail use
- Nutrition & Fitness
- Financial Literacy/Budgeting
- Internet Job Search
- Interview Skills
- Tutors may be needed, per request, in support of our “**A.C.E.**” Adult Continuing Education Classes, to help our Program Participants with reading, writing and arithmetic. This **Volunteer commitment would be for 1 hour**, on Tuesday and/or Wednesday mornings.
- Employment Skills
- **Practicing Professionalism:** Effective Communication, Teamwork, Leadership, Conflict Resolution, Customer Service, Time/Stress Management, and Ethical Decision-making
- Parenting Skills
- Self-Esteem
- Entrepreneur/Small Business program

Transitional Housing Program Support: Our Transformation Program provides separate housing for men and women. Volunteers are requested to have skills and experience in the following areas:

- Mentorship/Discipleship (individual and family)-take a vested interest in the welfare of a Program Participant, assist with his/her needs, and to provide extended family support while in the Transformation Program, and ongoing care/concern upon successful completion; host group/family events and activities
- Landscaping and maintenance of the grounds
- Carpenters (Rough & Finish)
- Painters
- Cleaning Crews
- Electricians
- HVAC Professionals
- Plumbing

Our Transitional houses are always in need of individual or group Volunteers who would:

- **Collect/Donate** towels, sheets, pillows, dishes, furniture, appliances, and etc.
- **Prepare meals, to fellowship and share with our Program Participants.** Some of our Program Participants may even need help in learning kitchen skills, while others have mastered it.

Volunteer Bill of Rights:

As a Volunteer of The Harvest Center of Charlotte, you are entrusted with special responsibilities and are entitled to certain rights. You have the right to:

- be offered the opportunity to become a Volunteer, regardless of race, gender, religion, ethnicity, or financial status;
- be placed in a volunteer assignment that is appropriate for your skills and abilities, and that demonstrates a meaningful impact on the organization;
- fully understand the job description, roles, and responsibilities of your volunteer assignment;
- receive training and support before, and throughout, your volunteer assignment;
- ask questions and receive support from Staff at The Harvest Center of Charlotte;
- feel safe and comfortable in your volunteer environment;
- refer questions to Staff, or to ask for help, should any situation feel uncomfortable; and
- be recognized for the service you are providing to The Harvest Center.

As a Volunteer, we depend on you to fulfill your responsibilities, and to serve as an Ambassador for The Harvest Center of Charlotte and our mission. We ask that you:

- be honest with staff – during the initial interview, orientation, and throughout your volunteer experience, so that you are placed in a role that is comfortable, enjoyable, and meaningful for you;
- consider and understand the time commitment and responsibilities of your assignment, before accepting the role;
- follow the policies and procedures described in this Volunteer Handbook;
- take active responsibility for filling your shift if you must be absent;
- fulfill your commitment, arriving on time, coming to “work” with a positive attitude, respecting others, and earning respect for yourself;
- participate in training modules, train new volunteers, and provide feedback to Staff;
- respect the confidentiality of Guests, Program Participants, fellow Volunteers, and Staff;
- seek and accept feedback on your performance, and learn and grow from this experience;
- remain up to date with volunteer communications and The Harvest Center’s operations; and
- feel free to ask questions, and seek help, when needed!

God created you
ON purpose
WITH purpose
FOR a purpose
Purpose to be
WHO
God created
YOU to be
www.heartprintsogod.com