



Volunteer Service Program Rules and Expectations

General

- HOPE staff has overall responsibility for all activities while the group is at the Volunteer Center or work sites.
- Adult leaders are responsible for the safety and conduct of their youth volunteers at all times. This includes enforcing HOPE's Rules and Expectations with their youth.
- Everyone is expected to act responsibly the entire time they are in our area. For those coming from outside the region, you will be an obvious outsider in a small town and your every action will be observed and scrutinized. You may have to modify your lifestyle or habits so as not be offensive to the Appalachian culture or tradition.
- Always keep safety your top priority.
- Since you are visiting an unfamiliar community, please always travel in groups of two or more persons.
- All volunteers are expected to participate fully in activities of HOPE, including chores.
- When touring the area, let a HOPE staff member know where you will be going. Cell phones are not reliable and we need to know where you are in case of an emergency.
- Possession or use of illegal drugs or alcohol is strictly forbidden. The use of or suspicion of the use of will get you sent home immediately.
- Work crew leaders should be at least five years older than the oldest minor in the group. Second leaders can be younger.
- All adults must have undergone a background check.
- Vehicles must be capable of transporting seven people, tools, equipment, supplies, etc.
- Leave audio and video equipment at home; they are not allowed at the Volunteer Center or work sites.
- Virginia law forbids anyone riding in the back of a pickup, so keep everyone in the cab.
- Firearms, air rifles, BB guns, replicas of firearms or any kind of weaponry or replicas are not permitted.
- All local attractions that are visited will be the group's responsibility. HOPE staff can give recommendations, but make no promises to the services received while visiting our area.

Families

- Always be respectful of the family's wishes. You are in their home and, if they ask you to stop doing something, please respect them and stop doing it.



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- Do not take members of any family with you while touring the area and participating in local attractions.
- Do not try to change the family's views and be respectful of their views and opinions. Appalachian people are particularly proud and independent people and can be easily insulted when their views are questioned.

Work Sites

- Work days are typically from 8:30 a.m. to 4:30 p.m. Be prepared to work these hours each day.
- While at work sites, all suggestions are welcome, but PLEASE follow our directions as to how things should be done.
- Be very RESPECTFUL when talking with the families. Remember, you are a guest in their home and your behavior should be at its best.
- No paint fights, water fights, hammer fights, or any other imaginable fights, even when working outside.

Tools

- Please use tools, supplies, materials, and other resources responsibly. Be sure that tools are used for their intended purposes.
- Only group leaders will be allowed to check out tools. Who uses the tools at the work site is at the discretion of the group leader as they are totally responsible for their youth.
- Always keep safety your top responsibility.

Clothing

- Clothes must be appropriate at all times. Even while at the Volunteer Center, please make sure all volunteers dress appropriately. The following attire is not appropriate at any time: spaghetti straps, spandex clothing, and clothing expressing alcohol/beer slogans and/or obscenities. Shirts and pants are required at all times, so boys keep your shirts on. A good rule of thumb is for everyone to dress as if attending one of their organization's events.
- Work attire (strictly enforced) – long pants, shirts, and sturdy shoes. No one is allowed to wear open-toed shoes. Sweat pants, shorts, half shirts, and sleeveless shirts will not be allowed at any work site. Also underwear should be worn as UNDERwear and not visible. No one will be allowed at the work site without appropriate clothing!



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Group Leaders

- At the end of each work day, a list of needed supplies and materials must be turned in to HOPE staff. We ask that you do this when staff visits the work site in the afternoon or as soon as you return to the Volunteer Center. If we get a complete list of needs, then work can begin quickly the next day.
- As the staff looks to you for guidance, do not accept projects that you are unable to complete. Be honest with yourself and with us about your actual abilities. We do not expect perfection, but we do expect the work to be done. We always have other projects so we can direct your talents to something better suited for you and your group.
- Follow our directions and do not do anything until talking to the appropriate HOPE staff. Follow our directions strictly as not doing so could result in a lot more work to be done. We are always open to ideas and suggestions, but they must be discussed first.
- Keep in mind that we will not be able to fix everything that needs to be done at every job site. We have a budget and we need to use our resources, including volunteer labor, to everyone's benefit. If you wish to do something extra for the family that is not listed, you must first discuss it with the appropriate HOPE staff.
- Communication is key to success!
- Keep in mind that your job site is not the only site our staff has to attend to. Be patient with staff while getting required materials. If you need something specific to complete a project, do not wait on it. Move on to something else until staff brings the materials you need.
- The staff will look to you for progress reports and answers. Do not hesitate to ask questions and make suggestions.
- Be respectful of HOPE's staff. While they may be younger than you, each staff member has been trained to ensure the success of the program for our volunteers and families. The staff works very hard to make sure everyone is satisfied and the safety and security of our volunteers and families are our utmost responsibility.

Important Notes

- The most we can handle during a week is 50 volunteers.
- Our work crews can be flexible if the majority of the people attending are adults. If the majority are minors, we will need two adults for each work crew. Work crews should not be any larger than seven volunteers.
- Floating volunteers are very much welcomed, especially those with lots of experience.



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- Licensed contractors, plumbers, and electricians, are especially needed. Let HOPE's Volunteer Service Program Coordinator know at least a month ahead of time if your group has experienced volunteers so their skills can be fully utilized.
- Each work crew must have their own vehicle. In addition, it makes every project run smoother if there is a truck or trailer to haul equipment and supplies. If you can bring a couple of those you will be thankful and so will we.
- Volunteers will be responsible for providing and preparing their own food. HOPE will provide the basic kitchen appliances and necessities, such as pots, pans, and utensils, at the Volunteer Center.
- Each member of the group should be assigned a job. The contact person should not try to do everything. Distribute duties and let certain people handle certain jobs. We want everyone's experience to be delightful and we do not want to see one or two people over worked. Upon your arrival at the Volunteer Center, you need to appoint one person to be responsible for communicating needs with HOPE staff.
- It is the responsibility of the adults to adequately control the behaviors of minors. We do not set a "lights out" time and we do not make rules for every behavior imaginable. We want everyone to have fun, but we need to be respectful of each other.