



## **Volunteer Handbook**

## Welcome to the Team Volunteers!

Thank you for your interest in volunteering with us and welcome to The Baltimore Station! We are so excited for every new volunteer we have here because of the substantial impact you offer to both our organization and the men we serve. You, the volunteers, offer us the ability to make our goals of offering stability to the veterans here, a reality. Through your skills, time, and commitment to our mission, we will change lives together. We hope you are as excited as we are to get started.

Volunteering helps more than just the men in the program, it can help you too. Volunteering leads to new discoveries, connections and friends. Plus, studies show that volunteering helps you live longer and promote a positive outlook on life! We have prepared this handbook as a resource for you, to give you a summary of the work we do here and the impact you will have.

We hope your work here at The Baltimore Station offers a valuable and rewarding experience. Your role is important and has the potential to be as significant as you would like it to be. We look forward to seeing you!



## **Our Mission:**

The Baltimore Station turns lives around. We are an innovative therapeutic residential treatment program supporting veterans who are overcoming obstacles to regain self-sufficiency.

## **An Overview of The Baltimore Station:**

The Baltimore Station (TBS) is a Maryland State licensed Clinically Managed Medium Intensity Residential Treatment (III.3) facility for homeless male veterans. We are CARF (Commission on Accreditation of Rehabilitation Facilities) accredited and the largest VA-funded Grant and Per Diem (GPD) program in the region. The Baltimore Station offers programming based on an evidence-based and client-centered approach that combines a strong recovery model with an environment that promotes socially responsible behavior. Clients participate in individual counseling and group therapy sessions to help them identify a permanent home, a sustainable income, and the tools they need to lead a substance-free life.

### **Program Participants Receive:**

Housing

All Meals

Clothing

Daily Necessities

Case Management

Relapse Prevention

Cognitive Behavioral Groups

Grieving and Loss Counseling

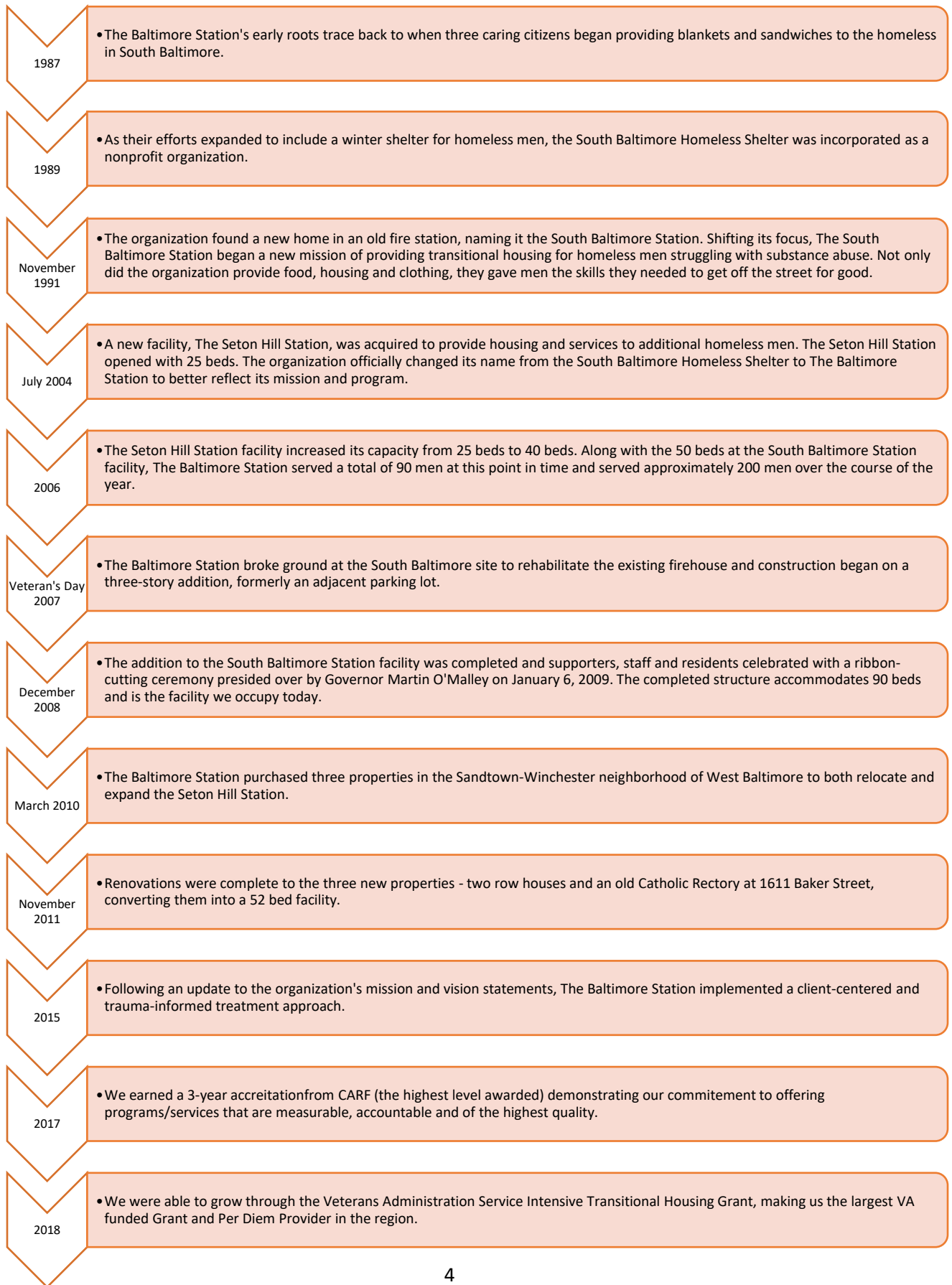
Psychotherapy

Peer Facilitative Groups



### **A Brief History:**

For over 35 years, The Baltimore Station has transformed from a small group of devoted citizens who assisted the homeless in South Baltimore to the successful therapeutic residential treatment program it is today. Let's take a look back in time...



Today, The Baltimore Station reserves 70 beds for homeless male veterans from anywhere in the country who want to turn their lives around. While in our care, we want the veterans in our program to focus 100% on their recovery so no fees or rent are charged for any programs, services, education or training.

## **Volunteer Opportunities**

All our volunteer opportunities are open to everyone, no matter the age. We only ask that minors under the age of 16 be supervised by a guardian or adult from the group. Here is some information about our facility:

### **South Baltimore Station (SBS)**

140 W. West Street

Baltimore, MD 21230

(410) 752 – 4454



### **Meal Service: Groups Only**

Groups come to our kitchen to make a home cooked meal or serve a catered meal for the men. Nervous about getting portions correct and having enough? We can provide you with recipes to help you plan or have all the ingredients ready for you to prepare with a suggested donation. After serving the meal, you will have the opportunity to get a plate and enjoy a meal with the men as well! This is a great opportunity to see firsthand the impact you have to our program.



**Portion Guidelines:** The kitchen team has developed a set of food portion guidelines to help our volunteers plan their meals with greater ease. Please make sure to reach out to the volunteer coordinator **at least 1 week prior** to your scheduled meal service to confirm your meal service.

**Regular Meal**

- Protein – 6oz
- Vegetables – 4oz
- Starch/Grains – 4oz
- Roll/Bread with butter

**Pasta/Rice Dishes**

- Protein – 6oz
- Pasta/Rice – 8oz
- Vegetables – 4oz

**Service Projects: Groups Only**

Service projects are a great way to get your team involved with giving back to their community. Help sort through donations, plan a fun activity, teach a skill or assist with special projects. Projects depend on need and interest at the time of service. *\*Requests must be received at least one month in advance of proposed service date. Short notice requests will be considered on a case-by-case basis.*



**Court Appointed, Community Service, or Internships: Individuals and Groups**

Looking for a fun way to complete necessary service hours? Reach out to us to set up volunteer hours for various tasks or pitch what interests you and we will see if that can fit into any areas we have a need for volunteers in. *\*Requests will be considered on a case-by-case basis due to availability.*



## What to Expect When Working with the Men:

To welcome groups into The Baltimore Station community, it is always recommended to start with a meal service lead by our kitchen staff. Our volunteer coordinator will introduce you to the building and kitchen, then you can learn more about our program while assisting the kitchen in meal preparations. Finally, you will serve the men and sit down to enjoy a meal with them. Keep in mind, everyone here is on their own journey to recovery and self-sufficiency; they may say something unexpected or fall asleep because of the medication they are on. Please take no offence, it is just part of working with a population recovering from addiction. If you have any issues, please report them immediately to the volunteer coordinator and/or a front desk resident attendant.



## **Conduct and Behavior**

We are committed to equal opportunity volunteerism. We coordinate a diverse community of volunteers from varied backgrounds and social identities. As a volunteer at The Baltimore Station, you can expect from us: prompt communication, a fair and safe work environment, and a variety of opportunities. We are committed to working together towards creating a safe, supportive, and caring volunteer experience where we can learn from each other and grow in service to our communities. If needed, The Baltimore Station will provide a document confirming volunteer hours as community service. In return, here is what we ask of you.



## **Volunteer's Code of Conduct:**

- Be courteous, friendly and cooperative: All clients must be treated with patience and respect. If you are having trouble with a client, please call on the Volunteer Coordinator or other staff person immediately to intervene.
- Report any injuries to a Baltimore Station staff member.
- Let us know if you have any restrictions that would prevent you from lifting or if you are unable to stand for more than one hour.
- If you are asked to perform a task or have a volunteer situation that is uncomfortable for you, please talk with the Volunteer Coordinator.
- Be honest with your goals, abilities, and time you can commit.
- Be aware of and abide by the policies and procedures of The Baltimore Station and participate fully in training and any meetings associated with the assigned volunteer activity.
- Be prompt and reliable in reporting for volunteer activities and, reach out as soon as possible if you will be late or need to cancel.
- Give accurate information to the public and respect the confidentiality of The Baltimore Station and those we serve.
- Return The Baltimore Station's equipment when you finish your volunteer activity.
- Any photos taken while performing your volunteer opportunity should be reviewed with the Volunteer Coordinator. Volunteers are not permitted to post any photos without prior permission from the Volunteer Coordinator.

The following behaviors **are not permitted or tolerated**. Individuals who exhibit any of these behaviors will be asked to leave and will not be allowed to volunteer in the future:

- Offensive or derogatory comments or jokes, including epithets or slurs
- Yelling, intimidation or threats
- Pushing, hitting or any physical contact with a client, staff or other volunteer
- Questioning a client's right to our services or preventing a client from receiving our services
- Making public statements that appear to associate The Baltimore Station with personal opinions of the volunteers or which are critical of The Baltimore Station or any of its sponsors.
- Making statements that appear to identify The Baltimore Station with a political party or a candidate for federal, state or local office.
- At all times during the performance of their services, conduct themselves in such a manner as not to discredit themselves, or The Baltimore Station
- Solicitation of clients, non-staff or staff members for any reason on company property



## **Volunteer-Client Relationships:**

The clients of The Baltimore Station are on a road to recovery and sustainability. The following policies are designed to protect that journey and prevent introducing dependency at the wrong stage of their recovery. Additionally, these policies help to protect volunteers from being negatively affected by behaviors and habits the clients are working to change.

-Volunteers are not permitted to give money or any materials of value directly to the clients of The Baltimore Station. All donations must go through the Volunteer Coordinator or Development office.

-Volunteers are not permitted to give out personal information such as addresses or telephone numbers to the clients of The Baltimore Station. All contact exchanges must go through the Volunteer Coordinator or Development office.

-Volunteers are not permitted to offer clients of The Baltimore Station transportation or any other services.

-Volunteers are not permitted to post any photos to social media, on websites or in newsletters without permission from the Volunteer Coordinator or Development office.

## **Drug-Free Environment:**

The Baltimore Station provides a drug-free, healthy, and safe environment.

While on The Baltimore Station premises and while participating in The Baltimore Station related activities off the premises, a volunteer may not use, possess, distribute, sell or be under the influence of alcohol or illegal drugs.

If a volunteer is suspected of being or is found to be under the influence, they will be asked to leave the premises immediately, and a follow up meeting will take place to determine the continuation of the volunteer assignment.



### **Dress Code:**

Dress appropriately for your activities. For example, physical work requires clothing that is comfortable and durable. Clothes cannot be torn, have inappropriate language, dirty, or reveal any part of the cleavage, midriff or buttock. Please dress modestly. Depending on the activity, volunteers may be required to wear closed toe shoes.

### **Cell Phone Policy:**

Please refrain from making or receiving personal phone calls while volunteering, unless it is an emergency. Any photos taken while performing your volunteer opportunity should be reviewed with the Volunteer Coordinator. Volunteers are not permitted to share or post any photos without prior permission from the Volunteer Coordinator. **No photos of clients are permitted without permission from the client.**



### **Valuables:**

Please do not bring valuables to The Baltimore Station that you cannot transport throughout your volunteer activity. We are not responsible for lost or stolen items left unsecured.

### **Parking:**

Parking is street parking only. Please make sure to watch for signs that advise “permit parking only” or “no parking”. Nearby stadium events will impact available parking.

### **Smoking:**

In response to state and local laws and building codes, smoking is only permitted in designated areas.

### **Confidentiality Agreement:**

All client information is confidential, including their names, and should not be shared outside of The Baltimore Station.

### **Sexual Harassment/Misconduct:**

Sexual harassment is strictly prohibited and will not be tolerated by any employee, supervisor, volunteer, client or other third parties. The Baltimore Station's policy prohibits employees, supervisors, volunteers, clients or others who enter the premises from discriminating against or harassing anyone based on gender, sexual preference, religion, disability, age, race, marital status, gender identification, creed, color, or national origin.

## **Ending Your Volunteer Service**

You may end your volunteer service with The Baltimore Station at any time. We request that you notify the Volunteer Coordinator in writing as soon as possible and provide a new group contact, if applicable.

### **Dismissal:**

Dismissal of a volunteer is a serious consideration. Before a volunteer is dismissed, attempts to reconcile the situation will be made including a meeting between staff and volunteer involved, the Volunteer Coordinator, and, if appropriate, the Executive Director or Deputy Director. Dismissal of a volunteer may take place if a volunteer is unreliable, irresponsible, disruptive, demonstrates inappropriate behavior, or fails to adhere to the policies and procedures of The Baltimore Station.

**Thank you for sharing your time with The Baltimore Station!**

## VOLUNTEER HANDBOOK ACKNOWLEDGEMENT

I, \_\_\_\_\_ have received and read The Baltimore Station  
(PRINT NAME)

Volunteer Handbook. I have had the opportunity to ask any questions I have regarding  
the contents of the handbook.

\_\_\_\_\_  
Group Name

\_\_\_\_\_  
Signature of Volunteer

\_\_\_\_\_  
Email Address

\_\_\_\_\_  
Date



## Waiver of Liability for Volunteers

**Volunteer's Name:** \_\_\_\_\_

**Group Name:** \_\_\_\_\_

To help protect The Baltimore Station and to minimize liability, please read the following conditions that apply to your service as a volunteer.

1. I wish to volunteer my time, effort, and services as a volunteer to assist The Baltimore Station.
2. I have read and signed the volunteer handbook and policies of The Baltimore Station. I understand the expectations of me as a volunteer and I agree to follow them.
3. As a volunteer, I donate my time, effort, and services to The Baltimore Station and understand that I will receive no compensation in return.
4. I recognize and understand that my volunteer activities for The Baltimore Station may expose me to the possibility of injury to my person and property and that I may suffer injury as a result of an accident and other unforeseen circumstances.
5. I recognize that as a volunteer, I am not covered by any workers compensation or similar insurance that would pay my medical bills incurred because of any injury I may receive while performing services as a volunteer.
6. Despite this risk of injury and lack of workers compensation or other medical insurance coverage from The Baltimore Station, I knowingly and voluntarily waive any and all claims, actions, or causes of action against The Baltimore Station and agree to hold the agency, its agents, affiliates, and employees harmless for any injury or damage that I may suffer as a result of my activities as a volunteer for The Baltimore Station.
7. In return for my agreement to these conditions, The Baltimore Station accepts my services as a volunteer.

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date