



## **Volunteer Policy**

In order that we maintain safety for our refugee families and comply with our insurance and by-laws, Asha's Refuge must adopt some organizational procedures regarding volunteerism. Asha's Refuge is a 501(c)3 nonprofit organization in addition to being a ministry that began by the inspiration of Christ Jesus. The ministry work that is done through our organization by the use of volunteers must comply also with our rules and regulations set therefore in our by-laws and in accordance with any insurance requirements. It is our heart to open up opportunities for those willing hearts to serve disadvantaged refugees freely as unto the Lord, however, we must have some rules in place for incoming and regular volunteers so that our organization and the refugees themselves are ultimately protected. Thanks for your understanding.

### **Step One— Attend Orientation**

All interested volunteers must attend one of our quarterly orientation sessions. These are usually 1-2 hours and will help new volunteers have a better understanding of the scope of our work with refugees. During this orientation, volunteers will be exposed to the heart of the ministry through video and discussion. There will be a time for questions and answers as well.

### **Step Two— Meet with Asha's Staff & Volunteer Coordinator**

All interested volunteers must first meet with Jamie Koch (Executive Director) or Deborah Eaton (Vice President). We appreciate your heart to serve Memphis area refugees with us and want you to know that. We'd like to know more about you and take some time understanding your interest and heart. During this time, someone from our staff will briefly discuss with you our current needs and together, you and a member of our staff, will decide if Asha's Refuge is a good fit for you as well as a place you are ready to more seriously commit your time to volunteer. Once you decide that you for sure would like to volunteer with us, you will need to meet with our volunteer coordinator to better understand our expectations and requirements. Our volunteer coordinator will be available to encourage and help you be successful in your new role as a volunteer with Asha's Refuge. Please feel free to ask any questions or express your needs, ideas or concerns to our volunteer coordinator as she will be eager to help. Of course, you are always encouraged to talk to Jamie or Deborah as well. We want you to know we very much appreciate your time in volunteering with us and want to make ourselves available to you so that your experience is everything the Lord may want for it to be.

### **Step Three - Complete Volunteer Application & Confidentiality Agreement**

Complete the volunteer application which can be found online on our website, [www.ashasrefuge.org](http://www.ashasrefuge.org). This application will give us some basic information about you. Complete and understand the confidentiality agreement. Any information regarding a refugee including photos, medical or family information is considered confidential information. Taking or posting any photography of Memphis area refugees is not allowed unless you have prior written approval from the Asha's Refuge board. A signed volunteer application and confidentiality agreement is required for our files by our charter, our non-profit status, and our liability insurance.



## Step Four – Complete a Background Check & Watch Safety Video

All our volunteers are required to have a background check. Our volunteer coordinator will walk you through this process. You will be required to complete a form that allows us to do conduct a background check. This is done through our contract with [www.protectmyministry.com](http://www.protectmyministry.com) All information provided through this process is handled with confidentiality and with care through our secretary, Erica Stubblefield.

All preschool volunteers are required to take and pass an on-line child safety training class. Information concerning this training will be provided to you by email. You can complete this class at home. We will be notified electronically of your completion. This does not take a lot of time, but it is hugely important to ensuring the safety of all children in the care of Asha's Refuge so this is critical.

Important: Please do not attempt to go to the Protect My Ministries website ahead of time to complete your background and training. The background check and child safety training class has to be first set up from our end. Asha's Refuge has to pay for and with your written permission request for your background check and training to be done. This step in the volunteer process is to be completed once all the other steps have been completed. You will be notified via email when it is time for you to complete this step.

## Step Five – Attend Periodic Volunteer Meetings and Training Sessions

The purpose of these meetings is to build a cohesive volunteer team and promote a common understanding of the mission and goals of Asha's Refuge as guided by the Holy Spirit. These sessions may occur quarterly or as needed to share any changes, clarify any issues or provide any needed training to support volunteers. We ask for your flexibility and participation in these meetings as they are critical to our success as an organization in doing our God-given mission.

### Rules:

We understand that some of our volunteers have school aged children that they want to bring along with them (especially during the summer) so that they can help and be a part of this ministry to refugees. It is exciting and we are happy that you want to help. We need you. Please understand, however, that there are often difficult discussions and issues that arise when working with refugees that can be sensitive to young ears and eyes. Asha's Refuge will have specific dates where we will do things like go to the museum, zoo or the park and would appreciate the help from your family during these times. Sign up is required for you and your children to participate on these dates. We plan to have additional dates where we will focus on spending quality time with teens and your teens are encouraged to be involved. All adults over the age of 18 must follow the four steps to become an approved Asha's Refuge volunteer. All approved volunteer parents wishing to bring their children, who have also signed up, must keep their children in the same area they are volunteering. No child under the age of 18 can be left alone with a minor refugee child.

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Signature

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Date