

Court Ordered Service Agreement

I. Available Service Hours

| <u>Everyday</u> | <u>Twice a week</u> |
|----------------------|-----------------------------|
| Breakfast: 6am - 9am | Clothing Closet: noon – 4pm |
| Lunch: 11am - 2pm | |
| Dinner: 3pm - 6pm | |

- a. You must sign up for shifts on Volunteer Calendar ahead of time. When signing up, you are committing to working the entire Breakfast, Lunch, or Dinner shift.
- b. Community Service Hours cannot be accumulated outside of the Breakfast, Lunch, or Dinner shift times.

II. Attendance and Record Keeping

- a. Each participant approved to complete court-ordered community service with Tacoma Rescue Mission will be provided a timesheet to track your completed hours. These timesheets will be held in a red binder under the supervision of Tacoma Rescue Mission staff.
- b. To track hours on your timesheet, you will **check in** and **out** at our Emergency Shelter office (shown during orientation).
- c. You will also need to **clock in** at the kiosk located at the entrance of the kitchen.
- d. Each participant must serve at least once per month to remain active.
- e. If participant fails to show up for, without cancelling on the Volunteer Calendar, three (3) shifts, participant will be terminated from the program.
- f. It is your responsibility to request verification paperwork after working all ordered hours. Contact us at volunteer@trm.org
- g. After the request is received, someone from the Volunteer Department will send verification of community service hours via email within **3 business days**. This process cannot be rushed, so plan accordingly. If you would rather pick up a printed copy at The Rescue Mission, please note that in your request.

III. Behavior on the Work Site

- a. Behavior is to be appropriate for all ages at all times. This means:
 - i. No cursing, slang, derogatory names, inappropriate jokes / comments, or gossip.
 - ii. Conversation must always be professional in nature.
- b. Always remain calm – even if the person you are interacting with is frustrated, angry, confused, or disoriented. Ask for help from a Tacoma Rescue Mission employee if needed.
- c. Treat everyone with the upmost respect and kindness.
- d. Romantic, sexual and/or personal relationships with residents, clients or interns who receive Tacoma Rescue Mission’s services are not tolerated and will result in **immediate termination**.
- e. **Do not cross the relationship line:**

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| <ol style="list-style-type: none"> i. Do not give out your cell phone number to residents or clients. ii. Do not give rides to residents or clients. iii. Do not lend money or other personal possessions to residents or clients. iv. Do not add residents or clients on social media. |
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- f. Using, possessing, distributing, transferring, or being under the influence of alcohol, marijuana, or unlawful drugs while on duty or while on Tacoma Rescue Mission property is strictly prohibited and will result in **immediate termination**.

- i. Tacoma Rescue Mission does hold the right to require a urinary analysis and/or breathalyzer test , at staff discretion, or if any approved participant is displaying symptoms of being under the influence of drugs and/or alcohol.
- g. Aggressive, argumentative, or insubordinate behavior is not in line with our values and mission. The Rescue Mission reserves the right to deny the court-ordered participant from serving in any capacity, now or in the future, at Tacoma Rescue Mission.
- h. Personal and lunch breaks are not built into court ordered community service. You must sign out on your timesheet **for any break** that exceeds 5 minutes.

IV. Dress Code

- a. You must wear closed-toed shoes & long pants (ex: jeans or khakis).
- b. Fitted tops (no baggy sleeves) are preferred for safety.
- c. Modest attire is required (offensive images, language, or slogans are prohibited).

V. Technology and the Workplace

- a. Cell phones must be put away during your shift.
 - i. If you are expecting an important phone call, you must let your supervisor know at the beginning of your shift.
 - ii. No texting while on duty.
- b. Social media, email, online shopping, etc. is not permitted during your shift.

VI. Confidentiality

- a. All personal information about resident or clients, fellow court ordered participants, volunteers, interns, or employees is confidential.
 - i. If you see a resident or client in public, they must approach you first. Do not mention that you recognize them from Tacoma Rescue Mission, unless they bring it up first.
 - ii. Do not release names or personal details of residents or clients to the public, other residents or clients, over the phone, in writing, on social media, or in private conversations.
- b. All media questions must be directed to a staff member in the volunteer department. Speaking to the press on behalf of The Rescue Mission regarding any Rescue Mission business will result in **immediate termination.**

VII. Parking on Rescue Mission Property

- a. If you do not have a valid driver's license and vehicle insurance, you cannot drive onto Rescue Mission property.
- b. The Rescue Mission address is: 425 South Tacoma Way; Tacoma, WA 98402

I have received a copy of the Court Ordered Service Agreement. By signing this contract, I acknowledge and understand that ***all rules listed must be followed. Exceptions will not be made.*** If there is a breach of this Agreement, Tacoma Rescue Mission holds the right to deny the court-ordered participant from serving in any capacity, now or in the future, at Tacoma Rescue Mission. *If I am injured during my shift at Tacoma Rescue Mission, I am aware that I must fill out an injury report with the kitchen staff **at the time of the incident.***