



URBAN MINISTRIES
OF DURHAM

“Do’s and Don’ts” for Volunteers

The following are intended to protect the volunteers and to ensure clients are treated fairly. **Please read, sign below and return to Jessica Aldavé, Volunteer Engagement Coordinator.**

Please do:

- arrive on time; notify your supervisor well in advance if there is any problem in meeting your shift commitment
- socialize with clients during their visits to UMD
- remain friendly with and attentive to clients; be the best listener you can be
- inform a staff member at any sign of mounting tension
- seek the guidance of UMD staff if you’re not sure how to handle a situation
- respect the diversity of beliefs and faith practices of clients and volunteers
- maintain a high degree of professionalism and clear boundaries
- maintain confidentiality concerning the people we serve
- wear business casual attire (jeans are fine) when volunteering

Please Avoid:

- give out your last name, phone number, or other personal identification to clients
- invite clients to come home with you or offer rides to clients
- give or lend money to clients
- touch clients except in a handshake of greeting or shoulder-pat of congratulations or assurance
- conduct personal relationships with clients, including for six months following the receipt of UMD services
- ask clients any probing or personal questions
- share information on your faith or belief practices with clients or other volunteers unless asked; sway or attempt to convert clients to your specific religion or opinions

VOLUNTEER NAME: (please print clearly) _____

VOLUNTEER SIGNATURE: _____ **DATE:** _____