

VOLUNTEER GUIDELINES



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We believe God has established The Bridge as a ministry to the poor where the Church of Saskatoon can come together and share His unconditional love. If you have creative ministry ideas, gifts or talents that you want to put to use for the advancement of God's Kingdom through The Bridge ministry, please talk to us.

Volunteer Hours Available:

We are excited that you are wanting to get involved and serve with us. Please call Carla or Sheila to discuss volunteer opportunities.

What to Wear:

Note: Please wear modest, comfortable, clothing that you can easily move around in. Below are some guidelines to follow:

- Comfortable, casual, modest pants or long shorts (i.e. knee length). Refrain from spandex/tight bottoms and "short" shorts/skirts.
- Shirts or loose fitting t-shirts that cover your shoulders, long sleeves are recommended for safety in the kitchen
- Closed toed shoes with no-slip soles are recommended, especially for the kitchen. **Please do not wear sandals, flip flops, or high heels in the kitchen.**
- Be aware and discerning about words or images on clothing. **For example:** no beer ads or inappropriate sayings on clothing.

What to Do Upon Arrival:

- Before your first shift, complete the **volunteer orientation** and paperwork with the Volunteer Coordinator or Floor Manager.
- If you arrive before The Bridge opens, come to the blue door to the right of the main doors and ring the doorbell to be let in.
- Ask the Volunteer Coordinator to open the volunteer room if you would like to store a bag or coat during your volunteer shift. If the Volunteer Coordinator is not available, ask another staff member to open the room for you.
- Sign-in with the **volunteer binder** and wash your hands. If you are working in the kitchen or serving, put on an **apron**.
- Report to the Kitchen Coordinator if you are volunteering in the kitchen. Otherwise, report to the Volunteer Coordinator.

Expectations Regarding Conduct:

- The Bridge is a **relational** ministry. Our volunteer base, visitors, and staff are a diverse community of people that seeks to learn and grow through loving and accepting relationships with each other. Please work to be friendly and get to know those that you are working with and serving.
- Communicate with the person overseeing your work when you need to **take breaks**. You are welcome to any of the food or drinks that we are serving. Feel free sit down and have a coffee with someone that you'd like to have a conversation with.
- If anyone is not cooperating with the rules, acting aggressively, or is making you feel uncomfortable in any way, **ask for help** from a staff member and remove yourself from the situation rather than handle it alone.
- If you sense that someone is in need of prayer or counselling, **direct them to a staff member**. We do ministry through the context of relationship as much as possible. Likely a staff member will have more history and relationship with the individual.
- Never give out cash, your address, or your phone number, or plan to meet with someone outside of The Bridge. If you feel led to do this, consult with the Director or Floor Manager.

(CONTINUED ON REVERSE)

Expectations Regarding Conduct (Kitchen Specific):

- Kitchen tasks include (but are not limited to) food prep work, washing dishes, serving tea and coffee, plating food, bringing lunch to people at the tables, taking out the garbage and recycling, and washing the floor, counters, and table tops
- If you have a set of abilities that makes it more difficult to do certain kitchen tasks (i.e. not being able to stand for long periods of time), please inform the Kitchen Coordinator and we will work together to modify tasks or choose ones that are more appropriate for you
- Gloves are **required** if you are preparing food. **Note:** In keeping with safe food handling practice it is essential that gloves are replaced whenever they become contaminated (i.e. if you wipe your nose with your gloved hand, if you touch dirty dishes with your gloves on, if you have been handling one type of food and switch to work with another type, or if they are torn.)
- We only serve coffee and tea into The Bridge's mugs (not travel mugs or paper cups that are brought in) and we give a maximum of two creamer and two sugar per cup.
- You may refill a mug of coffee or tea but don't serve for the second time onto a plate or into a bowl—use a fresh plate or bowl for each serving of food.
- When washing dishes, use the three sinks method: Scrub the entire surface of the item in the first sink (hot water + soap suds), rinse in the second sink (hot water), then soak for 3 minutes in the third sink (hot water + two tablespoons of bleach) and air-dry when possible.

Volunteering schedule:

Monday—Thursday: 7am-3pm

Saturdays: 10am-4pm

****Note:** We are usually closed for all statutory holidays and the last two days of each month.

Please check the calendar on our website or bulletin each month and take note of which days we are closed ******