

Asheville Buncombe Community Ministry  
Safety/Professionalism Guidelines

We ask that professional boundaries be observed by all volunteers during client/resident interactions to ensure professional, quality care for all who come to us in need. Due to the nature of the needs and problems of some of the clients/residents/patients which ABCCM serves, we feel it is important that certain guidelines be established. These guidelines are set to enhance our atmosphere of dignity and respect which will increase ministry opportunities with the neighbors/co-workers as well as support the mission of ABCCM.

Each volunteer is expected to maintain their professional role during each client/resident/patient “our neighbor” interaction while observing these boundaries:

1. Offer no information regarding your own personal issues or data, i.e. address, telephone number, marital status.
2. Respect each person’s confidentiality at all times. All records are the property of ABCCM.
3. Use courteous and respectful language. Inappropriate language is prohibited including: profanity, abusive language, sexual innuendo, aggressive or threatening language.
4. Help us maintain a safe environment for everyone. Threats, threatening or intimidating behavior, harassment, acts of violence or any related conduct which disrupts the ability of ABCCM to execute its mission will not be tolerated. Volunteers are specifically prohibited from engaging in any violent behavior toward another person while in the performance of their duties or at any time while on property owned by or under the control of ABCCM. If you know of or suspect a violation of this policy please immediately report to a supervisor.
5. Do not allow yourself to be paired off with a client/resident/patient of the opposite sex. If a client/resident/patient makes inappropriate sexual overtures or threatening behavior towards you, please inform the staff on duty at once. If a volunteer approaches a client/resident/patient for a date or makes inappropriate advances, the Ministry will have grounds for immediate dismissal of the volunteer.
6. Avoid special favors for clients/residents/patients, such as loaning tools, seeing them after hours, etc. Never loan money or your car to a client/resident.
7. Weapons are strictly prohibited on all property owned or under the control of ABCCM. Weapons are considered to be anything that can be used to cause bodily harm to another person. This includes weapons that are not loaded. The Ministry will have grounds for immediate dismissal of volunteer if weapons are brought on property.
8. No volunteer will solicit for commercial purposes. All personal solicitations must have the approval of the Executive Director. Petitions are not allowed.
9. No volunteer will accept gifts of money or items of monetary value for services performed in the line of duty. All gifts are considered the property of the Christian Ministry.
10. Do not give gifts of any kind to clients/residents apart from those given in the programs.
11. All press releases and statements concerning the Christian Ministry and its operation or any facet of its operation or community involvement must be approved ahead of the scheduled release by the Executive Director or President of the Board.
12. Avoid conflicts of interest. Disclose any possible conflicts to a staff person, such as serving a relations or friend. ABCCM cannot give services to volunteers like clients, residents, or patients. If someone needed food, clothes, medicine, etc., then we will review their volunteer position and recommend an appropriate change to another ministry or another volunteer agency.

Violations of any of these regulations will follow ABCCM’s policy of verbal warning, written warning, probation, supervision, alternative placement or termination of your volunteer services with ABCCM.

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Volunteer Signature

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Date