Creating a Positive and Encouraging Environment

At Center of Hope, we want everyone who walks through our doors — guests, volunteers, and staff — to experience kindness, dignity, encouragement, and hope.

As a volunteer, **you help create that environment.**

Attitudes Are Contagious

A positive attitude has a bigger impact than you might realize. Patience, encouragement, kindness, and a willingness to help tend to spread from one person to another.

Unfortunately, negativity can spread just as quickly.

That's why we ask our volunteers to avoid gossip, complaining, and negative conversations about guests, other volunteers, or staff. We all have frustrating moments, and there may be times when you disagree with a decision or procedure. That's okay. What matters is what we do with that frustration.

Scripture gives us a simple standard:

> **“Do everything without grumbling or arguing.” — Philippians 2:14**

When You Have a Concern

We want volunteers to speak up when something isn't working or when they have a concern. Please bring it to your Team Leader or a staff member who can help.

There's an important difference between **bringing a problem to someone who can address it** and repeatedly discussing the problem with people who cannot.

A good rule for all of us comes from Ephesians:

> **“Do not let any unwholesome talk come out of your mouths, but only what is helpful for building others up.” — Ephesians 4:29**

Following Procedures

With many volunteers serving throughout the week, consistency is important. We ask volunteers to follow Center of Hope procedures and the directions of staff and Team Leaders.

Sometimes there are reasons behind a procedure that may not be immediately obvious. If you don't understand why we're doing something a particular way — **ask us!** We're happy to explain.

If you have an idea for a better way of doing something, we'd like to hear that too. Until a procedure is changed, however, we ask everyone to follow the current process rather than creating their own.

Help Us Build the Culture We Want

Every volunteer contributes to the culture of Center of Hope.

Encourage each other. Be patient with each other. Give people the benefit of the doubt. Don't join in when a conversation becomes gossip or complaining. When possible, help steer the conversation in a better direction.

And remember that our guests may be going through circumstances we know very little about. A difficult interaction may be happening on one of the hardest days of someone's life. We can be firm when necessary while still treating people with dignity and grace.

> **“Encourage one another and build each other up.” — 1 Thessalonians 5:11**

Our goal isn't simply to provide services. **We want the way we serve to reflect the love of Christ.**

Thank you for helping make Center of Hope a place where people feel welcomed, respected, and encouraged.