Your Commitment Matters

Volunteering at Center of Hope is different from a paid job. You're choosing to give your time, and we are genuinely grateful for that.

But **volunteer doesn't mean unimportant.**

When you agree to serve, other people begin depending on you. Your Team Leader plans around you. Other volunteers expect you to be there. Staff make plans based on how many people are scheduled. Most importantly, our guests are counting on us to be ready to serve them.

That's why showing up, being on time, and letting us know when you can't make it are so important.

People Are Counting on You

Many of our programs depend heavily on volunteers. There isn't always someone waiting in the wings to take over when a volunteer doesn't show up.

One missing person can mean another volunteer has to cover two jobs. It can mean longer waits for guests, shelves that don't get stocked, work that doesn't get completed, or an already busy team becoming overwhelmed.

Your presence matters more than you may realize.

> **“Each of you should use whatever gift you have received to serve others.” — 1 Peter 4:10**

Please Be On Time

Being on time means being **ready to work at the time your shift begins**, not arriving at that time and then getting settled.

Arriving on time allows your Team Leader to know who is present, make assignments, explain anything unusual happening that day, and get everyone working together.

When you're late, the rest of the team has already had to adjust around your absence.

We understand that things happen. Traffic happens. Appointments run late. Life is unpredictable. Occasional lateness isn't the issue.

Being consistently dependable is the goal.

If You're Scheduled, We're Expecting You

When you commit to a volunteer shift, please treat that commitment seriously.

We know volunteering isn't your entire life. Vacations, family responsibilities, illness, appointments, and unexpected situations will sometimes prevent you from serving.

That's completely understandable.

What creates problems is when someone simply doesn't show up and no one knows whether they're coming.

If you know you won't be able to serve, **please let your Team Leader or staff know as soon as possible.** The more notice we have, the better chance we have of finding someone else or adjusting the day's plans.

It's a Volunteer Position — But It's Still a Real Job

There's an important distinction here.

You aren't an employee. You aren't receiving a paycheck. You're giving us something arguably more valuable — **your time.**

But the work itself is real.

Food still needs to be stocked. Guests still need assistance. Deliveries still need to be unloaded. Appointments still need to happen. Records still need to be accurate. The building still needs to function.

The fact that the person doing that work is a volunteer doesn't make the work less important.

When you accept a responsibility, we ask you to take ownership of it.

That means learning how to do your job, following the procedures for that position, asking questions when you're unsure, and doing your best to complete the work you've agreed to do.

> **“Whatever you do, work at it with all your heart, as working for the Lord.” — Colossians 3:23**

We Don't Expect Perfection

We aren't asking volunteers to organize their entire lives around Center of Hope.

We don't expect you to come in when you're sick. We understand emergencies happen. We know schedules change.

What we do ask for is **communication and dependability.**

If you say you'll be here, make every reasonable effort to be here.

If you're going to be late, let someone know.

If you can't come, tell us as soon as you can.

If your regular volunteer schedule no longer works for you, talk with us so we can find something that does.

Your Reliability Helps Everyone

Being dependable may not seem as meaningful as helping a family choose groceries or encouraging someone who's having a difficult day.

But reliability is what makes those things possible.

When everyone does what they've committed to do, the whole organization works better. Volunteers aren't overwhelmed. Team Leaders can lead instead of constantly filling gaps. Staff can focus on serving people rather than scrambling to cover positions.

And our guests experience a Center of Hope that is prepared and ready to serve them.

> **“Now it is required that those who have been given a trust must prove faithful.” — 1 Corinthians 4:2**

Showing up matters. Being on time matters. Doing your job well matters.

Thank you for making a commitment to serve — and for being someone your team and our guests can count on.