

WEST HOUSTON  
ASSISTANCE MINISTRIES, Inc.



## West Houston Assistance Ministries, Inc.

10501 Meadowglen Lane, Houston, Texas 77042



**HAVE FUN!!! Volunteering is rewarding!  
Your donation of time and talent is always appreciated!**

West Houston Assistance Ministries directs that the corporation shall keep correct and accurate books and records of account. In this regard, WHAM needs your participation in tracking volunteer hours donated. Please make sure that you, your group, and your volunteer administrators comply with WHAM procedures so that the safety of each volunteer is maintained, and an accurate account of each volunteer's donation is achieved. Thank you!

We know that:

- ❖ 96% of our Volunteers are here because they believe in our cause.
- ❖ One-out-of-four Volunteers are here because their friends volunteer here.

Last year, WHAM Volunteers donated over 44,000 hours of their time. This enabled us to help more than 18,069 clients who needed work, financial assistance, and clothing. Volunteers served more than 2,240 homeless individuals, and the WHAM Food Pantry distributed over 145 tons of food feeding 16,584 of Houston's hungry.

**Thank you for donating your time, talent, and treasure  
to West Houston Assistance Ministries.**

10501 Meadowglen Lane, Houston, TX 77042 Telephone (713) 780-2727 Fax (713) 783-0761  
Web: [www.whamministries.org](http://www.whamministries.org) Email: [friendsofwham@yahoo.com](mailto:friendsofwham@yahoo.com)

# WHAM Volunteer Guide

**To:** All Volunteers  
**From:** WHAM Volunteer Program Director

**Re: THE SECOND BLESSING STORE**

---

The **West Houston Assistance Ministries (WHAM)** Second Blessing Store is a service that sells a wide variety of donated goods at very affordable prices. Only clothing, furniture, and household items that are new or have minor wear are selected for sale. Volunteers may help in selecting, pricing, merchandising, and organizing both storage and sale of items under the management of the Store Supervisors.

Volunteers ages 12-16 must be accompanied by a parent. (Students who are in Junior High or Senior High School may receive special credit for volunteering *only* when prior arrangements are made.)

Volunteers must:

- ❖ Dress appropriately: do not wear open-toed shoes, do not wear excessive jewelry, cover midriff at all times, and do not carry cell phones.
- ❖ Commit to a complete shift (four hours) – slightly more or less than this amount must be approved 2 days prior to arrival.
- ❖ Have a pleasant attitude, good manners and communication skills.
- ❖ Organizational skills helpful.
- ❖ Be flexible, because all assignments are subject to change.

**There are two (2) areas in Second Blessing for Volunteers to assist:**

## Donation Processing Area

- \* Able to stand for 30 min intervals
- \* Be able to lift up to 50 lbs.
- \* Knowledge of superior quality goods.
- \* Take direction & work with hands
- \* Greet donors with good manners

## In Store Area

- \* Good with assisting people
- \* Be able to lift minimum of 25 lbs.
- \* Understand basic math skills
- \* Merchandising skills helpful.
- \* Greet customers with good manners

**WEST HOUSTON ASSISTANCE MINISTRIES**  
10501 Meadowglen Lane, Houston, TX 77042  
(713) 780-2727      [www.whamministries.org](http://www.whamministries.org)

# WHAM Volunteer Guide

**To:** All Volunteers  
**From:** WHAM Volunteer Program Director

**Re: THE WHAM FOOD PANTRY**

---

The **West Houston Assistance Ministries (WHAM) Food Pantry** is stocked with donated perishable and non-perishable foods to serve the short-term needs of families. Volunteers may help in the receiving, logging, categorizing and storing, and distribution of food for WHAM clients under the management of the Food Pantry Supervisor.

Volunteers ages 12-16 must be accompanied by a parent. (Students who are in Junior High or Senior High School may receive special credit for volunteering *only* when prior arrangements are made.)

Volunteers must:

- ❖ Dress appropriately: do not wear open-toed shoes, do not wear excessive jewelry, cover midriff at all times and do not carry cell phones.
- ❖ Commit to a complete shift (four hours) – slightly more or less than this amount must be approved 2 days prior to arrival.
- ❖ Have a pleasant attitude, good manners and strong communication skills.
- ❖ Organizational skills helpful.

**Volunteers in the Food Pantry should be able to:**

- \* Stand on their feet for 30 min intervals
- \* Be able to lift minimum of 25 lbs.
- \* Knowledge of grocery/ food items and how to sack without breaking items
- \* Work with hands
- \* Take direction well and follow directions
- \* Greet customers with good manners

**WEST HOUSTON ASSISTANCE MINISTRIES**  
10501 Meadowglen Lane, Houston, TX 77042  
(713) 780-2727      [www.whamministries.org](http://www.whamministries.org)



# VOLUNTEER APPLICATION

West Houston Assistance Ministries Inc., 10501 Meadowglen Ln, Houston, TX 77042 (713) 780-2727

## CONTACT INFORMATION

PLEASE PRINT

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ MI \_\_\_\_\_ Birth: Mo \_\_\_\_\_ Day: \_\_\_\_\_  
 Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
 Home Phone: \_\_\_\_\_ Work/Cell Phone: \_\_\_\_\_  
 Email: \_\_\_\_\_ Male/Female: \_\_\_\_\_  
 Place of worship member? (If so, which) \_\_\_\_\_  
 Emergency Contact: \_\_\_\_\_ Relationship: \_\_\_\_\_ Phone: \_\_\_\_\_  
 Do you want your information added to our email information service for volunteers?  Yes  No  
 Does your job have a volunteer matching (grant) program? \_\_\_\_\_ Y \_\_\_\_\_ N  
 Current or past employer? Retired \_\_\_\_\_

## Skills/Interests/Experience PLEASE PRINT

**Languages spoken** (other than English) \_\_\_\_\_

**Skills** (e.g. Computers, business, shop repair, secretarial, social services) \_\_\_\_\_

**Interests** (work you would like to pursue as volunteer or volunteer goals) \_\_\_\_\_

**Experience** (work or volunteer experience you feel are significant to your volunteer service) \_\_\_\_\_

**Have you been assisted by WHAM Client Services in the last 6 months?**  Yes  No

What help did you receive? \_\_\_\_\_

**How did you hear about WHAM?**  TV  Radio  Newspaper  Internet/ Website  School

Church  Flyer/postcard  Someone told me. (Who was that?) \_\_\_\_\_

### Volunteer Interests

- |  |  |   |   |
|--|--|---|---|
| <input type="checkbox"/> <b>AD</b> Administration      | <input type="checkbox"/> <b>CI</b> Client-Interviewing | <input type="checkbox"/> <b>CR</b> Client-Reception | <input type="checkbox"/> <b>FP</b> Food Pantry          |
| <input type="checkbox"/> <b>JS</b> Job Search          | <input type="checkbox"/> <b>SB</b> Store-Books         | <input type="checkbox"/> <b>SC</b> Store-Cashier    | <input type="checkbox"/> <b>SD</b> Store-Dept. Boutique |
| <input type="checkbox"/> <b>SE</b> Store-Elec/Mech Rpr | <input type="checkbox"/> <b>SF</b> Store-Furn Repair   | <input type="checkbox"/> <b>SP</b> Store-Pricing    | <input type="checkbox"/> <b>SR</b> Store-Reception      |
| <input type="checkbox"/> <b>SS</b> Store-Sorting       | <input type="checkbox"/> <b>ST</b> Store-Tech Cmptr    |   |   |

### Availability (Time and Date) WHAM is Closed on Sundays

Monday \_\_\_\_\_  Tuesday \_\_\_\_\_  Wednesday \_\_\_\_\_  Thursday \_\_\_\_\_  Friday \_\_\_\_\_  
 Saturday \_\_\_\_\_

I can work approximately \_\_\_\_\_ hours per week (minimum 2 hours)

Is the above time(s) flexible? \_\_\_\_\_

By signing my name I am agreeing to work as a volunteer under the rules and procedures of WHAM.

**Applicant Signature** \_\_\_\_\_ **Date:** \_\_\_\_\_

\*\*\* DO NOT WRITE BELOW THIS LINE \*\*\*

<p><b>SUPERVISOR SIGNATURE:</b></p> <p style="text-align: center;"><b>Supervisor provide information below:</b></p> <p>Actual Start Date: _____ Approximate Total weekly hours: _____</p> <p>Mon fr _____ to _____ in _____ Tue fr _____ to _____ in _____</p> <p>Wed fr _____ to _____ in _____ Thu fr _____ to _____ in _____</p> <p>Fri fr _____ to _____ in _____ Sat fr _____ to _____ in _____</p>	<p style="text-align: center;"><b>ADMIN CHECK LIST</b></p> <p><input type="checkbox"/> List in Directory</p> <p><input type="checkbox"/> List in Monthly Report</p> <p><input type="checkbox"/> Badge</p> <p><input type="checkbox"/> Add to Hours Log</p> <p><input type="checkbox"/> Application filed</p>
--	--

**All new volunteers MUST attend an Orientation Session and interview.**

Revised November 1, 2008

Revised 11/1/2010



# West Houston Assistance Ministries, Inc.

WHAM - 10501 Meadowglen Lane, Houston, Texas 77042

## VOLUNTEER Code of Conduct

As a WHAM Volunteer, I agree to adhere to these Conduct and Behavior Standards:

1. Volunteers accept supervision from employed staff management and authorized non-paid staff.
2. Volunteers are expected to relate to others in a warm and friendly manner.
3. Volunteers are to be courteous to customers, contributors, clients and co-workers.
4. Volunteers contact their Department Supervisors when unable to show up for assignment.
5. Volunteers do not have permission to purchase items from the back of Second Blessing Store. Only a Supervisor or a Manager may authorize the sale of non-processed item, following store procedure.
6. Volunteers dress modestly in casual or semi-casual attire. Open-toe shoes are not allowed in Second Blessing or the Food Pantry.
7. Volunteers exercise reasonable care and use all safety precautions in carrying out assigned duties.
8. Volunteers may not proselytize among staff or volunteers, on the premises or at any WHAM activity.
9. Volunteers may use the WHAM telephones, although personal use should be infrequent and in short duration. Long distance calls are not permitted.
10. Volunteers must report any accidents or injuries to a Department Supervisor immediately.
11. Volunteers only use client knowledge and information in confidence and for service purposes.
12. Volunteers respect the confidential nature of client information & personal contact with clients.
13. Volunteers will avoid any circumstance that may be interpreted as causing a conflict of interest.
14. Volunteers will not have an existing or potential financial interest or other material interest that impairs, or might appear to impair, their actions which support WHAM.
15. Volunteers will not use their position for personal gain or to benefit another at the expense of WHAM, its mission or reputation.
16. WHAM does not tolerate verbal or physical abuse, harassment, or property destruction or theft.
17. WHAM is a drug free environment. Volunteers determined to be under the influence of alcohol or illegal drugs will be separated from the volunteer services.
18. WHAM is a firearms free environment. No handguns. No ammunition on site. A "License to carry" does not restrict WHAM's right to regulate the possession of weapons on site.
19. WHAM is a smoke free environment. Volunteers may only smoke in the designated smoking area on the outside and on the south side of the building.
20. Volunteers will not bring children to WHAM during the hours they are working/volunteering.

**Noncompliance with this Code of Conduct may result in separation from volunteering at WHAM.**

**See the WHAM Volunteer Policies & Procedures for more information.**

**Volunteer Name (please print)** \_\_\_\_\_

**Volunteer Signature:** \_\_\_\_\_

Date: \_\_\_\_\_

**WEST HOUSTON ASSISTANCE MINISTRIES, Inc.**

**(WHAM)**

10501 Meadowglen, Houston, TX 77042

**For 18 years of age and older**

**CONSENT TO USE OF NAME AND PHOTOGRAPH**

I, the undersigned, a volunteer of West Houston Assistance Ministries, Inc., also known as WHAM, recognize that on occasion, it may be in the interest of the organization to use my name, portrait, photograph, or likeness (hereinafter collectively and severally referred to as a "photograph") in marketing brochures, annual reports, annual reviews to staff, and/ or other print, digital or broadcast publications.

Furthermore, I recognize the high expense publicity and advertising, and the difficulties involved in reprinting publications every time a volunteer leaves WHAM.

I      do      do not     (check one)  
hereby consent and authorized WHAM, its advertising agents, publishers, and  
the like to use my name and photograph for any purpose whatsoever  
related to the business, actual or projected, for a reasonable period of time,  
and also for a period of time of not less than one year after my  
relationship ceases or any revocation hereof by me, and agree  
that any revocation hereof must be in writing.

PRINT NAME: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

Revised Aug. 29, 2011

Revised 11/1/2010

**WEST HOUSTON ASSISTANCE MINISTRIES, Inc.  
(WHAM)  
10501 Meadowglen, Houston, TX 77042**

**RECEIPT OF VOLUNTEERING DOCUMENTS**

**I, the undersigned, a prospective volunteer of West Houston Assistance Ministries, Inc. WHAM, acknowledge that I have read and received a WHAM Volunteer Application, Code of Conduct, Consent to Use form, and the Volunteer Program Procedures for the purposes of registering.**

PRINT NAME: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

Revised Aug. 29, 2011