

Dear Friends,

Thank you so much for committing to serve at Covenant House Georgia! We are so appreciative of your generosity and hope to build a continued relationship with you. Without you, we could not function as an organization.

Below, you will find important information about how to locate us, what to do when you arrive and a synopsis of our volunteer guidelines.

Location & Gate Entry

Covenant House Georgia is located at the intersection of Johnson Rd. and Perry Blvd., just down the street from the King Plow Arts Center.

1559 Johnson Rd. NW
Atlanta, GA 30318

**If you have trouble finding us, please call us at (404) 589-0163.*

If the front gate is closed upon your arrival, please pull up to the call box and enter the gate code ***619**.

Meal Donors, Evening & Weekend Volunteers

If you are providing a meal donation or volunteering an evening or weekend shift, you will make an immediate right turn through the gate and park near the dumpsters. Knock at the double doors behind the dumpsters and staff will let you into the shelter.

All Other Volunteers

All other volunteers should park in the front parking lot, come up the front stairs to the main, administration building and ring the doorbell for the receptionist. **Please note: the receptionist's schedule is Monday – Friday, 9am – 5pm. If you are not arriving during those hours, please see the instructions above.*

Basic Guidelines

Covenant House Mission Statement:

We who recognize God's providence and fidelity to His people are dedicated to living out His covenant among ourselves and those children we serve, with *absolute respect and unconditional love*. That commitment calls us to serve suffering children of the street, and to protect and safeguard all children. Just as Christ in His humanity is the visible sign of God's presence among His people, so our efforts together in the Covenant community are a visible sign that effects the presence of God, working through the Holy Spirit among ourselves and our kids.

Do's and Don'ts

Do:

- Take initiative with staff and residents; introduce yourself to as many people as possible
- Smile, be open, accepting and non-judgmental
- Join groups of clients who are sitting together and carry on a 'normal' conversation with them
- Express **ANY** concerns to your supervisor and/or staff **IMMEDIATELY**
- Ask when you do not know and tell staff everything (don't assume)

Don't:

- Do not give your last name, address, telephone number, work number, e-mail address, Facebook, Twitter, Instagram, etc. to a client/ex-client
- Staff/Volunteers/Interns are encouraged to keep their social media accounts set to private.
- Do not arrange an outside meeting with a youth. Outside contact with a resident is a cause for dismissal.
- A volunteer never gives money, presents or rides to a resident. If you identify a need and want to make a donation, please go through the CHGA staff.
- Never put yourself in a situation where you are alone in an isolated place with a client. Always keep doors open or ajar.
- Do not share any information about a client with another client. They deserve privacy and will feel betrayed if you talk about them to other clients.
- Do not try to handle a serious situation without staff. You can **always** call for "back-up" if needed.

Social Media:

Staff/Volunteers/Interns are *not allowed* to be "friends" with youth on their personal social media pages. Please notify your supervisor should a youth "friend" you on your personal social media account.

Youth *are allowed* to friend the Covenant House site's official social media page.

Staff/Volunteers/Interns may contact youth via the official account with the permission of the account administrator.

Again, thank you so much. If you have any questions or need any additional information, feel free to reach out to our Volunteer Coordinator, Kaylah Walker, at 404-589-0899 or kwalker@covenanthouse.org.