

Cross Trails Ministry

RV Residing Volunteer Manual

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RV RESIDING VOLUNTEERS

RV Residing Volunteers are representatives and stewards of Cross Trails Ministry at both Ebert Ranch Camp and Camp Chrysalis. These Residing Volunteers provide operational support to both camps. Cross Trails Ministry is a diverse camping program and Residing Volunteer tasks will vary from season to season according to needs set out by year round staff of Cross Trails Ministry. However, all Residing Volunteers are expected to provide high quality hospitality to any Cross Trails Ministry guest, support to staff in day to day operations, and act as additional eyes and ears in the camp. In exchange for Residing Volunteer service, host are provided with an RV site during their Residing Volunteer placement.

Cross Trails Ministry is a nonprofit organization established for the purpose of providing unique settings and experiences in which youth, adults and families are strengthened in their relationship with Christ, each other, the church and community.

A total team effort is necessary to accomplish this goal. Cross Trails management is supportive of an environment, which encourages teamwork. The "Team" may consist of anyone from Directors and hourly staff, to Residing Volunteers and supporting organizations. Cross Trails Ministry utilizes teamwork through effective use of all resources and personnel, donors and contributors in ways both big and small. By volunteering to spend your time with Cross Trails at any amount, you are helping to provide for an organization who is working to provide experiences for guests to enrich their spiritual connection with Christ. The following policy is aimed at a part of our team known as "Residing Volunteers", and is in addition to our "Personnel Policy". We encourage you to read over this information carefully, and discuss any questions with Cross Trails Ministry Facilities Director, or Executive Director.

This is the policy of Cross Trails Ministry, as of the date of issuance. When changes are made, Residing Volunteers will be notified if currently residing on site. We welcome your input in updating and revising current policies. If you believe a policy has become outdated or is adversely affecting our team, we encourage you to communicate those issues with our Facilities Director or Executive Director.

RESIDING VOLUNTEER

A "Residing Volunteer" is defined as any person who resides onsite for a period longer than traditional retreat week or weekend, in an effort to support Cross Trails Ministry in accomplishing tasks related to the ministry activities without expectation of monetary return. These Residing Volunteers may be provided with property to camp and connect to utilities with their own mobile recreational vehicle.

***This policy supersedes any statement regarding volunteers or supporting persons as "Volunteers", Whether written or oral, express or implied, which may conflict in any way with this policy of Cross Trails Ministry.**

These policies are provided to inform Residing Volunteers of current policies, but do not constitute a legal guarantee that Cross Trails Ministry will continue the practices described in the written policies. Cross Trails Ministry retains the exclusive right to change, modify, or delete the policies contained herein, except that no agency representative other than Cross Trails Board of Directors is authorized to modify this policy for any volunteer, or to enter into any agreement contrary to this policy.

DUTIES AND RESPONSIBILITIES

Residing Volunteers supplement camp staff in the operations of the camp sites. Most Residing Volunteer opportunities include maintenance, cleaning, animal care, or clerical work around the camps. Specific duties and responsibilities will vary to meet the current needs of the camps and to match the skills and interests of the Residing Volunteer. Specific job duties are given to Residing Volunteers by the Facilities Director of Cross Trails Ministry.

All Residing Volunteers are expected to:

- Maintain a model campsite, keeping the area clean and orderly at all times
- Comply with all camp regulations and safety guidelines
- Log volunteer hours

RV VOLUNTEERS

- Respond to emergencies under the direction of Year Round Staff or Caretakers
- Be hospitable to Cross Trails Ministry campers and guests

Additional tasks based on skill at the discretion of Cross Trails Ministry Staff as well as length of stay:

- Routine Maintenance and Cleaning
 - Mowing, landscaping, trail maintenance, minor repair, painting projects, cleaning guest areas
- Specific Maintenance depending on prior experience and training
 - Vehicle maintenance—Mechanical repair, monitoring fluids, ensuring equipment is clean, safe, and ready for use.
 - Carpentry—skilled labor on buildings, decks, docks, and skills and abilities to work with woodworking tools
 - Plumbing—skilled labor on restrooms, water, and wastewater systems, and skills and abilities to repair, sweat copper lines, change fixtures, dig holes, and repair water lines.
 - Painting—skilled labor on maintaining, staining, and painting interior and exterior structures, and skills and abilities related to painting and preparatory work to maintain aesthetics and prevent deterioration of structures and use of airless sprayers, texturing equipment, methods to repair sheetrock, deteriorated wood, caulking, and weather sealing.
 - Electrical—skilled labor on electrical systems and skills and abilities to repair or replace fixtures, circuit breakers, wiring, and conduit

Clerical

- Mailing

Animal Care

- Feeding, pen or arena cleanup, horseback riding, groom, tack care

Retreat Hosting

- Setting up and tearing down meeting, living, and eating spaces, responding to guest needs, giving orientations, greeting guests, dish washing

LIMITATIONS OF DUTIES

Residing Volunteers shall never perform duties outside of their training from a year round Cross Trails Ministry Staff member. Residing Volunteers may not use camp equipment without first receiving proper training and sign-off. Cross Trails Ministry may have limitations on whether Residing Volunteers are permitted to use specific types of equipment.

Residing Volunteers shall not perform tasks that appear harmful or hazardous. If Residing Volunteers are uncomfortable with a task or job duty or feel like they have not received sufficient training, then they should talk with the Cross Trails Ministry Facilities Director prior to performing the task. If the Residing Volunteer is uncomfortable raising a concern with their supervisors, they should contact the Executive Director.

Any camp violations including illegal activities or emergencies should be reported to emergency personnel or non emergency law enforcement agencies. Residing Volunteers shall never perform the duties of emergency personnel or law enforcement unless trained in CPR/First Aid.

REQUIREMENTS

ELIGIBILITY

Residing Volunteers must be a minimum of 18 years old. Residing Volunteers are required to pass an annual criminal background check and national sex offender registry search. Co-residents living with the host who are 18 or over are also required to pass an annual criminal background check and national sex offender registry search. Residing Volunteers must have skills or experiences that qualify them for the position.

APPLICATION AND SELECTION PROCESS

First time applicants will need to complete a full application. Co-residents or couples must also complete an application so a criminal background check and national sex offender registry search can be performed. All applicants should include applicable work/volunteer experience and reference information on the application. Returning Residing Volunteers must give authorization for a criminal background check and national sex offender registry search annually.

Applications can be found at www.crosstrails.org.

The following process is used by Cross Trails Ministry staff to select Residing Volunteers once applications have been submitted:

- Reviews applicant's background and qualifications submitted via the online application
- Conducts an interview with applicant to discuss availability, interests, skills, and experience. This is also an excellent opportunity for potential Residing Volunteers to ask questions and learn more about Cross Trails Ministry, Ebert Ranch, and the position.
- Completes reference checks
- Completed social media check
- Verifies that applicant has passed the criminal background check and national sex offender registry search.
- Request of Service is extended to applicant

Prior to accepting a Residing Volunteer position, make sure that you fully understand the job functions, basic schedule and camp policies.

HOURS AND SCHEDULING

The minimum number of hours required per site for a Residing Volunteer position is 24 hours per week per RV site. Any Residing Volunteer utilizing RV sites with more than 2 occupants may be required to provide additional service hours beyond 24 hour minimum requirement to be agreed upon prior to scheduling service time period.

In exchange for these hours, the normal fees for the Residing Volunteer campsite with hook-ups are waived. The Facilities Director provides a schedule for each Residing Volunteer. Residing Volunteer positions may include weekend, holiday, early morning, or evening hours. There is no expectation that Residing Volunteers work above the required hours; if extra hours are desired, the Residing Volunteer should coordinate additional tasks with the Facilities Director and log all hours served. Talk to the Facilities or Operations Director to receive additional information about hour requirements and schedules at the camp before accepting the assignment.

When off-duty, Residing Volunteers are still expected to engage with guests in a positive, friendly, and helpful manner and to notify staff of any issues at camp. Residing Volunteers must inform the Facilities Director if they cannot be available as scheduled due to illness or other reasons.

LOGGING HOURS

REQUIREMENTS

Cross Trails Ministry recognizes that most Residing Volunteers do not donate their time and energy for recognition, but because they have a strong desire to give back. However, an accurate reporting of hours is not only a Residing Volunteer job requirement and important in terms of recognition, but supports the ongoing viability of the Residing Volunteer program. It helps to fully demonstrate the amazing impact that Residing Volunteers are making. Residing Volunteers are expected to track hours on an online system set up by Cross Trails Ministry. Hours should be submitted as soon as possible. Training on how to log hours will be given to Residing Volunteers upon arrival.

LENGTH OF STAY

Residing Volunteer positions are temporary and do not establish a Residing Volunteer as a semi permanent or permanent resident of Ebert Ranch or create an expectation of future Residing Volunteer assignments. Residing Volunteer opportunities can vary in length depending on need. Residing Volunteers are required to serve a minimum of one month (30 days). Cross Trails Ministry may require a longer minimum based on the training requirements. Residing Volunteers may serve a maximum of six consecutive months with Cross Trails Ministry. Any length of service extended beyond a 6 month period of time must be approved, only after a review of service by the Executive Director of Cross Trails Ministry. After a period of service, Residing Volunteers must vacate Ebert Ranch for a minimum of one month prior to returning for a Residing Volunteer position with Cross Trails Ministry.

Residing Volunteers shall give Cross Trails Ministry as much notice as possible when shortening or cancelling a placement.

HOST SITE

In exchange for service, volunteers are provided with an assigned campsite and hookups at no cost.

AMENITIES

Volunteer sites have water, electrical, and sewer hookups. Wi-Fi is available. Access to laundry facilities is not available.

- 30 or 50 amp electrical system
- Back in Site
- A garbage dumpster will be made available for personal household refuse

OCCUPANCY

Volunteer site occupancy cannot exceed the volunteers who applied with Cross Trails Ministry and dependent children. If volunteers will have additional adults residing with them during any part of their volunteer tenure, they must receive prior approval from the Executive Director and the additional adults are subject to a criminal background check. Further, additional volunteer hours may be required for additional adults staying on site. Volunteers must have reliable transportation to move their RV/trailer and must be able to move their RV/Trailer at any time for work, scheduling, or emergency purposes. Volunteers may not use the camp address as their residency address when applying to or updating their driver license or other government issued identification.

VOLUNTEERS WITH MINOR CHILDREN

Volunteers with guardianship of minor children may have their children reside with them at their host site during their volunteer tenure. All children younger than 15 years old must be supervised by a parent, legal guardian, or other responsible adult over the age of 18 at all times.

Children may volunteer alongside their parent/guardian with the following limitations:

- Children's volunteer hours will not count towards the adult volunteer requirements but can be logged under their name for college applications, etc.
- Parents must sign a parental release and waiver for every child that will participate in volunteer activities
- Children 15 and under must have a guardian/parent with them at all times when volunteering and may not operate any equipment
- Children under 18 may not drive or use any heavy equipment including but not limited to chainsaws, UTVs, power tools, etc.
- Children under 18 may not participate in any activity that may be deemed hazardous in accordance with child labor laws
- Children are expected to comply with all camp rules, regulations, and safety requirements.

GUESTS

Volunteers must have verbal approval from a Cross Trails Facilities Director, prior to having any "guest" on site for any period of time whether related or not.

PETS

Volunteers with pets must have pets approved prior to arrival, pets must be currently inoculated and not pose a risk of injury to persons anywhere on Cross Trails Ministry properties. Pets must remain contained either by leash, kennel, residence at all times, and may not be brought to program areas when guests are on site. Temporary fences must be approved by the Executive Director. Volunteer is responsible for any and all damages caused by said pet.

HOST SITE

CONDITION

Volunteers are considered model campers for camp visitors and must maintain a clean and organized campsite. RVs and cars cannot be cleaned on camp property due to grey water runoff. The volunteer cannot make any alterations or repairs to the site without receiving prior approval from the Executive Director. No personal gardens, bird feeders, or additional structures are allowed at the volunteer campsite. Volunteers must remove all personal property when vacating the site.

ORIENTATION, TRAINING, and EVALUATION

To be effective, volunteers must be knowledgeable of facilities, programs, policies, and equipment. Volunteers will receive an initial orientation and ongoing training and evaluation.

ORIENTATION

The Facilities Director will provide volunteers with a tour and introduction to the camps. Volunteers should read all materials provided by the camp, tour independently, and ask questions to become knowledgeable of the camps. Volunteers should become familiar with the area around the camps to assist with guest questions should they come up. Volunteers will be introduced to camp staff and other volunteers and will receive a list of staff contact information.

Volunteers will receive the following materials as part of their orientation packet:

- Cross Trails Ministry Personnel Policies
- General camp maps
- Camp rules and regulations
- Staff contact information
- Emergency Protocol
- Online link and login information for Texas mandated child abuse and protection awareness course
- Nametags
- Keys

TRAINING

Volunteers will be trained by the Operations and Facilities Directors regarding the specifics of their job duties. Safety training and sign off is required before volunteers begin using equipment. Experienced volunteers may have received training previously, but will receive a review of all equipment training. Depending on job duties, volunteers may receive training in: cleaning procedures, retreat hosting, kitchen procedures, and standard operating procedures for vehicles and equipment.

EVALUATION

Volunteers will be evaluated informally throughout their assignment and receive a formal evaluation at least once during their volunteer assignment. This allows Cross Trails Ministry staff to recognize successes and support volunteers in areas where they need improvement or additional training. Volunteers are encouraged to participate in evaluating the volunteer program and provide feedback to Cross Trails Ministry staff.

TERMINATION

Cross Trails Ministry may terminate the volunteer placement at any time for any reason. Potential reasons may include: violation of state or federal laws, non-compliance with camp rules and regulations, unwillingness or inability of volunteer to perform duties or be a positive representative of Cross Trails Ministry, failure to fulfill hours of service commitment, or sudden unavailability of the site or position due to maintenance or mechanical issues or acts of nature. There are times when the volunteers are not a good fit and therefore the volunteers may not be asked to return. Time frame from termination to departure to be determined at the discretion of the Facilities Director.

POLICIES AND PROCEDURES

Any violation of above policies or violation of Cross Trails Ministry “Personnel Policies” may result in immediate eviction from Cross Trails Ministry owned properties.

- Residing volunteers must adhere to all “Cross Trails Ministry Personnel Policies”. Any violation could result in immediate eviction from premises.
- Residing volunteer must maintain their site in a clean and orderly manner.
- Residing volunteer with pets must have pets approved prior to arrival, pets must be currently inoculated and not pose a risk of injury to persons anywhere on Cross Trails Ministry properties. Pets must remain contained either by leash, kennel, or residence at all times, and may not be brought to program areas when guests are on site. Temporary fences must be approved by the Executive Director. Volunteer is responsible for any and all damages cause by said pet.
- Unless directly working for retreats or programs and having the proper clearance and training to do so, volunteers must not interfere, and should avoid guests retreat or program space, unless directed otherwise by year round staff.
- When working in the vicinity of guests, volunteers must wear an approved name badge identifying them as volunteers. All Cross Trails Ministry standards regarding interactions with minors must be followed.
- Documentation of hours served, and tasks completed must be turned in each week to supervising staff.
- Use of tools and/or equipment owned by Cross Trails Ministry must be approved by supervising staff, and only utilized for use pertaining to assigned tasks. Proper use and safety training must be completed and documented by supervising staff prior to use.
- Use of personal tools and equipment must follow verification that Cross Trails Ministry protocols for safe use are understood and will be followed.
- Use or operation of vehicles owned by Cross Trails Ministry is prohibited unless approved by Executive Director.
- Volunteer or occupant is prohibited from working for monetary return for any other business or agency without prior approval from Executive Director
- Volunteer must receive verbal approval from a Cross Trails Facilities Director, prior to having any “guest” on site for any period of time whether related or not.
- Volunteer is both fiscally, and legally responsible for any damages caused to Cross Trails Ministry utilities or equipment, caused by fault of volunteer owned equipment.
- Firearms are prohibited on Cross Trails Ministry property unless proper authorization is obtained from Executive Director.
- Illegal drugs are prohibited on Cross Trails Ministry property at all times.
- Wildlife capture or kill is prohibited by volunteer unless otherwise approved by Cross Trails Executive Director
- Any personal use of grounds, facilities, tools, or equipment, must be approved by a Cross Trails Ministry Facilities Director prior to use, and permission may be revoked at any time.
- Theft, or unauthorized use of any Cross Trails Ministry assets will be means for immediate eviction and Cross Trails Ministry has the right to pursue legal action.

ACKNOWLEDGEMENT OF CROSS TRAILS MINISTRY POLICIES

I, _____, have received read and understand the Cross Trails Ministry Policies regarding "Residing Volunteers" on this day, the _____ of _____, in the year of _____

_____(initial) I agree to abide by those policies and understand that any violation may result in immediate eviction from all Cross Trails Ministry owned properties at the discretion of Cross Trails Ministries Executive Director.

_____(initial) I agree to provide my services at a minimum of 24 hours per week per site provided to Cross Trails Ministry at no charge or expectation of financial re-imbusement, and that my service if for any reason is not needed, insufficient, or not in the best interest of Cross Trails Ministry, my term of service can be discontinued at any time.

_____(initial) I understand that due to the nature of my volunteer service, I cannot hold Cross Trails Ministry liable for loss or injury, nor expect to be provided or guided by any federal or state, labor acts, laws, or requirements that are reserved for paid employees.

_____(initial) I agree and understand that my service is on a volunteer basis, and I have the right to end service at any time, and only wish to provide Cross Trails Ministry with services in order to help the ministry, and will not expect anything in return from Cross Trails Ministry, or its employees or affiliates other than necessary utilities agreed upon prior to arrival. And understand that those services can be terminated at any time.

Signature of Volunteer (s) _____ Date: _____

_____ Date: _____

Cross Trails Ministry Director: _____ Date: _____

RESIDING VOLUNTEER DAMAGE WAIVER (FOR PERSONAL PROPERTY STORAGE)

I am requesting to leave the personal property listed below on Cross Trails Ministry property. I understand that all risks of loss or damage are my sole responsibility. I will not hold Cross Trails Ministry responsible for any loss or damage. I understand that all property not disclosed as personal and approved to be onsite may be removed by the directors or employees of Cross Trails Ministry without notice. Any items left behind on Cross Trails Ministry property without prior approval may be subject to removal, and any or all costs associated with such removal will be the responsibility of the owner. Any locked items or vehicles left on-site should have keys made available to Cross Trails Ministry Directors in the event that such items will need to be relocated or removed at Cross Trails Ministry's discretion.

List below any property you claim ownership of that is stored on Cross Trails Ministry Property:

Site: _____

I, the undersigned, understand and agree to above terms and conditions in regards to items stored on Cross Trails Properties:

Name (print): _____

Signature: _____ Date: _____

Approved By: _____ Date: _____