



VOLUNTEER HANDBOOK

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Water Street Ministries



Vision Statement

To create healing communities where lives are transformed

Purpose Statement

To advance the kingdom of God through the gospel of Jesus Christ and to do missionary, relief, and rescue work of all kinds.

Core Values

- Dependence Upon God
- Authenticity in Relationships
- Partnership with the Community
- Service to the Church
- Grace as our Model

Statement of Faith

- We believe in the Scripture of the Old and New Testament as verbally inspired by God and inerrant in the original writings and that it is the supreme and final authority in faith and life.
- We believe in one God eternally existing in three persons: Father, Son, and Holy Spirit.
- We believe that Jesus Christ was begotten by the Holy Spirit, born of the Virgin Mary, and is true God and true man.
- We believe that man was created in the image of God; that he sinned and thereby incurred not only physical death, but also spiritual death, which is a separation from God; and that all human beings are born with a sinful nature, and become sinners in thought, word, and deed.
- We believe that the Lord Jesus Christ died for our sins, according to the scriptures, as a representative and substitutionary sacrifice; and that all who believe in him are justified, by faith, on the ground of his shed blood.
- We believe in the resurrection of the crucified body of our Lord, in his ascension into heaven, and in his present life there for us as High Priest and Advocate.
- We believe in "that blessed hope," the imminent return of our Lord and Savior Jesus Christ.
- We believe that all who receive by faith the Lord Jesus Christ are born again of the Holy Spirit and thereby become children of God.
- We believe in the bodily resurrection of the just and the unjust, the everlasting blessedness of the saved and the everlasting punishment of the lost.

Teen Haven

A Ministry of Water Street Mission



Vision Statement

Here at Teen Haven, we desire to create a safe, fun, loving environment to become family.

Purpose Statement

To equip urban youth through Christian faith & guidance.

Core Values

- Faith is in God
- Identity is in Christ
- Live a consistent Lifestyle
- Be the Greatest Servant
- Walk in Love

Teen Haven Programs for Middle/High School Youth

Weekly Evening Programs

October thru May

Middle & High School Leadership Development Program

Summer Camp

Annually in July

Special Programs & Seasonal Events

For example: Christmas Party, Training Camp, Princess Experience, etc.

Volunteer Expectations

In order for there to be a good foundation for partnership between youth, staff, and volunteers, we require that volunteers...

- serve in a manner that does not work against WSM's & Teen Haven's Vision Statements, Purpose Statements, Core Values, or Statements of Faith.
- refrain from proselytizing if your beliefs differ from WSM's Statement of Faith.
- communicate respectfully and honestly with youth, staff, and other volunteers.
- conduct themselves within the guidelines of this handbook.
- not be under the influence of alcohol, drugs, or any illicit substance while volunteering at Teen Haven or WSM.
- please refrain from using cell phones or wearing headphones while volunteering.
- schedule all volunteer shifts in advance of coming to the Teen Haven campus.
- gain permission from Teen Haven staff before bringing someone who isn't already registered to volunteer.
- report on time for your scheduled volunteer shift, or to notify Teen Haven if you have to cancel

Lanyards help our staff and youth know at a glance who is authorized to be on the Teen Haven campus. Please wear a red lanyard and ID Badge while you are volunteering.

If you do not have a lanyard of your own, please use one of the general volunteer lanyards provided by Teen Haven.

I.D. Badges & Lanyards

Dress Code

We ask that all team members maintain good personal hygiene, as well as to adhere to the Teen Haven dress code.

Please refrain from wearing any clothing that could be interpreted or misinterpreted as inappropriate, including:

- clothing with logos containing references to violence, sex, drugs, tobacco, or anything else deemed inappropriate by Teen Haven staff
- bare midriffs or low cut shirts exposing cleavage
- clothing that is excessively tight, short, or baggy
- clothing that exposes a person's undergarments

Footwear should be appropriate for the program or activity you are serving in.

Volunteer Age Policy

Individuals

Youth ages 16 or older may apply to become a Teen Haven volunteer

16 Years of Age and Under

Volunteer opportunities may be available to those 16 years old and under who are part of the Teen Haven Leadership Development Program

Families

Families with school-aged children may volunteer

Groups from an Organization

Groups with school-aged children may volunteer as long as the student to adult ratio is no greater than 6:1

Anti-Harassment Policy

We value and desire a culture that is God-honoring and consistent with our purpose and core values.

Harassment and discrimination at Teen Haven is unacceptable and may be unlawful. Teen Haven and Water Street Ministries are committed to address and resolve wrong-doing, harmful, and unlawful behavior.

If you observe or find yourself in an interaction that causes you to be unsure or uncomfortable, go to the supervising staff member in your area of service or contact the WSM Volunteer Office.

Criminal History Policy

Thank you for understanding that Water Street Ministries' Criminal History Policy is in place so we can serve both our students/youth and volunteers well.

According to Pennsylvania law, adults (18 years of age or older) applying for or holding an unpaid position as a volunteer with a child care service, school, program, activity, or service responsible for a child's welfare or having direct volunteer contact with children will need clearances (www.KeepKidsSafe.pa.gov).

Any individual age 18 or over that wishes to volunteer on an on-going basis with Teen Haven will be required to submit clearances to confirm they are eligible to volunteer with minors.

Individuals that are volunteering for a 1x event will not need to submit clearances, but will be asked to sign a waiver affirming they have not been convicted of any of the crimes listed under Title 18 of the Pennsylvania consolidated statutes or offenses similar in nature to those crimes.

Individuals who have been or who are currently on the Megan's Law Sex Offender Registry are not eligible to volunteer with Water Street Ministries.

Clearances & Waivers

Use the information below to determine which clearances and waivers you will be asked to submit if you become a Teen Haven volunteer.

I PLAN TO VOLUNTEER WITH TEEN HAVEN MORE THAN 1X PER YEAR

I am age 18+ and I have been a PA resident for the entirety of the last 10 years.

You will be asked to submit the following documents:

- PA Criminal History Report
- PA Child Abuse History Clearance
- PA Disclosure Statement Application for Volunteers
- Child Line Training Certificate of Completion
- Water Street Ministries Adult Liability Waiver

I am age 18+ and I have NOT been a PA resident for the entirety of the last 10 years.

You will be asked to submit the following documents:

- PA Criminal History Report
- PA Child Abuse History Clearance
- FBI (Fingerprint) Clearance
- Child Line Training Certificate of Completion
- Water Street Ministries Adult Liability Waiver

I am under the age of 18.

You will be asked to submit the following documents:

- Water Street Ministries Minor Waiver (completed by a parent/legal guardian)
- Child Line Training Certificate of Completion

I PLAN TO VOLUNTEER WITH TEEN HAVEN ONLY 1X PER YEAR

Volunteers/volunteer groups that are serving for a special event/1x event need to submit:

- Water Street Ministries Adult Waiver or
- Water Street Ministries Minor Waiver (completed by a parent/legal guardian)

Please note: Clearances are valid for 60 months (5 years) from the application date. Volunteers will be asked to resubmit new clearances if their current clearances have expired.

Interacting with Youth

To ensure that we maintain a safe, fun, & loving environment for our youth, please remember...

- to partner with staff as a team
- to come alongside, rather than attempt to rescue
- to embrace the process: every experience is an investment in someone
- do not exchange personal contact information without prior consent from Teen Haven staff
- do not give youth money, gifts, or assistance
- engaging in romantic relationships with youth is prohibited
- always remain on the conservative side when it comes to physical touch, especially with those of the opposite gender (handshakes, side hugs, etc. only in public places)

Conversation Suggestions

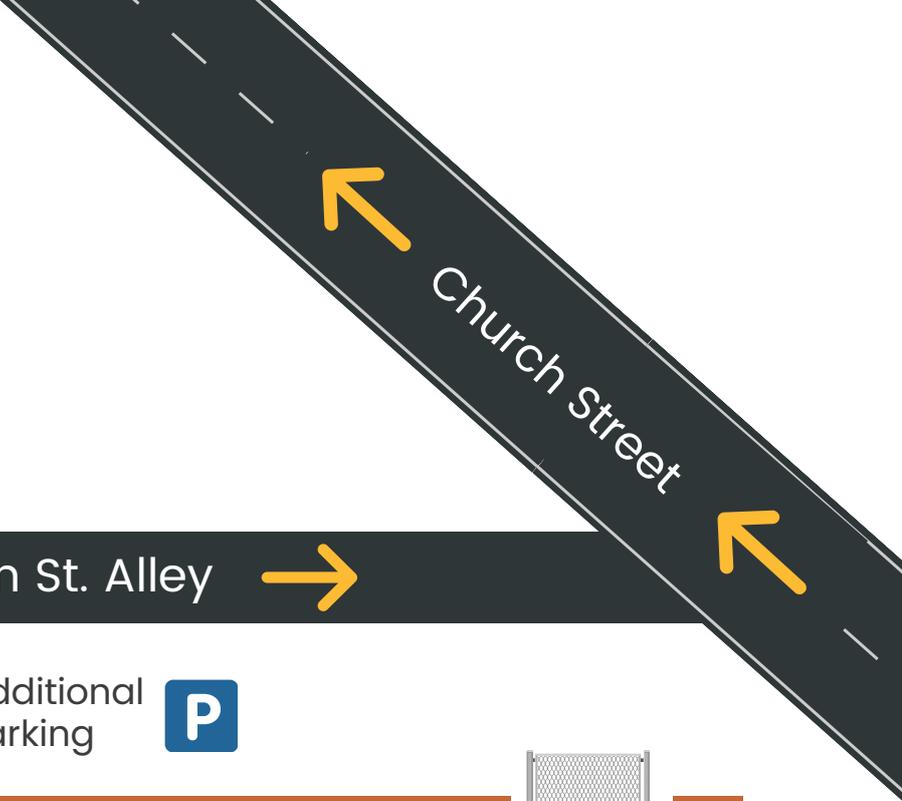
Not sure what to talk about? Here are a few ideas:

- School/Grades
- Sports
- Hobbies
- Talents
- Their Involvement with Teen Haven
- Ice Breaker/Would You Rather questions

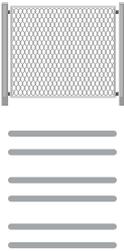
Youth Confidentiality

- We do not confirm or deny a youth's participation at Teen Haven.
- We do not share identifying information about a youth at Teen Haven.
- Photographing and/or posting images of youth on any personal social media account is prohibited.

TEEN HAVEN CAMPUS



Additional Parking 



Water Street Mission Campus





WATER STREET MISSION

Restored to be restorers

210 South Prince Street
Lancaster, PA 17603

Volunteer Office

210 South Prince Street
Lancaster, PA 17603

Email

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Phone

717-393-7709



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Lancaster, PA 17603

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210 South Prince Street
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717-392-1995