



Dignity. Stability. Possibility.

Shelter Volunteer Information

VAC Opportunity Campus – The Hub

1304 Bowling Street
Columbia, MO 65203

Shelter Phone Number: 573-530-9770

Safety & Security Phone Number: 573-397-7162

Welcome and thank you for volunteering with us at Waypoint Shelter! Your time and care make a meaningful difference for our guests!

Arrival

- Our campus is located on the corner of Business Loop 70 East and Bowling Street.
- When you pull into the driveway, turn left and then right and go past the first building (Cindy Mustard Resource Center/VAC Office)
- Our main entrance is located on the north east side of the second building (the Hub)
- You will enter through the main entrance, and can press the intercom button if the door is locked. Let staff know you are volunteering at Waypoint Shelter.
- Please arrive **10 minutes early** for your shift.
- Upon arrival, **ask for Jessica, Sierra, or a shift lead.** They will:
 - Confirm your role for the shift
 - Answer any questions
 - Provide a volunteer badge & lanyard
 - Walk you through your volunteer duties

Volunteers may assist with:

- Greeting and/or checking in visitors or guests
- Serving meals or snacks
- Monitoring restrooms or showers
- Assisting guests with their medicine locker
- Laundry, making beds, or light cleaning (tables, dishes, common areas)
- Helping organize donations or supplies

****PLEASE REVIEW THE SHELTER HANDBOOK FOR RULES/GUIDELINES****



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General Guidelines

- Be respectful and nonjudgmental to all guests, volunteers, and staff
- Asking someone how they are doing goes a long way!
- Maintain confidentiality (do not share guest information outside the shelter or take pictures/video of guests)
- Avoid giving money or personal items directly to guests (ask staff if unsure)

Safety & Boundaries

- If a situation feels uncomfortable or unsafe, **notify Jessica, Sierra, or staff immediately**
- Do not intervene in conflicts (alert staff instead and they can address issues)
- Maintain appropriate professional boundaries with guests (no exchanging numbers, personal information, social media, or fraternizing in or out of the shelter). We also ask that you not have guests in your vehicle.

Dress Code

- Wear **comfortable clothing and footwear**
- Closed-toe shoes are recommended
- Avoid clothing with offensive language, imagery, and alcohol/drugs

Before You Leave

- Check out with Jessica, Sierra, or another staff member
- Ask if there are any final tasks to complete
- Share feedback or ask questions if needed

Thank You!

Your support helps create a safe, welcoming environment for everyone at the shelter. We're grateful to have you as part of the team!

Questions? Shelter@vacmo.org



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