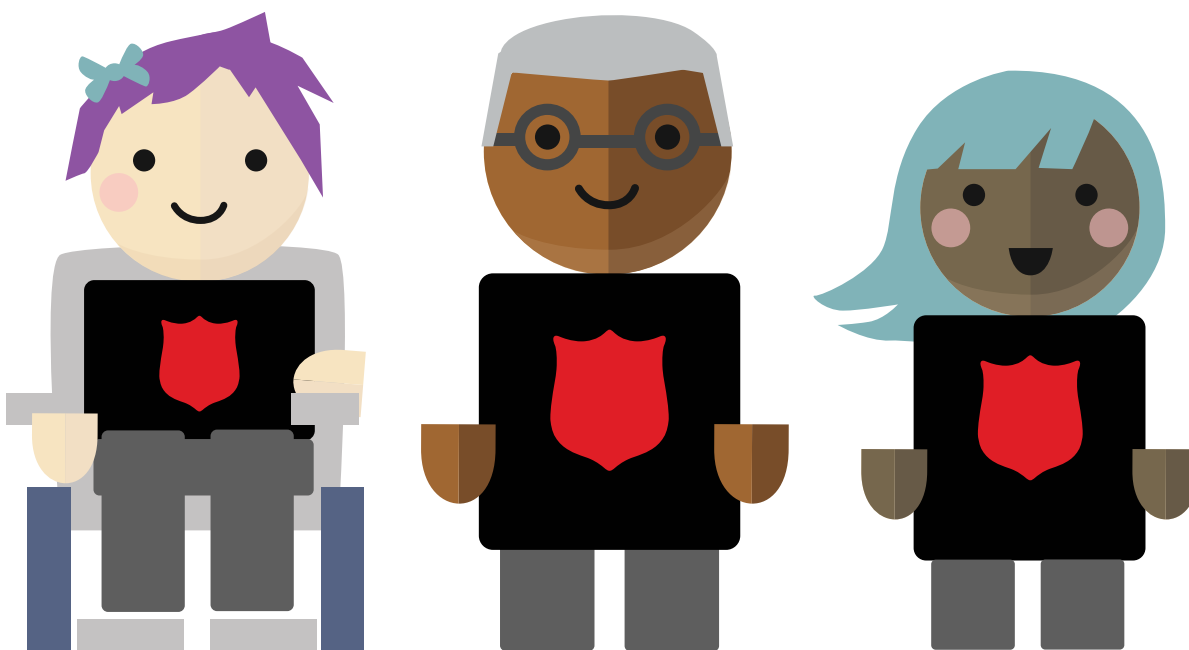




Giving Hope Today

BEHIND THE SHIELD



THE SALVATION ARMY CANADA AND BERMUDA TERRITORY

VOLUNTEER'S HANDBOOK

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WELCOME

Welcome to The Salvation Army!

Thank you for choosing to give of your time, skills and compassion to this mission. As a volunteer, you are joining a diverse group of people Behind the Shield, bringing hope and care to those in need.

We are grateful and excited to have you onboard! This handbook will help you understand more about The Salvation Army and gain an appreciation of what is expected of you during your time with us and ensure you are safe and comfortable while volunteering. This handbook is also intended to provide you with a framework of what to do if you have any concerns or are no longer able to volunteer.

We truly hope that you enjoy your time in this vital role. Thank you again for choosing to be involved!



**Thank you for helping us uplift humanity,
inspire hope and transform lives through
the power of your volunteering.**

WHO WE ARE



About Us

As one of the largest providers of social services in Canada, we provide critical support to those in need through shelter, emergency disaster relief, spiritual guidance, addiction rehabilitation, and life-skills development.

The Salvation Army is an international Christian organization that began its work in Canada in 1882.

The Salvation Army gives hope and support without prejudice to vulnerable people today and every day in 400 communities across Canada and more than 130 countries around the world.

When you volunteer with The Salvation Army, lives are transformed for people in your community.



Organizational Structure

The Salvation Army is based on a military model and is headed by the General who is located at the International Headquarters (IHQ) in London, England.

The worldwide Salvation Army is divided into territories, commands and regions.

The Salvation Army in Canada is part of the Canada and Bermuda Territory, which is subdivided into nine divisions.

It is said that the Founder of The Salvation Army, General William Booth, once sent a telegram to officers around the world to remind them of the main focus of their work. The telegram contained

only one word... 'Others'. That single word captured the foundation for the entire organization



Board and Councils

The Governing Council of The Salvation Army In Canada

The Governing Council was incorporated by an Act of Parliament in 1909 and is the primary legal entity that The Salvation Army operates through in Canada. Unlike conventional not for profit corporations that have both members and directors, the Governing Council has only members, who are appointed by the General who is the international leader of The Salvation Army. The Army makes every effort to ensure diversity in international and territorial leadership. All members of the corporation are commissioned Salvation Army Officers or employees who hold senior leadership roles. The corporation holds title to most of The Salvation Army's assets.

In Bermuda, The Salvation Army operates through a similar corporation known as The Salvation Army Corporation of Bermuda, which was incorporated by a special act of the Bermuda legislature.

Supplementing the oversight of Army operations provided by the corporate bodies are various other boards, councils and committees comprised of Salvation Army Officers, employees and volunteers who provide independent voices to assist the Army. These various entities exist at the national, regional and local community levels.

National Advisory Board

The purpose of the Board is to advise and assist the Territorial Commander, the national leader of The Salvation Army in Canada and Bermuda on issues that have a significant impact on its territory-wide operations. Such issues will include the Army's national strategy and development program, as well as its business practices and systems.

Membership should demonstrate good judgement and success across a broad cross section of professions and skills. The Salvation Army will promote the value of ethnic diversity and inclusiveness in all its expressions.

Advisory Boards

The purpose of the Board is to advise and assist divisional leadership of The Salvation Army on issues that have a significant impact on its divisional wide operations. Such issues may include strategic planning, development of donors, finances, legal and government relations.

Membership shall include experienced community leaders who demonstrate good judgment and success in their field. It is desirable that membership represent a broad cross section of community engagement.

Community Councils

The Community Council is a group of volunteers that support a specific service by providing to the executive director, administrative advice relating to program, business and policy matters.

Membership reflects a broad-based community representation in respect to background, interests, gender and race all familiar with the program delivered by the service. Members should be qualified to assist the community council in achieving its goals and objectives.

Our Work

The Salvation Army provides support directly to anyone and everyone who requires assistance in your community, through both our corps (churches) and social service centres and programs.

Below are some examples of programs and services that The Salvation Army offers:

In Your Community	Around the World
<ul style="list-style-type: none">▶ Camps▶ Children and Youth programs▶ Family programs▶ Adult and Senior programs▶ Emergency Disaster Services▶ Food Services▶ Housing and Shelters▶ Social Services▶ Thrift Store	<ul style="list-style-type: none">▶ Children's Sponsorship▶ International Development

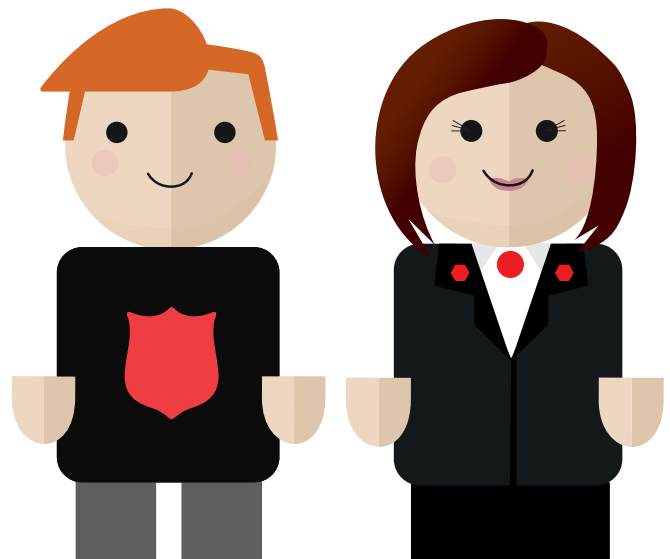
Mission and Values

Mission Statement

The Salvation Army exists to share the love of Jesus Christ, meet human needs and be a transforming influence in the communities of our world

Core Values

- ▶ **Hope:** We give hope through the power of the gospel of Jesus Christ
- ▶ **Service:** We reach out to support others without discrimination
- ▶ **Dignity:** We respect and value each other, recognizing everyone's worth
- ▶ **Stewardship:** We responsibly manage the resources entrusted to us



Behind the Shield

As a member of our Behind the Shield volunteer community, you will be helping a community in need. Our volunteers offer skills, knowledge and expertise in a wide range of roles. Whether it's by serving a meal, standing beside a Christmas kettle, stocking shelves at a food bank or providing consultancy support on our advisory boards, you are part of the meaningful work that continues to help change lives.



Volunteers like you help us make a real and lasting impact in 400 communities across the country.

PERFORMANCE AND BEHAVIOUR

Rights and Responsibilities

It's important that you have a clear understanding about your rights and responsibilities to ensure that there is a meaningful and effective partnership between you as a volunteer and The Salvation Army.

RIGHTS

As a volunteer you have the right to:

- ▶ Be given a Role Description to help you understand the main tasks and responsibilities of your role and the associated attributes, qualifications and skill requirements needed to fulfil your role
- ▶ Be provided with an orientation to The Salvation Army and the location where you will be volunteering
- ▶ Be provided with sufficient training to fulfil your role
- ▶ Be engaged in your volunteering role in accordance with equal opportunity and The Canadian Human Rights Act
- ▶ Volunteer in a healthy and safe environment
- ▶ Be supported in your role with appropriate leadership and supervision and receive appropriate and timely feedback about your performance
- ▶ Be provided with an effective process for resolution of complaints
- ▶ Where possible, be given opportunity to engage in alternative volunteer roles when programs/ services cease operation
- ▶ Have your confidential and personal information protected (in accordance with the Privacy and Confidentiality Policy)
- ▶ Be informed of relevant changes in policy and procedures
- ▶ Be given the opportunity to contribute ideas, and share skills and knowledge through appropriate communication channels
- ▶ Decline or change your mind regarding your volunteer role
- ▶ Be recognized for your continuing commitment and contribution to The Salvation Army



As a volunteer you accept that The Salvation Army has the right to:

- ▶ Evaluate your performance in order to assist towards positive growth
- ▶ Require a probation period for your volunteer role
- ▶ Require the completion of tasks to a specified minimum standard
- ▶ Request your participation in relevant learning and training activities
- ▶ Engage only those volunteers who meet specified criteria required for the volunteer role
- ▶ Eliminate volunteer roles where services/ programs are no longer operative
- ▶ Offer alternative roles, in the event of changes to your ability within a specified role
- ▶ Respectfully cease your volunteer engagement if you are unable to meet the requirements for the role

RESPONSIBILITIES

As a Salvation Army volunteer, you represent the organization in the community and therefore must behave in a manner consistent with The Salvation Army's Code of Conduct and fundamental values:

- ▶ **Hope**
- ▶ **Service**
- ▶ **Dignity**
- ▶ **Stewardship**

As a volunteer we expect you to:

- ▶ Treat all people with respect, sensitivity and consideration
- ▶ Be a worthy representative of The Salvation Army and refrain from behaviour and activities that would reflect poorly on the organization and/or raise questions about the integrity of the organization
- ▶ Comply with The Salvation Army Code of Conduct, policies, procedures, instructions and rules
- ▶ Carry out your role with diligence as described in your Role Description
- ▶ Respect the privacy and confidentiality of clients, volunteers, staff and members of the public
- ▶ Maintain professional relationships and understand and respect boundaries with clients, fellow volunteers, staff and members of the public
- ▶ Work as a team member
- ▶ Give and receive constructive feedback as appropriate
- ▶ Attend orientation, participate in further training as required, and seek guidance/direction on an as needed basis to support you in your role
- ▶ Be punctual and reliable, always notifying us if you are unable to attend your shift
- ▶ Remain impartial (non-judgmental) of clients, fellow volunteers and staff
- ▶ Comply with all reasonable instructions to protect your health and safety and that of others
- ▶ Fulfill agreed commitments or renegotiate commitments if necessary
- ▶ Undertake your role according to mutually-agreed times/locations
- ▶ Give adequate notice of resignation—preferably a minimum of two weeks

Code of Conduct

The Code of Conduct expands on the rights and responsibilities and provides a basis for all volunteers to maintain a working environment that is productive, positive, enjoyable, safe and free from harassment and discrimination.

The Code of Conduct outlines standards of personal and professional conduct which are in keeping with both organizational and community expectations of volunteers contributing to the work of The Salvation Army. The Code of Conduct provides guidelines for the appropriate behaviour of all volunteers.

PERSONAL CONDUCT

Attendance and Punctuality

Volunteers are expected to be punctual and regular in their attendance. When a volunteer is unavoidably absent due to sickness or any other reason, the volunteer should notify their Supervisor (or appropriate delegate) promptly (preferably before their normal starting time). Supervisors may contact volunteers who have not contacted them directly to learn why the individual is absent.

Dress and Appearance

The Salvation Army is a well-recognized and respected organization that projects a particular standard to its clients and the community it serves. Volunteers are to ensure their appearance is neat, clean and appropriate for their particular area of work, as determined by their Supervisor.

Smoking

Passive smoking/vaping can impact other volunteers, staff and the community. The Salvation Army does not promote or encourage smoking. Smoking is not permitted in Salvation Army vehicles (owned or leased), buildings or in the immediate vicinity of entrances to Salvation Army buildings. Smoking is only permitted in designated smoking areas.

Drugs and Alcohol

The Salvation Army expects volunteers to perform their roles with skill, care and diligence and, accordingly, volunteers should not be under the influence of alcohol or illegal/legal substances while they are volunteering.

Possession, use or trafficking of legal or illegal drugs on Salvation Army premises is not permitted. Salvation Army premises include, but are not limited to, all buildings, vehicles, car parks, meeting rooms and open spaces. Any such activity will be immediately referred to the police and The Salvation Army will take disciplinary action. This may include termination of your volunteer role.

Please immediately notify your Supervisor if you are taking any legally prescribed medication that may affect your performance and/or the safety of others.

Gifts

Volunteers are obliged to notify their Supervisors of any gift, reward or benefit that they are offered. Volunteers should not accept any gift where there is, or where there may be the perception of, a conflict of interest with past, present or future duties or where the object of the gift is to maintain or return a favour. Under no circumstances is cash money to be accepted as a gift.

Diversity and Nondiscrimination

A core value of The Salvation Army is that we reach out to support others without discrimination. In keeping with our values, volunteers must always be respectful and fully accepting of all abilities, cultures, religions, lifestyles and backgrounds. A volunteer must never impose their personal beliefs on those they are assisting.

Gambling

Gambling is seeking gain at the expense of others, solely on the basis of chance. Official sanction and public acceptance of this practice is, in the opinion of The Salvation Army, contrary to the Christian principles to which we subscribe.

The Salvation Army is acutely aware of the suffering and deprivation experienced by many people as the result of this practice.

Therefore, in keeping with the Mission and Values of The Salvation Army, volunteers are not to participate in raffles, sweeps or any other activity associated with gambling on Salvation Army premises and/or when representing The Salvation Army.

Telephone, Email and Internet

Telephone (including mobile phone), email and internet facilities may only be used by volunteers for the business purposes of The Salvation Army, as discussed and agreed upon with their Supervisor. Inappropriate use of Salvation Army IT systems and computers exposes the organization to risks, including loss of sensitive information, virus attacks, compromise of network, systems and services and legal issues.

Intentional inappropriate or illegal use of Salvation Army communication systems (including using the internet to download material without permission) will be taken seriously and may result in termination of your volunteer engagement.

Confidentiality

In the course of their duties, volunteers may have access to sensitive personal and/or commercial information. This information is to be used for Salvation Army purposes only and must remain secure and confidential. It is important the community has confidence that information acquired by The Salvation Army is only used for the stated purposes for which it was collected.

Volunteers must not discuss or release to any person, inside or outside of the organization, any confidential or sensitive information relating to The Salvation Army and/or its operations unless the person is authorized.

Certain volunteer roles may be required to adhere to additional program-specific confidentiality policies/guidelines. Your Supervisor will advise you if this is the case.

Intellectual Property (IP)

Any documents, plans, ideas, photographs and other data belonging to The Salvation Army or created for The Salvation Army within your role as a volunteer is confidential and subject to intellectual property rights. The Salvation Army advises that use of its IP is prohibited without prior written consent from The Salvation Army.

Media and Social Media

Only authorized personnel may speak to the media on behalf of The Salvation Army— volunteers should refer any media enquiries to their Supervisors.

Anyone engaged with The Salvation Army in a volunteering capacity is a representative of the organization. It's important that The Salvation Army's mission and values extend to the online space.

To learn more about how to communicate and engage on social media (if relevant to your role), please contact your supervisor.

Relationship Boundaries

Boundaries are the framework that helps to keep us safe and ensure that our relationships with clients, fellow volunteers and staff remain professional. To be effective, boundaries need to be respected and applied on a consistent and ongoing basis.

As a volunteer with The Salvation Army it is important that you have a clear understanding of where the responsibility of your role begins and ends. It is important to recognize that a power imbalance can exist—especially when a client seeks assistance and may experience a degree of dependence. From the seemingly harmless giving/ accepting of a gift/s, to the establishment of an economic relationship, through to the feelings of sexual attraction to or from a staff member or client, volunteers are frequently challenged by, and need to remain aware of, the limits or boundaries of the volunteer/staff/client relationship. Volunteer/staff/client boundaries are interpersonal in their construction and at times it can be difficult to work out what boundaries are appropriate. In these moments, it is important that you speak to your Supervisor and seek guidance as needed.



Self-Disclosure

It is not appropriate to disclose any of your personal details to clients. This includes your full name, phone number, place of work or home address. This is for your own safety and to maintain a professional relationship.

It is also important to respect the privacy of fellow volunteers and staff. It is not appropriate to ask other volunteers and staff members for their personal details.

Becoming Friends

It is important that you do not befriend clients, but that you provide a friendly service. Clients are in a vulnerable situation and this creates a power imbalance. For this reason, there is an even stronger need for clear boundaries so that the volunteer/client relationship is appropriate.

If a client invites you to socialize outside of your volunteer activity, then you should speak to your Supervisor about whether this is healthy.

Physical Contact

There are a variety of ways of using touch to communicate nurturing, understanding and support, such as a pat on the back or shoulder, a hug or a handshake. Such touch can, however, also be interpreted as sexual or inappropriate. Therefore, as a general rule, touch should not be used for purely supportive reasons. Instead you can convey your understanding through your tone of voice and through active listening.

An exception to this may be if a client needs physical support/assistance because they are unwell. If you are likely to encounter this situation within your volunteer role, then your Supervisor will discuss this with you, and provide training and guidance on what is appropriate.

Communication

Good communication is vital in helping you to build healthy and professional relationships and to prevent unnecessary misunderstandings.

Guidance and training may be necessary for you to know the most appropriate and effective way to communicate in your volunteer role, especially if you are interacting with a client. For instance, if you are likely to be confronted with challenging behaviour, such as silence, mistrust and aggression, then your supervisor will discuss this with you.

These are some general guidelines for good communication, and these apply to how you communicate with fellow volunteers, staff, clients and the community.

Listen

One of the most rewarding aspects of volunteering is the people you will meet and being there to hear their story. Good listening is an essential part of treating people with dignity. When someone is speaking, focus on their face rather than letting your eyes wander, as this lets them know that you are actively listening and acknowledging what they are saying.

Be Patient

Everyone is deserving of assistance. Some people may need extra time to consider their words and to formulate sentences. Give them the time to finish what they are saying, rather than trying to finish their sentences for them. You may also experience difficulties in being understood. If this is the case, slow down your speaking pace and use short, clear sentences. Try not to raise your voice as this is generally unhelpful and can cause embarrassment to yourself, and the client. If someone is still struggling to speak for themselves or to understand what you are saying, it may be appropriate to use other means of communication, for instance gestures, miming or sketching.

Be Neutral

As a volunteer, it is your role to unconditionally help someone in need. It is especially important when you are interacting with clients that you remain neutral and nonjudgmental. Some clients may not be totally in control or aware of what they are saying. Remain calm and use clear language. If you are unsure how to respond or are concerned for your safety, seek assistance from your supervisor immediately.





Be Clear

Clarity means getting your message across so the other person will understand what you are trying to convey. You want that person to interpret your words with the same meaning you have in mind. Accomplishing this goal can be difficult as individual experiences are never identical, and words have different meanings to different people. To help make your message clear, use direct and accessible (familiar) language, include examples, illustrations and other visual aids (if useful), and always provide an opportunity for others to ask questions and to seek clarity if needed.

To make sure you have clearly understood what someone else has said to you, try rephrasing it and saying it back to them.

Be Positive and Realistic

As a volunteer, you are essential to The Salvation Army's mission; to reach out to the lonely, lost and forgotten and let them know that someone cares. A positive attitude helps to create an enjoyable environment for everyone and communicates that even though today is fraught with challenges, there is hope. While being positive, it is also important to ensure you are being realistic. For example, be upfront with your supervisor about what time you can and cannot commit to your volunteer role. Don't take on more than you can realistically manage. Also, be genuine with clients. If you 'sugar-coat' the situation it may feel invalidating for them. Similarly, if you over-promise, this can lead to distrust and further stress. Many clients are experiencing an extremely hard time, and it is important they have the space to show distress if needed.

“We can never judge the lives of others because each person knows only their own pain and renunciation. It's one thing to feel that you are on the right path but it's another to think that yours is the only path.” - Paulo Coelho

HEALTH AND SAFETY

Health and Safety

The Salvation Army is committed to providing a healthy and safe environment for all volunteers, officers, employees, contractors and visitors to our facilities. It is The Salvation Army's responsibility to make the workplace environment a safe and healthy place for all concerned, and as a volunteer you are responsible for:

- ▶ Knowing and complying with The Salvation Army work health and safety processes, requirements and instructions
- ▶ Thinking before acting and where necessary modifying your approach or asking for advice or assistance to eliminate or minimize risks
- ▶ Using and following instructions, training or other information provided with regard to work, health and safety
- ▶ Reporting all incidents, accidents, injuries and hazards to management for action





Recognizing Stress & Being Mindful

Helping individuals in their time of need and during difficult situations can sometimes be stressful.

We each respond to stress differently.

If you are experiencing stress, it is important that you make your supervisor aware of your personal signs of stress as early as possible.

Your supervisor can provide support and assistance in finding solutions that can contribute to improving your well-being.

Incident Reporting

The Salvation Army seeks your help in making our equipment, buildings and grounds as safe as possible for all people who use them. Should an incident occur, inform your Supervisor as it will be necessary to complete an 'Incident Report Form'. If you are unsure as to whether something counts as an incident, ask your Supervisor. It is best to act on the side of caution.

Emergency Procedures

Make sure you are aware of all emergency procedures specific to the area where you are volunteering before you start your role.

These procedures should be explained to you by your Supervisor. However, if not, it is your responsibility to ask. You must be aware of what you can and cannot do and your level of responsibility.

Most importantly, familiarize yourself with the following procedures:

- ▶ Emergency evacuation of the building
- ▶ What to do in case of a fire
- ▶ What to do in case of armed or potentially threatening intruders/clients
- ▶ Emergency telephone numbers
- ▶ Infection control

Insurance Motor Vehicle

Your volunteering role may require you to use a Salvation Army vehicle. In this case you will be required to complete a driver declaration form and may also be required to provide information about your driving record. **Use of your own private vehicle while carrying out your volunteer role is not covered by The Salvation Army.**

Criminal Background Checks

Some volunteer roles require a criminal background check before a volunteer can start. These checks are based on factors such as level of interaction with clients; contact with children/vulnerable people; and/or level of responsibility such as driving vehicles, handling money, holding keys, etc. Your Supervisor will let you know what type of criminal background checks, if any, are required and will give you instructions as to how they should be completed.

The Salvation Army requires renewal of Criminal Background Checks every three years. Your Supervisor will contact you when the time comes for renewal. Please note, a change in volunteer role and/or location may require a new Criminal Background Check to be undertaken. Volunteers who return any disclosable outcomes on a Criminal Background Check will be subject to a risk assessment and an agreed risk management plan. You are required to notify your Supervisor should your criminal background check status change, ie you have committed an offence.

WHAT'S NEXT

Orientation and Training

Orientation

By volunteering with The Salvation Army, you are joining a movement of people who believe in the idea that when you dedicate yourself to transforming the lives of others, you transform your own life as well. The aim of orientation is to help you become familiar with the mission, values and work of The Salvation Army and the Behind the Shield team. During the orientation you will be given the opportunity to familiarize yourself with the building and meet staff and fellow volunteers. Please do not hesitate to ask questions about anything you do not understand. We are happy you are here and want to assist you as best we can. It is your Supervisor's responsibility to ensure that you are introduced to staff, other volunteers, shown service amenities and have emergency procedures explained. You may be assigned a 'peer' support person (who may be a staff member or another volunteer).

Training

You will be required to undertake training, specific to your role as a volunteer. If you identify any gaps in your knowledge or training that you feel are needed to be effective in your role, please do not hesitate to advise your Supervisor.

Education seminars and other training may be held from time to time and you are encouraged to attend if they are of interest/applicable to your role.

Expenses/Reimbursements

Please know we are grateful for the generous contribution of your time but we cannot make payments, in cash or in kind, that relate to your attendance as a volunteer.

Your Supervisor or delegates (subject to divisional policy) has discretion to reimburse out-of-pocket expenses directly related to your volunteer role. However, please make sure that you get their approval before you purchase/commit to purchasing anything.

The Salvation Army has policies around reimbursements and payments and in most instances, you will have to provide a receipt or proof of purchase/payment. Ask your Supervisor as to what is required.

Grievances

The Salvation Army is committed to maintaining a workplace that encourages collaboration, cooperation and communication. Bullying, harassment and discrimination are not tolerated. If you believe that you have experienced or observed inappropriate workplace behaviour, we strongly encourage you to take action so that it can be resolved.

The Salvation Army understands this can be a difficult process and support is available. Please speak to your Supervisor in the first instance (if appropriate), another staff member (if appropriate) or any other Salvation Army Representative.

Resolving Issues

The Salvation Army is committed to resolving behaviour and performance issues in the most positive manner possible. This may be through approaches such as personal support and mentoring, via additional training and/or direct supervision, via reassignment and/ or verbal warnings. However, disciplinary action (including termination) may be necessary if a volunteer engages in unacceptable behaviour.

It is the responsibility of your Supervisor to intervene when behaviour is seen to be inappropriate. The Code of Conduct within this handbook provides a broad guideline as to what is considered acceptable and unacceptable behaviour.

Where there appears to be cause for the services of a volunteer to be suspended or terminated, the volunteer will be informed and given every opportunity to explain the situation from their perspective. However, please be aware that in cases of serious misconduct the services of a volunteer may be terminated with immediate effect.

Leaving The Salvation Army

You may resign from your voluntary role at any time and for any reason. The intention to resign should be communicated to your Supervisor with as much notice as possible. Preferably this would be with at least two weeks' notice and in writing. In some service areas, you may develop direct relations with clients or a partner community organization—in this case notifying a client or partner organization of your resignation must be planned and handled sensitively. You and your Supervisor should determine together the best approach to take. Your Supervisor can then formally notify a client or partner organization. Please ensure to return all Salvation Army property to your supervisor prior to leaving the organization.

We appreciate your perspective regarding your volunteering experience. Learning what aspects worked well and what you feel could be improved is invaluable to the evolution of our volunteer services. Your supervisor will be happy to have a conversation with you before you leave your position.

GLOSSARY

The following terms and definitions are either referred in this booklet or commonly used by The Salvation Army.

▶ IHQ	The Salvation Army International Headquarters.
▶ THQ	Territorial Headquarters.
▶ DHQ	Divisional Headquarters.
▶ Territory	A country, part of a country or several countries combined, in which Salvation Army work is organized under a territorial commander.
▶ Division	A number of corps grouped together, under the direction of a divisional commander.
▶ Corps	The name given to Salvation Army churches.
▶ Officer	A full-time paid member of The Salvation Army who is also an ordained minister of religion, and most often wears a uniform with red epaulets.
▶ Soldier	A member of The Salvation Army corps who has agreed to live their life according to the doctrines of The Salvation Army and may wear a uniform with blue epaulets.
▶ Salvation Army Representative	Salvation Army Officers, Chaplains or Soldiers responsible for specific areas of ministry within each corps.
▶ Client	Refers to anyone who comes to us for help and/or to whom we provide a service.

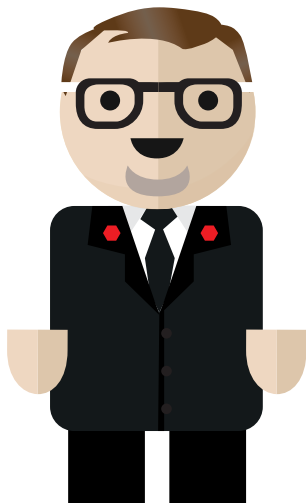
A FINAL WORD

**We hope that your volunteering experience is meaningful and positive.
Thank you for choosing this vital role with The Salvation Army.
Without our volunteers, there is no army!**

LOCATION:

CONTACT PERSON:

CONTACT DETAILS:



FUN FACT: “Donut Lassies”

In 1917, over 250 Salvation Army volunteers went overseas to France to provide supplies and baked goods, including donuts, to American soldiers. The women who served donuts to the troops fried them in the soldiers’ helmets.