

# WARM Philosophy

How to Have a  
Positive Experience  
and Make an Impact  
as a WARM Volunteer



Thank you for your commitment to helping low-income homeowners in our community live safely in the homes they work so hard to hold on to.

WARM unites people of compassion to rebuild homes and restore hope for our low-income neighbors. In 2017 alone, volunteers dedicated a whopping 23,615 hours of their time to helping homeowners in New Hanover, Pender and Brunswick Counties. While doing so, they not only gave their time, they established lasting relationships with the homeowners, other volunteers, and WARM staff.

At WARM, we follow strict guidelines and policies to ensure that we provide the best possible service to families in need. This is also a best practice in protecting those we serve, our volunteers, and WARM staff. We have provided material within the Mission Team Packet that explains our guidelines and policies.

We are a non-judgmental group of passionate team members that care about our community. It is important to avoid imposing our values on those we serve, but instead use this opportunity to learn from others. This is a time to remember to be respectful of each individual and understand that every household is unique, reserving judgment and abstaining from expressing our opinions to the homeowners. We do not make remarks on the general condition of the household and their surroundings. Likewise, we do not make comments about any race, class or category of people.

We acknowledge that some homeowners might feel overwhelmed or anxious as it is their personal space that is being repaired. We want to remember that each person has a unique personality and has a particular set of values, communication styles, and priorities. With this said, each homeowner will have their own way of expressing gratitude or even communicating with volunteers.

# WARM Philosophy

We understand that some of our beneficiaries are experiencing circumstances that go beyond what the eye can see. Death in the family, illnesses, depression and financial struggles are just a few examples of the challenges our homeowners face. For example, a WARM Mission Team spent a few days helping a homeowner in need who lives in Pender County. While they were there, they noticed that the woman's adult son was laying in his bed all day. A comment was made about this and someone inquired as to why he was not helping. To them, he appeared to be an able-bodied young man. In reality, he had been diagnosed with cancer and was undergoing chemotherapy treatments.

We operate under the assumption and expectation that our representatives and volunteers believe in the right of everyone to be treated with kindness and respect. In all of our activities, we do not discriminate based on race, gender, sex, religious beliefs, familial status, nationality, ethnicity, sexual orientation, gender identity, disability, age, veteran status or any other category protected by law.

Volunteers are encouraged to have an open line of communication with staff regarding their experience with WARM. We can be reached via email at [info@warmnc.org](mailto:info@warmnc.org) or by calling our office at (910) 399-7563.

Please consider taking our volunteer survey at the end of your experience: [http://warmnc.org/volunteer\\_bio.aspx](http://warmnc.org/volunteer_bio.aspx).

Most of all, open your mind and your hearts. We appreciate you taking the time to volunteer with WARM. You will truly make a positive change in the lives of others.