

NASSTA Volunteer Guidelines

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North America Shirdi Sai Temple of Atlanta (NASSTA), Inc.

700 James Burgess Road, Suwanee, GA-30024

Phone: 678-455-7200



Volunteer General Guidelines & Code of Conduct

NASSTA sincerely appreciates the earnest commitment and selfless efforts of the volunteers demonstrating the cardinal principles of Sai Path '**Shraddha**' and '**Saburi**'.

Every volunteer is requested to follow the general guidelines and code of conduct detailed below.

The NASSTA Volunteer is best characterized by the following values

SHRADDHA – NASSTA VOLUNTEER CODE OF ETHICS

S: *Sincerity of Purpose & Devotion*

H: *Humility and Helpfulness towards Devotees and Other Volunteers*

R: *Respect for Temple & its Mission*

A: *Acceptance of Temple Policies & Procedures*

D: *Dependable and Responsible*

D: *Dignity in Purpose and Action*

H: *Harmony and Respect to One & All*

A: *Attitude of Selflessness and Honesty*

1. Volunteering at NASSTA is considered as serving **SaiBaba** and His devotees with utmost respect, therefore, **it is a special privilege, not a right.**
2. NASSTA is represented by the Board of Trustees (BoT), Executive Committee, and Coordinators of various Committees.
3. NASSTA engages volunteers based on the need in various service areas such as Sanctum, Pooja, Kitchen, Front Desk, Parking Lot, PFC (maintenance). This is an “*at will*” relationship.
4. Volunteers must be at least **13 years** or above to start volunteering at the Temple. Volunteer must be at least 18 years to volunteer for cutting, cooking food or to handle equipment in the Temple kitchen. Volunteer must be at least 15 years to help in the parking lot.

5. NASSTA will not provide support for completing court ordered community service hours.
6. All volunteers need to register themselves through website or at front desk or with the Committee Coordinators or the EC; acknowledge the receipt of, read and follow the policies, procedures, guidelines and sign a release and waiver of liability form. These guidelines change periodically and volunteers are requested to familiarize themselves with the updates.
7. If a volunteer performs work at NASSTA, he/she explicitly acknowledges and accepts having signed the Release and Waiver of Liability form, whether or not they have actually physically signed it.
8. Volunteers are not official representatives of NASSTA and can't claim to act on behalf, unless appointed by the BoT.
9. Volunteers are encouraged to help each other and work together in harmony with diligence, humility, dignity, and kindness to create an ideal environment on the premises for all devotees.
10. As safety and comfort may become a concern, no volunteer may assign or delegate any service to another volunteer, or assume any authority over other volunteers in any role.
11. Additional guidelines, policies and procedures will apply for various Committees.
12. Tasks and timings for volunteer work are assigned only by the relevant Committee Coordinators.
13. Volunteering is honorable and volunteers are requested to kindly refrain from any kind of disputes.
14. Any incident or behavior which doesn't fit this code of conduct may be brought to the notice of NASSTA in writing. All such matters will be treated in a confidential manner. Decisions of BoT are final.
15. Volunteers should not engage themselves in any activity/solicitation/campaign of any nature for personal gain on the premises of NASSTA or utilize information and contacts obtained at NASSTA for such purposes. No Quid-pro-quo: Volunteer should not favor anyone or take advantage or expect something in return for their services at the Temple.
16. NASSTA is NOT liable for any personal disputes amongst volunteers.
17. No one under the influence of intoxicants (alcohol, drugs etc.,) are permitted to volunteer on the premises.
18. Certificates for service hours issued only after service is performed for a **minimum of 10 hours**. Please make sure the coordinator is aware, record the service hours in the logbook system duly verified by the coordinator.
19. In the absence of spirit and fraternity, NASSTA may revoke volunteer privileges of individuals at any time, without providing any notice or reason.



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Food Committee Volunteer Guidelines

Thank you for your interest to become a member of NASSTA Food Committee volunteers.

Volunteers Rules of Compliance:

- Volunteers are responsible for maintaining a clean and safe kitchen. Volunteers should frequently wash their hands and keep the workplace clean from any dirt and contamination.
- Work as a team – there is no leader or follower.
- Welcome/encourage and support other team members. A volunteer cannot and should not direct or supervise other volunteers, unless he or she is the coordinator. Every activity should be done through consensus and harmonious agreement, and volunteers should not interrupt or interfere with other volunteers work. All volunteers must be given the opportunity to do all tasks, e.g., different volunteers should carry Prasad to the Sanctum each week, and not the same one. Rotation of tasks is strongly recommended.
- Respect confidentiality and privacy.
- Be punctual and reliable.
- Undergo necessary training as requested.
- Ask for support when needed.
- Treat every devotee/volunteer as you would like to be treated with respect and dignity.
- Distribute Prasadam to all Sai devotees with compassion.
- Realize that each volunteer is unique and works up to his or her own abilities. Respect and encourage others to offer different perspectives.
- Volunteers will receive whatever is cooked in the kitchen along with the other devotees. The volunteers should not prepare special food items for themselves.
- Food Committee Coordinator may, at his or her discretion, authorize volunteers and devotees to take any leftover food items at the end of the day.
- If a devotee asks for anything other than what we offer at our Sai Kitchen, be respectful with body language, tone and tenor; and refer them to the Food Committee Coordinator.

- Volunteers should not get into an argument at any times with employees, other volunteers or devotees of the Temple.
- Direct your concerns/ suggestions to the Food Committee Coordinator or Temple management.
- Eating food in the kitchen area is strictly prohibited.
- Volunteers must be at least **13 years** old to serve food.
- Volunteers must be above **18 years** for cutting, cooking food or to handle equipment in the kitchen.
- Use correct lifting techniques at all times. Do not attempt to lift over 50 pounds without assistance.
- Report any injuries or hazards that you notice in the kitchen to the Food Coordinator or Temple management.
- No one under the influence of intoxicants (example: alcohol or drugs) will be permitted to work in the kitchen.
- If you are ill with cold or Flu symptoms, please stay home.
- Always try to maintain a BIG smile and positive spirit.
- Kitchen should be quiet and clean for safety reasons, and no gossip or social gatherings amongst volunteers is allowed.
- Volunteers are expected to wear hair net and gloves in the Kitchen.
- Wear footwear that covers your toes and are not high heeled. Use non slippery, skid proof shoe covers.
- In case of emergencies:
 - Fire or Medical – Call 911
 - Gas and Water leakage – contact Food Coordinator or Temple President.

Kitchen Duties:

Some of the duties include, but are not limited to:

- Helping Cook in preparation of food.
- Cooking Prasadam when required.

- Serving food to devotees.
- Arranging dining room chairs and tables.
- Replenish plates, spoons, napkins, water cups in the Dining hall.
- Maintaining the facility (Kitchen and dining hall) clean and hygienic.
- Washing dishes, if required
- Emptying trash cans, if required
- Procuring kitchen items, if required
- Organizing supplies room, pantry room, freezer and cooler - working with the Cook.

Kitchen Sales:

- At the end of Saturday/Sunday or after special Kitchen sales, the kitchen volunteer deposits the kitchen collection at the Front Desk.
- Here are few of things that the Kitchen volunteer will need to pay attention:
 - Keep \$50 in the kitchen safe deposit box.
 - Get end of the day credit card report from Kitchen credit card machine.
 - Calculate Total amount = (Cash + Checks + CC amount from the credit card report).
 - Deposit the Total amount at Front Desk along with the credit card report.

All volunteers will be assigned tasks by the Food Committee Coordinator.

Volunteers may, at any time, be asked to change their responsibility by the Food Committee Coordinator. In such situations, volunteers are expected to accept the change responsibly, willingly and without any reservation.

The use of the same volunteer for a particular task for several weeks should be avoided, and all volunteers should be given equal opportunity.

Remember, we are here to serve our beloved SaiBaba and we need to appreciate the opportunity to help and assist our fellow Sai Devotees and to serve with humility and devotion.

Let us join hands and pledge together in the name of our Lord, project ourselves as model team and give the “WOW” experience to all our Sai devotees. Thank you for your time and help.

May the blessings of our Baba be always with you!!!



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Pooja Committee Volunteer Guidelines

Thank you for your interest to become a member of NASSTA Pooja Committee volunteer.

Guidelines:

- Volunteers must enter and exit from the front door except in case of emergencies.
- All procurements of puja supplies must be authorized by the Pooja Coordinator and signature of the Coordinator is needed for reimbursement of invoices.
- Volunteers cannot supervise or direct other volunteers and all work should be done by consensus and harmonious agreement.
- All volunteers must work with others in good faith, assisting them and be accepting from them.

Duties may include:

- Cleaning of the floor around Sanctum.
- Cleaning of Baba Paduka's (to be performed by Rithviks only).
- Arranging flowers in vases and making garlands when needed.
- Cleaning silver puja items and assist Coordinator to keep Pooja room clean when needed.
- Assist priests with towels during Baba Abhishekam (to be performed by Rithviks only).
- Arrange and set up plates with fruits/flowers, etc., during Sai Vratam, Satyanarayana Vratam and other Temple events.
- During Aarti times, help devotees form a line and participate in Chamara Seva in a respectful manner.
- After Aarti, take offered Prasadam to kitchen area for devotee's distribution.
- After Sej Aarti, take offered milk Theerth to kitchen area for devotee's distribution.
- Assist in distribution of fruits/nuts as requested by the priests.
- Assist in keeping sanctum clean and help maintaining silence at all times.
- Ensure that the traffic flows well in and out of the Sanctum during busy times, and that hall capacities are not exceed for safety reasons and comfort.
- Access to Pooja supplies room near Sanctum is restricted only to authorized people.



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Parking Volunteer Guidelines

Please review and follow the guidelines and duties listed below carefully. If you have any questions, kindly contact the Volunteer Coordinator and/or the Executive Committee.

Duties and Guidelines:

- Volunteers must be **at least 15 years old** to help in the parking lot.
- Your safety is your first responsibility. Therefore, do not stand in the middle of roads, driveways or passages; never stand behind or in front of cars; stay at a safe distance from moving vehicles.
- Please undergo orientation before starting the parking assignment.
- Do not engage in any sort of arguments with Devotees.
- Direct devotees to park their cars safely and properly.
- Never direct traffic on public roads (Ex: James Burgess Road). Direct traffic only **inside** the temple premises or at designated offsite locations.
Note: Only police officers are authorized to direct traffic on public roads.
- Always wear a visible vest or indicator to show that you are a parking volunteer. Make sure devotees can easily see/identify you while you are directing cars.
- If it is dark, make sure you use a visible traffic aid (search light, red light stick, blinking light, etc.,) so that drivers can see you clearly.
- Report any unsafe or hazards that you notice in the parking areas to the Volunteer Coordinator or EC.
- If you are driving devotees between Temple and offsite parking lots, ensure the following:
 - Follow all traffic rules
 - You have valid driving license
 - Your car has an appropriate tag
 - You have valid insurance coverage



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Front Desk Volunteer Guidelines

Thank you for your interest in becoming a member of NASSTA Front Desk volunteers.

Please review the following guidelines and duties carefully.

If you have any questions, please do not hesitate to contact Treasurers.

Front Desk Services:

1. Greet all the devotees with respect.
2. Please undergo orientation with Treasurers before starting the assignment at Front Desk (POS).
3. Some of the front desk duties include:
 - Booking a Service (Ex: Archana, Abhishekam, Food Sponsorships, etc.,)
 - Answering phone calls:
 - For anything related to Pooja, auspicious date/time, see if the priest is free and ask him to take the call or write down devotee's info and pass it to the priests.
 - Please refer to Temple website/flyers at Front Desk for information regarding: Temple Timings, Vahana Pooja Timings, Pradakshina timing or Items needed, etc.,
 - Close the register at the end of the day.
 - Support Temple events.
4. Adhere to the Temple Policies and Procedures.
5. No solicitation is allowed at the Front Desk or in the Temple Premises.
6. No social chat at the front desk, when a devotee needs your attention.
7. Devotee's addresses, phone numbers and all other personal information should be kept confidential.
8. All the payments received (cash & checks) should be kept safely and securely.
9. Record valuables (Ex: Gold, silver, etc.,) donations received from devotees.

Front Desk Schedule:

1. Comply promptly with assigned volunteer schedule.
2. Be punctual and reliable - Give prior notice if your availability changes
3. Inform Treasurers if you are not available for continuing to volunteer at the Front Desk.

See "**NASSTA Front-desk Operations Orientation**" presentation for operating procedures.

If you have a suggestion for improvement of devotee experience, please give your input/ suggestions in writing to the Temple Management.