



Frequently Asked Questions Volunteering with BEAR

Thank you so much for your interest in volunteering with us! We would not be able to serve thousands of children without the help of our amazing community!

Below you will see the answers to frequently asked questions. Please read over the answers carefully. If you cannot find the answer to your question, please contact our Volunteer Coordinator, Alexis Evans, directly at Alexis.Evans@harriscountytexas.gov

I'd love to volunteer! How do I see what opportunities are available?

If you are interested in volunteering with us, please visit our volunteer portal ~ VolunteerHub, where you will find all current volunteer opportunities. Visit: www.bearesourcehouston.volunteerhub.com to get started!

Is there a minimum age to volunteer at BEAR?

For most events, there are no age restrictions when volunteering for BEAR's events. We do however ask that all children under the age of 18 be accompanied by an adult during the entire volunteer shift.

Do I have to stay with my child while they volunteer if they are a minor?

Yes, anyone under the age of 18 MUST be accompanied by an adult while volunteering. The parent/guardian does not have to personally volunteer. However, they do have to be present.

- If the adult/guardian would like to volunteer alongside their child, they will need to create their own profile and register for the event through VolunteerHub.

If my child wants to volunteer, do I need to create a profile for my child through VolunteerHub?

Yes, every single person (minors included) that wishes to come volunteer, is required to have a profile through VolunteerHub.

- When making your child's profile, please use the parent or guardian's email address with the child's name. Each person's name serves as a placeholder for that slot to volunteer, even minors.

How do I give my child permission to volunteer at BEAR through VolunteerHub?

The permission will be sent to the email address used when creating the minor's profile. As the parent/guardian, you will need to accept or deny permission before the volunteer opportunity begins.

- Please make sure to check your junk or spam folder for the email.

Am I able to sign the liability waiver in person on the day of the event?

No, the waiver will need to be signed digitally before the event. Once you sign-up for an event in VolunteerHub, you will see the waiver pop-up, and you will be able to sign it right there and then.

Am I able to sign the minor waiver in person on the day of the event?

No, the waiver must be signed digitally through the email address that was used when creating the minor's profile.

Help! I can't remember my username and password. Is there a way you can sign me in?

No worries! You can search for your profile by using the phone number you registered your account with at the kiosk.

How can I check how many volunteer hours I currently have?

On the VolunteerHub homepage, in the top right-hand corner by your name, click the arrow to view hours. This shows how many current recorded hours you have. Also, on the top right-hand part of the screen, there is a print button that you can easily click to print a current summary of your hours.

- If you need an official document on letterhead of your hours, please contact our Volunteer Coordinator, Alexis Evans at Alexis.Evans@harriscountytexas.gov or at 713-274-9896.

I'd like to come volunteer on a certain day or month, but I don't see any volunteer events currently listed on VolunteerHub. Are there any other ways that I can volunteer?

Yes, absolutely! Virtual volunteer opportunities provide support to BEAR's programs when on-site opportunities are not available. Virtual volunteer opportunities include creating BEAR Bags, Hygiene Packs, School Bags, and Hosting a Drive. These virtual opportunities are a huge help in keeping our BEAR room stocked year-round! More information on how to get started can be found on our website: www.bearesoucehouston.org under the "Get Involved Tab."

Thank you again for your interest in volunteering with BEAR! Whether you volunteer on-site, off-site, or virtually you will be making a direct impact in the life of a child! From all of us at BEAR ~ THANK YOU!

