

*Out of the Cold*  
*Centre County*

*Volunteer Manual*

*2020-2021*

# Out of the Cold Centre County Training Manual

*2020-2021*

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*Last revised: 2/01/2021*

**OOTC was established February 2011 by Centre County Community Safety Net**

## **HISTORY**

On February 5, 2010, Ruth Donahue, the former Executive Director of Interfaith Human Services, called a meeting of the human service agencies and congregations in the State College area with the purpose of addressing the issue of homelessness in our county. The week before a man from Bellefonte who was homeless died while sleeping out in the cold in a tent. It was decided at that meeting to create a program that involved local congregations opening their doors to the people who are homeless in our area to provide a safe, warm place to sleep. From this meeting Out of the Cold: Centre County was born. Over the next year a group met to set up a structure for the program, set guidelines and to begin asking congregations to participate in the program as host sites.

- In November 2011, the program opened its doors for the first season with 4 participating congregations serving as host sites.
- In season 3 we had 10 participating congregations.
- In season 5 the program grew to include 13 congregations.
- For season 9 we have a total of 14 participating congregations.

In April, 2015, we became a 501(c)3 non-profit organization. 2020 was the first year that we have been able to operate an overnight shelter year-round.

## **GENERAL INFORMATION**

- Contact information for OOTC staff and area services are included in this manual
- No clearances are needed since OOTC serves adults only (over the age 18).
- All volunteers are requested to attend a training session before they serve on site.
- The night shelter program is open from 8 PM to approximately 8am every day.
- There is a Day Shelter and Resource Center:
  - Location: 318 South Atherton Street State College, PA 16801
  - Hours: 9AM- 7PM, Monday-Friday and Saturday and Sunday, 10am-4pm.
- Residents of Centre County can use the shelter as long as necessary. Persons from outside Centre County who need shelter are limited to a 30-day stay. During COVID, we are not accepting out of county residents unless they have a direct referral. Extensions will be granted to guests employed, or working with an agency or caseworker to obtain housing in Centre County.

All guests will go through an intake interview on their first day in the program for the season (must be completed within 48 hours). The Program Manager or Case Worker will conduct these assessments, in private, at the day shelter or evening host site. Oversight for OOTC3 is provided by several Board of Directors with each participating congregation having one voting member on the Board.

This manual will describe the program, the volunteer responsibilities, the guest registration process, the safety code, and community resources. Thank you for your participation in the Out of the Cold: Centre County ministry.

2020-21 SCHEDULE- A list of participating churches and the schedule is available upon request. Please contact Kendra Gettig, Board Chair at [kendra@calvarysc.org](mailto:kendra@calvarysc.org)

### **PROGRAM GUIDELINES**

- No guests under the age of 18 are permitted to sleep in the overnight site shelter.
- Guests must call the OOTC3 registration phone to reserve a space for the night or reserve their cot at the host site the prior evening.
- Guests arrive at the site of the night shelter between 8:00 – 10:00 P.M. Dinner will not be served after 10pm unless a guest is coming in late from work.
- No guests will be accepted into the site after 11:00 P.M. unless the person is working late and has noted this when they registered for the evening or has permission from OOTC staff.
- Men and women will be assigned separate sleeping areas.
- Provisions: A cot, 3 blankets, dinner, snacks, breakfast and drinks will be supplied to each guest.
- No visitors are permitted; Only registered guests and volunteers.
- Quiet time begins at 11:00 P.M.
- All guests must leave the site by 7:00 a.m. each morning.
- No pets are allowed on the site. Service animals are permitted (See Service Animal Information).
- Overnight Staff are on site from 10pm-8am at the overnight shelter. Churches and hosting sites help with hosting volunteers and providing prepared meals.
- Volunteers are requested to receive training before they serve at the shelter for the first time.

### **ELIGIBILITY FOR ADMITTANCE TO OOTC3**

- Residents of Centre County in need of overnight shelter are invited to register and use the ministry as long as necessary.
- Persons from outside Centre County who need shelter are limited to a 30 day stay. Currently OOTC is not accepting out of county residents due to the COVID pandemic. Extensions will be granted to guests employed, or working with an agency or caseworker to obtain housing in Centre County.
- Persons who come from a medical facility must be approved by the OOTC staff prior to entrance into OOTC3. A phone assessment will be conducted to ensure that the person is medically stable and has all necessary resources in place (medications, insurance, medical assistance application, etc.). Persons may not be dropped off or stop in at a host site expecting an overnight stay.

## **REGISTRATION**

Ways guests can register for the program:

- Potential guests may call OOTC3 at 814-852-8864 to register by 7:00 P.M.
- Potential guests may come to the day shelter and resource center before 1pm to do an in-person intake.
- Current guests may sign up for the following night prior to leaving the host site.
- Current guests are asked to call the registration phone if their plans change and they are not coming that evening.

The first time a guest stays at Out of the Cold, they will undergo an intake process. They will sign the House Rules and Safety Code paper. Knives and other weapons that are brought in to the host site will be locked up for the night. Guns are not allowed at the host site and if a guest has a gun, the staff will call 911.

## **IMPORTANT PHONE NUMBERS**

### **Guest Registration and OOTC On-Call Staff: 814-852-8864**

- Guests are asked to call to register by 7:00 P.M.
- When the Program Manager is unavailable, calls will be forwarded to the On-Call Staff who will take registrations and relay any other questions or information back to the Program Manager or Guest Advocate.

### **On-Site Shelter Phone: 814.470.5228**

- Note: This phone travels with the shelter. Please use this number, NOT the phone number of the host church.
- Guests working past 11:00 P.M. will need to call the on-site shelter phone for a uber ride to the host site or to be admitted after hours.
- The Program Manager or designee will use this number to communicate any late evening questions or concerns to the host site. Volunteers and Overnight Staff should have this phone close by during their shifts in case of emergency.

## **SAFETY GUIDELINES**

Out of the Cold: Centre County is committed to the safety of its volunteers and guests. To this end, we have adopted the following Safety Guidelines:

- Overnight staff is awake and on site from 10P.M.-8A.M. The staff should be sitting in a place that allows him or her to see all sleeping areas, to monitor the movement of the guests all night.
- Guests will be asked if they have a criminal background. Guests will be assured that answering these questions will not exclude them from the program because participation is dependent upon behavior at the host site.
  - Guests who are Megan's Law offenders may be asked to leave early in the morning if the host site runs a daycare center.
- We will run a warrant check on all out of county guests.

- Guests will be asked if they have any physical or mental health issues we should be aware of or anything that would be helpful for the staff and volunteers to know.
- All volunteers are invited to attend special training sessions when available: e.g. Mental Health or Safety classes.

### **SAFETY FIRST PROTOCOL**

- CALL 911 if the crisis is life threatening or there is any fear for the safety of a volunteer or guest.
- If a situation is not life-threatening call the Program Manager or On-Call staff for guidance.

### **House Rules (detailed) and Safety Code:**

- **ADMITTANCE TO SHELTER:** To spend the night at the shelter site, guests must register by calling the guest registration phone number (814.852.8864) or register at the shelter site on the sign-up sheet. First time guests of Out of the Cold must participate in an intake interview with a staff member. If a returning guest has not been at the shelter for more than 1 month, a new intake will be completed. If a guest requests an overnight stay, but doesn't show up for 3 nights, their space is forfeited.
- **ARRIVAL:** Guests must arrive at the shelter site between 8:00 p.m. and 10:00 p.m.
- **ADULTS ONLY:** All guests must be 18 years old to stay at the shelter. If a guest is underage, the police and other agencies will be contacted that can assist in finding shelter arrangements.
- **SLEEPING ARRANGEMENTS:** Men and women sleep in separate rooms or separate assigned areas. Guests are assigned a cot and given three blankets during their stay.
- **PERSONAL BELONGINGS:** Guests are responsible for their personal belongings. Some shelter sites may require guests to take belongings with them each day. OOTC and host sites are not liable for any lost or stolen personal belongings. There is limited but additional storage for personal belongings at the day shelter and resource center.
- **MEDICATION:** Medications must be kept with personal belongings. Volunteers and staff may not dispense prescribed medication. OOTC will not be held liable for lost or stolen medication.
- **QUIET TIME:** Quiet time begins at 11:00 p.m and ends at 6:30am. Do not use your phone or other electronic devices during these hours, unless you are using headphones. No phone conversations after 11pm. Guests should stay on cots until 5:30 am.
- **WAKE UP AND DEPARTURE:** Guests are asked to be up by 6:15am and leave the host site by 7:30 a.m (these times are site dependent and will be announced at each site). Before leaving

each morning, guests should place belongings on their cots and help clean up around the shelter. No open food should be left behind.

- **WEAPONS:** No guns are allowed on site. If a gun is found in possession, the police will be called. All other weapons will be put into a labeled bag and placed in a secure lock box. Items will be returned upon departure. If a volunteer finds that a guest is in possession of a weapon, there will be a formal consequence.
- **ALCOHOL/DRUGS:** No alcohol or drugs are allowed on the site. If a guest comes to the site with any alcohol or drugs, they will be given a formal consequence.
- **BEHAVIOR:** The shelter should be a safe and respectful environment. If a guest's behavior is unsafe or disrespectful (after being reminded), there will be a formal consequence.
- **VIOLENCE:** Physical violence toward anyone on the site is not acceptable. Any use of violence, will result in a formal consequence.
- **LANGUAGE:** Threatening or abusive language, bullying or harassing tones is not tolerated.
- **SMOKING:** The use of tobacco products is allowed only in designated areas at the shelter site. Guests must abide by the final smoke policy of the host site. It is not acceptable to leave or throw cigarette butts anywhere on site property except in the designated receptacles.
- **APPROPRIATE ATTIRE:** Guests should be clothed at all times. No changing of clothes in common areas.
- **PHOTOS or VIDEOS:** No photos or videos may be taken of other guests while on site.
- **SERVICE ANIMALS:** Pets are not allowed at the shelter sites. Service animals may be allowed to stay given the following: It is the guest's responsibility to clean-up and care for the service animal. If the service animal injures someone or causes damages, the service animal will have to leave the site.
  - **SITE PROPERTY:** Damaging or defacing site property may be cause for exiting the program.
  - **DESIGNATED CHURCH AREAS:** There are designated areas for Out of the Cold at each shelter site. Anything outside of those designated areas is off-limits.
  - **COVID GUIDELINES:** Masks must be worn at all times, except on cots and while eating. There are rules and policies specific to COVID-19 which can be found on a separate document. If a guest refuses to wear a mask, there will be a formal consequence.
- **DAY SHELTER & RESOURCE CENTER:** All guests are invited and encouraged to utilize the day shelter space, located at 318 South Atherton Street. Hours are Monday-Friday from 9am-2pm. Guests are expected to do regular meetings and work on their personal plan for housing and other resources with OOTC staff. The day shelter and resource center offers

showers, laundry, a mid-day meal, access to phone and computers/printer and other basic needs.

## **Consequences:**

Consequences vary depending upon infraction. Consequences will be enforced to guarantee the safety of guests, volunteers, and staff. The rules and consequences will remain consistent from site to site and will be enforced accordingly.

- If a guest brings a gun into the site, the guest will be expelled from the program for the season.
- If a guest physically harms another person on site, that guest will be expelled from the program for the season.
- If a guest is expelled from the OOTC3 program that guest may not be admitted to any OOTC program site for the season. We will provide basic needs case management by appointment only.
- If a guest has a knife or other weapon (other than a gun) and does not inform and give all weapons to the volunteer, the following will result:
  - 1: The guest will receive a verbal warning.
  - 2: The guest will be expelled from the program for 3 days.
  - 3: The guest will be expelled from the program for a month.
- If a guest brings drugs or alcohol to the site, the substance will be confiscated and the following will result:
  - 1: The guest will receive a verbal warning.
  - 2: The guest will be expelled from the program for 3 days.
  - 3: The guest will be expelled from the program for 2 weeks.
  - 4: The guest will be expelled from the program for a month.

*If a guest refuses to turn over the substance, the police will be called.*
- If a guest becomes verbally or physically aggressive, disrespectful or abusive, the following will result:
  - 1: The guest will receive a verbal warning.
  - 2: The guest will be asked to leave for one night.
  - 3: The guest will be expelled from the program for 3 days.
  - 4: The guest will be expelled from the program for 2 weeks.
  - 5: The guest will be expelled from the program for a month.

*If a guest is not able to be calmed down or continues to be aggressive, the police will be called.*
- Breaking any other house rule or safety code violation during the season will result in the following:
  - 1: The guest will receive a verbal warning.
  - 2: The guest will be asked to leave for one night.
  - 3: The guest will be expelled from the program for 3 days.
  - 4: The guest will be expelled from the program for a month.



*Return of any guest after a consequence should be dependent on the guest agreeing to meet with staff during the day and outlining a plan to avoid specific behaviors that have been causing the need for consequences.*

## **FLEXIBLE AND INFLEXIBLE GUIDELINES**

There are some guidelines that leave room for flexibility. Others, primarily related to safety, do not. Because some volunteers serve at multiple sites, please communicate the following to the Program Manager at least one week prior to your shelter rotation. These guidelines will then be updated in the front of the program binder behind the emergency information for your shelter.

The site coordinator should help to ensure all volunteers and OOTC staff know the following:

### **Flexible:**

- Time for volunteers to arrive at the shelter each evening.
- Guest admittance time: for lobby & for sign-in.
- Morning departure times (for guests & overnight volunteers).
- Maximum number of guests on site and overflow protocol.
- “Last smoke” time.
- Permittance for guests to leave belongings on site.

### **Inflexible:**

Once signed in, guests may NOT leave the property and then return without permission from BOTH site coordinator and OOTC staff.

## **SHELTER VOLUNTEERS AND THEIR RESPONSIBILITIES**

**SITE COORDINATOR:** *The central contact person for the program while it is hosted at that congregation’s site. This person can, but does not have to be, the site representative to the OOTC3 Board of Directors. He/she agrees to:*

- Represent their congregation at monthly Board of Directors meetings.
- Recruit and schedule ALL volunteers needed during the host period using Sign-Up Genius:
  - Host coordinators--one needed each night
  - Overnight volunteers if your hosting site deems necessary in addition to OOTC Overnight Staff
  - Meal providers, Information on set up, service, and cleanup for hosts and OOTC staff
  - 2-3 People to be present to unload the supply truck on the first MORNING at host site
  - 2-3 People to be present to load the supply truck on the last MORNING at host site

- Communicate with the Program Manager and Board Chair regarding any staffing difficulties as early as possible to allow time to recruit additional volunteers.
- Coordinate with Program Manager supply needs: cleaning supplies, tokens, wipes, trash bags, blankets, etc.
- Schedule and provide training session(s) for all volunteers and communicate information regarding time, place, and facilitator to their volunteers and to the OOTC3 Board.
- Is willing and able to answer questions regarding scheduled training sessions and the content of the training manual.
- Maintains a list of trained volunteers, contact information, and a copy of the Volunteer Disclosure form signed by each volunteer.
- Visit the current host site the week before their congregation hosts the program, as it is imperative that this person is up to date on both the program and the current guests.
- Coordinate transportation as needed (buses, taxis, etc.) with the Program Manager at least one week prior to hosting dates to allow time to get bus route information, tokens, taxis, etc. arranged and guests informed of site changes.
- Agree to abide by all program guidelines, including overflow protocols.
- Overflow protocols will be established on a site by site basis based upon available space and as agreed upon by Site Coordinator and OOTC Program Manager.

**HOST:** *Assists with getting the site ready for the guests each evening; facilitates guest registration and sign-in procedures; serves as liaison to Site Coordinator and Program Manager or On-call staff. Helps from approx. 8:00-11:00 p.m. and agrees to:*

***Prior to guest arrival:***

- Arrive between 7:45 & 8:00 p.m.
- Prep registration area: Make sure there is a thermometer, masks, sign up sheets, and other registration materials, etc.
- Check on-site shelter phone for updates. (Please be sure the phone stays charged.)
- Update guest sign-in sheet as needed.
- Program Manager or On-Call Staff will text the on-site shelter phone with updated registration information by 7:30 p.m. This can also be sent to the hosting OOTC staff if desired.
- Intake calls or inquiries after 10 p.m. will be forwarded to the on-site shelter phone.
- Guests will, upon arrival, sign the three sheets.
- Once signed in, guests are not permitted to leave the property until morning. If a guest chooses to leave, they are not permitted readmittance that evening without PRIOR permission from site coordinator AND program manager.
- Have the lockbox by registration area. Be sure there are ziplocks and a marker for guests to put belongings in (such as knives).
- Move OOTC3 white sandwich board sign outside the door guests should enter.
- Ensure all volunteers and staff are familiar with facility and responsibilities.
- Make sure sleeping areas are prepared:

- Arrange cots, blankets (3 per guest), storage bins labeled with each guest's name for storage. If you have room and enough chairs, guests like having a chair by their cot.
- Set out hygiene and other guest supplies (cleaning materials, garbage bags, first aid, etc.)
- Alert Site Coordinator or Program Manager about any needs: blankets, supplies, etc. ASAP.
- Help with dinner service
- Prepare coffee/hot water, set out meal, tableware, trash cans, etc.
- Provide instructions, as appropriate, to overnight staff for cleanup, storage of leftovers, trash disposal, etc.

***Guest arrival:***

- Open doors and welcome guests.
- Have each guest sign in, register for the next day, and agree to safety code.
- If a guest is not on the list and there is room, ask the Program Manager or On Call Staff to make a determination for admittance (if intake is required they will arrange to do so).
- Place any guest weapons (pepper spray or knives) in a ziplock bag with their name on it. Put the bag in the lockbox.
- Once all guests have registered for the evening, lock the box, give the key to one of the overnight staff and determine where the key will be left the following morning.
- Show guests the facilities, particularly bathrooms and showers, if available.
- Once everyone is checked in, engage with the guests. Introduce yourself (first name only is best)
- NO VISITORS are permitted: only guests and scheduled volunteers.

**Do's and Don'ts**

*Do...*

- Use only your first name.
- Invite guests back.
- Engage the guests in conversation.
- Feel free to bring the newspaper, magazines or books for the guests (please remove any address labels from magazines before you bring them to the site).

*Don't...*

- Give out money.
- Use your last name.
- Share your address.
- Give out any medications, including over-the-counter medications.
- Transport guests and/or offer rides to guests.
- Give out ANY phone numbers except the registration number or the host phone number for guests who are working late.

## **COMMON QUESTIONS:**

### ***What If ... ?***

A guest needs to use the phone?

Guests can use the on-site shelter phone for calls related to work or assistance or to reach out to family. Facility phones are off-limits. Volunteers are encouraged to bring their cell phones for personal use. Emergency telephone numbers can be found in the program notebook.

A guest needs medicine?

Volunteers are not authorized to dispense medicine. If a guest is not well, the volunteer will provide comfort care. The volunteer will dial 911 for all medical emergencies. Also, no over-the-counter medications (for example aspirin, tums, etc.) are to be given to the guests at any time by the volunteers.

There is a medical emergency?

First Aid kits and rubber gloves are available for use by volunteers. If there is a medical emergency, volunteers are to contact emergency medical help by dialing 911. (Volunteers are not required to have CPR training.)

A guest is uncooperative, disruptive or combative?

It is recommended that the Center for Community Resources be called to intervene in any mental health crisis: 1.800.643.5432. However, the staff host or volunteers may refuse to admit or ask a guest to leave who is not cooperative, or is disruptive or combative. Please also notify on-call staff immediately when this happens.

A guest needs to store something in the fridge?

If a guest needs to store a medication or food in the refrigerator, they may do so, but a volunteer must label and place the item in the refrigerator. Each facility will indicate what refrigerator space can be used by OOTC3.

A guest is a late arrival?

If someone arrives after 11:00 p.m. the on-call staff should be contacted to determine admittance. Centre Helps can be contacted at 814.237.5855 if admittance to Out of the Cold is not possible that evening. They can put people up in hotels for one night and then they can do an intake at OOTC3 the next day.

Thank you for volunteering!! Out of the Cold: Centre County depends on volunteers like you. Your commitment to help the homeless in Centre County will ensure that all people in our community have a safe, warm place to stay when they need it. Please keep the ministry in your prayers and let us know if you're willing to serve at other sites.

## **TRANSPORTATION POLICY**

Out of the Cold: Centre County will provide bus tokens for guests if there is a bus stop within a few blocks of the host site and the bus stops between the hours of 8:00 p.m. to 11:00 p.m. OR 7:00 a.m. to 7:30 a.m. Buses can provide transfer slips to other bus lines for extended trips.

Out of the Cold: Centre County will provide a taxi for guests to and from an outlying host site when bus service or host-site shuttle is NOT available. The shuttle or taxi will pick guests at the municipal lot on Beaver/Allen Street near Schlow Library beginning at 8:00 p.m. and deliver guests to the host site. The shuttle/taxi will return guests to the same location the following morning.

A taxi can be arranged specifically for a guest, for the following reasons: if a guest is working late (after 10:00 p.m. and/or if no bus service is available) or if a guest is experiencing some type of medical problem and bus service isn't an option for him or her.

The Program Manager, Designee or Host Coordinator will make arrangements with Handy Delivery taxi service as needed. The password to set up a taxi is "grace." Do NOT give this password to guests!

## **SERVICE ANIMALS**

In keeping with requirements under the Americans with Disabilities Act (ADA):

Service animals are defined as dogs or miniature horses ONLY that are individually trained to do work to perform tasks for people with disabilities. Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person's disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

- Service animals will be permitted to accompany people with disabilities in all areas of the facility where the public is normally allowed to go.
- Service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.
- Volunteers are only permitted limited inquiries when it is not obvious what service an animal
- provides. Volunteers may ask two questions:
  - ○ Is the dog a service animal required because of a disability?
  - ○ What work or task has the dog been trained to perform?
- Volunteers cannot ask about the person's disability, require medical documentation, require a special identification card or training documentation for the dog, or ask that the dog demonstrate its ability to perform the work or task.
- Allergies and fear of dogs are not valid reasons for denying access or refusing service to people using service animals. When a guest who is allergic to dog dander and a person with a service dog are both present they should be accommodated by assigning them to different locations within the room or building to whatever extent possible
- A person with a disability can only be asked to remove their service animal if:

- ○ The dog is out of control and the handler does not take effective action to control the dog OR The dog is not housebroken.
- When there is a legitimate reason to ask that a service animal be removed, volunteers must offer the person with the disability the opportunity to remain at OOTC3 without the dog's presence.
- OOTC3 volunteers are not required to provide care for a service animal.

## **COMMUNITY RESOURCES**

The following are just a few resources that volunteers might share with guests who express a need to access assistance. Each of the following programs can provide assessments in order to be sure that the individual is receiving appropriate referrals.

### **Centre Helps 814.237.5855, 410 S. Fraser Street, State College, 800.494.2500**

- Emotional and crisis support, suicide hotline
- Alcohol and other drug information and referral
- Support group information
- Emergency Food
- Human services information and referral
- Basic needs case management

### **Centre Safe 877.234.5050, 140 W. Nittany Avenue, State College**

- Emotional and crisis support
- Emergency Shelter for survivors of domestic and sexual violence
- Individual Counseling, Support Groups and Advocacy
- Relocation assistance
- Information and referral

### **Center for Community Resources (CRISIS) , 800.643.5432 2100 East College Avenue, Suite A, State College, PA 16801**

- Crisis intervention
- Emergency services - 24 hours
- Mobile Crisis Units
- Counseling and Mental Health services
- Information services

### **Housing Transitions, Inc. 814.237.4863, 217 E. Nittany Avenue, State College**

Centre House (shelter site), 814.237.5508

- Emergency Shelter for homeless
- Housing Case Management
- Emergency Food Pantry
- Supportive Services Only
- Case Management

**Centre Volunteers in Medicine (CVIM) 814.231.4043 2520 Green Tech Drive, State College**

- Medical and dental care
- Case management
- Necessary medications

**Centre County Youth Service Bureau, 814.237.5731, 334 S. Burrowes Street, State College**

- Transitional Housing program for youth ages 16-21

**Interfaith Human Services, 814.234.7731, 251 Easterly Parkway, Suite 200, State College**

- Emergency financial assistance
- Budgeting classes
- Free furniture and appliances
- Money Management program
- Rental assistance
- Representative Payee program

**Veterans Multi-Service Ctr, 814.308.9774 233 Easterly Parkway, Suite 103, State College  
844.226.0368**

- Supportive Services to very low income Veterans and their families experiencing homelessness or are at risk of losing their homes
- Case management
- Housing counseling
- Legal support
- Credit repair and financial planning services
- Time-limited, temporary financial assistance for rent, utilities, and security deposits.

**Centre County Office of Aging 814.355.6716, 420 Holmes Street, Bellefonte**

- Health insurance counseling for Medicare recipients
- Home delivered meals
- Investigations of abuse, neglect, exploitation or abandonment of older adults
- Long term care ombudsman services
- Nursing home transition services and casework services
- Funding to outside organizations for personal care services, transportation, adult day services, and legal assistance for those who qualify

**PA CareerLink Centre County 814.548.7587, 240 Match Factory Place, Bellefonte**

- Job Gateway with job listings
- Help with resumes
- Help with job searches

**DAYTIME RESOURCES**

Opportunity Centre Clubhouse, 814.867.1454, 2603 E. College Ave., Suite E2

Must have county referral or have an MH/ID/MA card. Must be diagnosed with an Axis I mental health disorder (doctor diagnosis). Offers daytime services M-F until 3:00 p.m. \$1.00 hot lunches offered during the week. Transportation offered to clubhouse (must be eligible for services and call in advance to get a spot on transportation list).

St. Andrew's Episcopal Church (Food) 814. 237.7659, 208 West Foster Avenue  
Community Café: Free soup and bread dinner served by church. Held every Thursday from 5:00 p.m. to 6:45 p.m. All are welcome.

St. Paul's United Methodist Church (Food), 814.237.2163, 250 E. College Avenue  
Bread Basket Community Kitchen: Held Wednesdays from 11 a.m. to 1:00 p.m. during PSU Fall/Spring semesters in the social room in the church building. All are welcome.



**Volunteer Disclosure Agreement: 2020-2021 (applicable to all OOTC3 volunteer activities)**

*I understand that while I am volunteering for the Out of the Cold: Centre County site program for any purpose, I may be exposed to persons:*

- Who have a prior felony or other misdemeanor charges and who have been incarcerated;
- Who have communicable diseases;
- Who have varying degrees of mental or physical health issues;
- Who are not religious, or who adhere to religions other than what I practice.

*While I am volunteering for OOTC3, I agree that:*

- I will follow the guidelines provided by OOTC3;
- I will keep guest and volunteer information confidential;
- I will keep the time commitments assigned for volunteering;
- Any expenses I incur are only reimbursed if the expense has received prior approval;
- Telephones provided by the shelter sites are restricted, and any long-distance calls made on telephones installed in the overnight sites are prohibited;
- I will attend the training provided;
- I will call 911 in all emergency cases;
- I am at least 18 years of age;
- I will not transport any guest who arrives at the overnight sites;
- I will not offer or provide any over-the-counter medications.

*By signing this disclosure and agreement form, I understand that I could be suspended and/or removed from this volunteer opportunity if I am found to have violated any OOTC3 house or volunteer rules.*

Volunteer Name (PRINT)

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Volunteer Signature

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Volunteer Phone

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Volunteer Email (may we contact you about other opportunities to serve OOTC? **YES or NO**)

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Church or Organization

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Emergency Contact Name (PRINT)

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Emergency Contact Phone Number

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Today's Date:

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# Our House Rules

- Treat everyone with dignity and respect.
- Use the shelter space in a respectful manner.
  - Be a good neighbor.
- No weapons are allowed in the shelter, and nothing may be used as a weapon at the shelter.
- Substance use is not allowed on the premises.