



HOPE, Inc. Adult Shelter Program Volunteer Packet

Dear HOPE Volunteer:

HOPE has evolved. We're no longer a warming center. HOPE now has the status of a shelter because we're open year round. With the change in status, we are now doing business as HOPE Inc., Adult Shelter Program. HOPE has been serving individuals experiencing homelessness since 1998 by providing warm delicious meals, winter clothing items, and safe shelter. We could not have provided shelter to over 500 unique individuals last year without our volunteers. The emergency shelter provided to our guests is critical to their safety as many of them don't have any other alternative. This safe haven is provided because of your generous gift of time, support, and services.

It is the Mission of HOPE Adult Shelter staff to welcome homeless adults in need of safe shelter and support services without judgment. The open feeling of the shelter building, the intake process, and the boundaries we set all help to create a safe environment, as does the staff interactions with clients. We offer a low barrier emergency homeless shelter. Low barrier means that there is no sobriety requirement and even those who are inebriated or high may still enter the shelter. However, there is zero tolerance for drugs/alcohol on site. We also insist that despite the challenges of drugs/alcohol, guest staying at HOPE must be cooperative, follow staff directive and respect self, other, and HOPE's property. During your time volunteering at HOPE, you will be working under the supervision of the HOPE Service Coordinators/STAFF. Please feel free to ask them for help/guidance.

We are obligated by law to keep guest information confidential, so please don't ask staff questions about our guests that they are not able to answer. We also ask that you keep guest information confidential as well. It is ok, for example to speak generally about your volunteer experience at HOPE, but we



HOPE, Inc. Adult Shelter Program Volunteer Packet

request that you do not talk about individuals by name or discuss their specific situation with anyone other than staff.

Please don't hesitate to let staff know if you notice something that doesn't seem right or you overhear something that concerns you. It is important to the safety of all to report this. Staff can't be in all places and oversee everything; they appreciate you being their extra eyes and ears.

We look forward to serving those experiencing homelessness with you. Thank you for giving your time and serving with us those who are homeless in our community.

Sincerely,

**Angela Simmons
Shelter Manager**

If you or your group would like a tour of HOPE or you have questions feel free to contact me at 248-499-7345 or email asimmons@hopewarmingpontiac.org



HOPE, Inc. Adult Shelter Program Volunteer Packet

Volunteer Packet Summary Sheet

Arrival

Early evening volunteers should plan to arrive between 6:45 PM and 7:00 PM.

Number of Volunteers Needed

Ideally the numbers of volunteers needed for the early shift are:

- 3-4 upstairs to aid with showers, intake, distribution, and security monitoring
- 5-10 in the kitchen to cook, serve and clean up
- In the past, we have requested volunteers for overnight monitoring and laundry. At this time, we have enough staff to accommodate the late night shift. We want to thank each of you for the many years you have supported us. We truly appreciate all that you do and have done to service and support HOPE.

Guest Dinner Time

Dinner is served at 8 PM. However, we always accommodate the volunteers so if you need a later dinner time, please let us know.

Volunteers are not to purchase items for guests or give them money. You can donate the needed item directly to the shelter and we will make sure that it gets to those who need it. Please make sure to adhere to this guideline when volunteering at the shelter. Thanks!

Physical Contact Between Guests

HOPE has a very strict policy of no physical contact between guests. This includes everything from hand holding, kissing, etc. ...**absolutely no touching**. This includes contact between husbands/wives, boyfriends/girlfriends, etc. Please advise the staff if you observe a violation of this so that they can correct the situation.

Physical Contact between Guests and Staff/Volunteers

Of course it is understood no physical contact with guests extends to staff and volunteers as well. Volunteers may not transport a HOPE guest in their personal vehicle. Volunteers are not to give items or money directly to guests. Volunteers must keep in mind that they are at HOPE in a professional capacity and so are charged with always maintaining a professional (not personal) relationship with the guests and former guests. If you are unclear as to the propriety of what you want to do for someone at the shelter, please consult with the shelter manager. Shelter guests often have complex personal histories and well meaning volunteers often find themselves in difficult situations when they do not maintain a firm boundary in the relationship. If you meet the individual during his/her stay at HOPE, then the only place you should be interacting with that individual is at HOPE.

Confidentiality

As mentioned in the volunteer letter in this packet, by law we need to keep information about our guests confidential including their names. It is important to understand that in the course of your work with HOPE Adult Shelter, you may learn of certain facts about individuals being served by the shelter that are of a highly personal and confidential nature. Examples of such information are: reason for homelessness, medical condition and treatment, finances, living arrangements, substance abuse history, employment, sexual orientation, relationships with family members and others, etc. It is appropriate to talk to HOPE staff members about any questions you have about maintaining confidentiality of guest information. Please



HOPE, Inc. Adult Shelter Program Volunteer Packet

keep in mind that after you leave HOPE you are still obligated to maintain this confidentiality and not disclose specific information about any HOPE guest. You will be asked to sign a confidentiality agreement when you sign in to volunteer at HOPE. A copy of that agreement is included in this packet.

WHAT'S NEW IN THE VOLUNTEER PACKET

1. Volunteer Confidentiality Agreement. These will be available in the Kitchen by the sign in book. All volunteers **MUST** sign this. A copy is included in the packet for your review.
2. Access – Guests may not enter the kitchen or pantry without staff authorization
3. Cell phones – please inform staff if you observe guests using cell phones
4. Security Monitor– Volunteer Monitor sits by security camera and watches to make sure all is secure.
5. Leftovers must be wrapped, dated and placed in the refrigerator.

Kitchen Volunteers please review pages 8-10

The address for HOPE Adult Shelter is 249 Baldwin Avenue, Pontiac, MI 48342, *across the street from* Baldwin Center. The volunteer duties described below are recommended numbers and jobs, but don't worry if you are with a small group that is only covering the kitchen. We recognize that our volunteer dinner hosts run the gamut from a small family to a large congregation. Please know that we are grateful for all of the volunteers you provide to keep our guests fed and the shelter running smoothly.

Arrival

Early evening volunteers should plan to arrive between 6:45 PM and 7:00 PM.

Number of Volunteers Needed

Ideally the numbers of volunteers needed for the early shift are:

- 3-4 upstairs to aid with showers, intake, distribution, and security monitoring
- 5-8 in the kitchen to cook, serve and clean up

Parking

There are two parking lots at HOPE. The one to the north contains handicap parking and the access ramp to the facility. This is also the guest entrance. The south lot is the larger of the two lots and has regular parking.

Building Entrances

Volunteers who do not need the accessible entrance should enter from the front of the building. You can pull your car up on the sidewalk by the door to unload and then park in the south lot. The kitchen is on the lower level. We can provide guests to help carry items downstairs if you'd like.



HOPE, Inc. Adult Shelter Program Volunteer Packet

Coats, Bathrooms and Volunteer Break Area

There is a coat closet and bathroom for volunteers in the Executive Director's office on the first floor off the reception area. This room also serves as the volunteer break room. Please do not congregate in the kitchen area if you are not working there.

Volunteer Sign In Sheets

We respectfully request that all volunteers sign in and out on the sign in sheets in the binder, which are in the kitchen area. This is important information for us to track for some of our grant funding. We also have a space on the sign in sheet for your email address. This is optional. If you choose to share your email with us, we will send you our e-newsletter with news about HOPE that is released about once a month. We do not share or sell any email/personal addresses.

Minimum Age of Volunteers

Our insurance requires that all volunteers who are working during shelter operating hours **MUST be 18 or older**. There are **no exceptions** to this rule. **For volunteers who are younger than 18 years old, we have service projects available during non shelter hours**. Please contact Angela Simmons (248)499-7345 or asimmons@hopewarmingpontiac.org for more information or to make arrangements for youth service projects.

Confidentiality

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Other Restrictions

It is only natural to want to help the guests that come to HOPE. However, we respectfully request that proper boundaries be maintained and that you do not share your personal contact information with them pick up guests in your personal vehicle, etc. This is important not only to protect our guests who may be in a vulnerable state, but also to protect you as a volunteer. You may not be aware of certain things in a HOPE guest's personal history that might be problematic in a setting outside of the shelter. Please let staff know if an individual guest requests "needed" items from you or asks you to make a purchase for them. Please do not go out and purchase items for individual guest without speaking to management of HOPE first. There are usually other resources we can direct them to if we cannot meet their request. Of course HOPE always appreciates a general donation that staff can distribute to persons with the greatest need.



HOPE, Inc. Adult Shelter Program Volunteer Packet

Opening the Door

Only HOPE staff is authorized to open the doors of the shelter. If you hear someone knocking, please inform staff.

Operating Schedule

Guests will enter HOPE between 7:00 and 7:30 PM. All guests are required to be upstairs and in their assigned area for lights out at 10:15 PM. Guests awaken at 7:00 AM and depart the shelter between 8:00- 9:00 am.

Guest Dinner Time

Rules are read at 7:45 pm. Dinner is served at 8 PM. However, we always accommodate the volunteers so if you need a later dinner time, please let us know.

Guest Showers

Guests will sign up for showers in 10 minute increments beginning at 7:00 PM. Showers are done by 10:00 PM. Guests will not be allowed to shower in the morning.

Interacting with Guests

While you are volunteering with us, please feel free to take some time to grab a plate and sit down to eat with some of our guests, learn about one another, and perhaps enjoy a board game, or break out a deck of cards. Direct interpersonal connection is one of the most important ways we can empower one another.

We caution our volunteers to be wary of guest's requesting volunteers to purchase items for them.

Media

Sometimes the media shows up to do a story either as the result of an incident involving a homeless individual, or because it is really cold outside and they are doing a special interest story. In any event, because of confidentiality and other issues, volunteers should not make any comments to the media, and must not let them into the building. We are obligated to protect client confidentiality, and we must get signed releases from guests to have their image appear. **We also can neither confirm nor deny if someone is sheltered here.** Therefore, all media requests for interviews must be handled through the Executive Director (Elizabeth Kelly). **Please inform staff that the media is present so they can contact Elizabeth.**

Descriptions of volunteer tasks and procedures can be found on pages 5-10.

Always defer to the service coordinator if you are not sure about a situation. If you have concerns/questions about how a situation was handled, please feel free to contact the Shelter Manager, Angela Simmons at 248-499-7345.

As a volunteer, you are not expected to enforce rules or correct a guest's bad behavior. However, we appreciate your eyes and ears during a time when staff may be occupied elsewhere. Please don't hesitate to discretely let the staff know if you observe something that you think may be a problem/issue.

Here are some basic guest rules you should be familiar with:



HOPE, Inc. Adult Shelter Program Volunteer Packet

Dinner at HOPE is for Guests Only—no exceptions

Early in the shelter's operations we learned the power of "free food" and ended up with so many coming for the dinner that there was insufficient food for the guests. So, we restrict access to dinner to those who are staying overnight at HOPE which is the population we serve according to our mission. HOPE is not a soup kitchen.

Food and Drink

Guests are not permitted to bring food or drink into the building. No exceptions.

Guest Entrance Times

For safety reasons, guests are not permitted to enter the shelter after 8:00 PM. Exceptions to this include previous arrangements made with staff due to the timing of a guest's job, a drop off by police, or a referral by the hospital where a phone call by the hospital precedes the arrival of the guest.

Physical Contact Between Guests

HOPE has a very strict policy of **no physical contact between guests**. This includes everything from hand holding, kissing, etc. ...**absolutely no touching**. This includes contact between husbands/wives, boyfriends/girlfriends, etc. Please advise the staff if you observe a violation of this so that they can correct the situation. Of course it is understood no physical contact with guests' extends to staff and volunteers as well.

Sleeping Areas

Male guests sleep in the main part of the dormitory on a mat as assigned by staff. Female guests sleep in the area behind the portable walls next to the staff station. **No males may enter this area for any reason.**

Smoking Policy

Absolutely no smoking is allowed inside the shelter. Smoke breaks will be announced by the staff.

Generally they are at 8:50pm and 10:00pm. The smoking area is in the north parking lot across from the access ramp.

Alcohol/Drugs

While HOPE does not require sobriety to enter, we have zero tolerance for drugs/alcohol brought onto the premises. HOPE staff will search guests and their belongings upon entrance. This is done to ensure that all are safe and no contraband is brought into the building. The guests who enter are aware that they will be searched. The penalty for bringing drugs/alcohol on the premises is eviction.

Prescription Medications

All prescription medications must be checked in with staff.

Weapons

No weapons or knives of any kind are allowed in the shelter or on the grounds.



HOPE, Inc. Adult Shelter Program Volunteer Packet

Restricted Access

Guests **may not** enter the kitchen, pantry, any offices including the Executive Director's office, and the designated staff area in the upstairs without staff permission.

Cell Phones

If you observe a guest using their cell phone please inform staff.

Bins

Staff may request volunteers to restock bins with linens.

Guests may not leave any personal belongings in the shelter. Please refer anyone who asks to the service coordinator.

Volunteer Jobs: Shower Monitor, Intake Assistant, Guest Item Distributor, Security Monitor

| | |
|------------------------------------|----------------------|
| Early Evening Shift | 7 PM to 10:00 |
| Number of Volunteers Needed | 3-4 |

Shower Monitor (Keep Shower List, Monitor Shower Times; Help Guest Item Distributor)

The Shower Monitor will ask arriving guests if they want to take a shower, write their names on the list and locate guests when it is their turn in the shower. The volunteer will provide the guests with instructions and a towel before they enter the bathroom. The volunteer will monitor time and knock on the door to advise guests that their time is up. If a guest is not responding positively to this reminder, the monitor will advise HOPE service coordinators.

The bathrooms must be checked after each use by guests. When checking the bathrooms, look for the three things: (1) in the garbage to see if any alcohol bottles were disposed of, (2) to see ensure guests leave the bathroom clean, and (3) the scent of smoke, indicating the guest was smoking in the bathroom. The **service coordinator/staff** must be notified of any problems or suspected infraction.

All guests taking showers are free to take a shirt/sweater and jacket from the rack in the foyer area. If a guest is in need of shoes, boots, coats, pair of pants, etc. please refer them to a **Service Coordinator**.

Intake Assistant (s)

Assist staff with the intake process. The intake process is for the safety of staff, volunteers, and guests of HOPE. This process consists of checking the guest and their personal property for prohibited items such as drugs and weapons.

Guest Item Distributor

Provide Hygiene Kits, Underwear, Socks

This volunteer will be posted in the staff area at the counter. Distribute to the guests' hygiene items, socks, underwear, t-shirts. If a guest requests hat, gloves, and scarf these items may be distributed. In order to serve the most guests possible each guest is allowed one of each item nightly. **If guests' does not take a shower she/he may receive a clean pair of socks only. Please do not give a guest 2 pairs of socks, etc.** If a guest asks for thermal underwear **refer to staff**.



HOPE, Inc. Adult Shelter Program Volunteer Packet

Security Monitor

This volunteer is posted in the staff area at the desk with the security screen. Please notify staff of any security concerns. Please make sure that no one unauthorized enters the staff area.

Kitchen Volunteers

Jobs: Food Preparation, Serving and Clean Up

5-10 volunteers are needed

Dinner is served at 8PM

Things to bring with you:

- ☐ Food and condiments
- ☐ Food service plastic gloves
- ☐ Plasticware (forks, knives, spoons)
- ☐ Paper plates, bowls, napkins etc.
- ☐ Styrofoam cups for coffee
- ☐ Juice/lemonade mix for large thermos (we have two large thermoses)
- ☐ Coffee, creamer, sugar, artificial sweetener
- ☐ While we have some large pots and pans, we do not have roasters, crock pots, etc. We recommend that you bring these with you if it is part of your serving plan.

Items Available at HOPE

- ☐ Two large coffee pots
- ☐ Two large thermos jugs for water and juice
- ☐ Some large size pots and pans
- ☐ Serving spoons, spatulas, etc.
- ☐ Some foil serving pans for warming stations. We do not always have sterno to maintain heat so it would be better to bring your own.
- ☐ Metal racks in the kitchen for you to put your food prep and service items for the night/week.
- ☐ Large refrigerator
- ☐ Freezer
- ☐ One stove with large oven and a large convection oven.
- ☐ Large double sink for clean up

Basic Rules:

- ☐ All volunteers must wash hands in the handwashing sink in the kitchen prior to putting on gloves.
- ☐ All kitchen volunteers must wear gloves when preparing and serving food as well as when in the kitchen. Please remove and throw away gloves when leaving the kitchen/food prep area.
- ☐ No other volunteers may congregate in the kitchen without proper gear to maintain safety standards



HOPE, Inc. Adult Shelter Program Volunteer Packet

- ☐ At the end of the evening please place any non refrigerated food items (e.g. leftover rolls, bread, desserts, etc.) in the large clear plastic bins provided and secure the lids.
- ☐ Volunteers are responsible for disposing into the trash all cans, bottles and boxes they bring with them. Please break down the boxes so that they are flat before placing in trash. Please ask staff to have some of the guests take the trash to the dumpster. Please do not leave empty bags and boxes in the kitchen after your shift. Have someone checking the trash containers and let staff know when it is full.
- ☐ Please make sure that all pots and pans are washed, scoured.
- ☐ Please empty coffee pots at the end of dinner and wash them out, placing coffee grounds in the trash. They can air dry by the sink.
- ☐ Please empty the thermos container that has juice/lemonade after the dinner and wash it out. It can also air dry at the sink.
- ☐ Please mark all leftover food with the **date** and place in the refrigerator. Masking tape has been provided for this purpose.
- ☐ Please do not leave any dirty dishes in the kitchen or any food out on the counters. Make sure that everything is cleaned up and food is stowed either in the refrigerator or in the large plastic bins.

SUGGESTIONS ON MEAL PLANNING

We like to encourage our volunteers to provide healthy, nutritious meals for our guests. Just the same as you, our guests are in need of a well balanced meal to improve their quality of life, and give them the energy they need to get through their day.

Plan to use individual packets of mustard, ketchup, salad dressings, salt, pepper and butter or be prepared to individually serve these items from behind the counter. Hot sauce is very big on their list of “do you have?”

Plan to include a cold drink each night, like punch or lemonade made from a concentrate. It is best to serve drinks made with water, rather than soft drinks. Dehydration is often a concern for people staying at HOPE.

PURCHASE DISPOSABLE PLATES, BOWLS AND CUPS, AND PLASTIC EATING UTENSILS TO BE USED DURING YOUR WEEK. Pre-wrap the eating utensils with a napkin before you arrive or have the volunteers do this task when they arrive.

The number of meals to be served will vary from night to night. Keep in mind that many guests will come back for seconds or more.



HOPE, Inc. Adult Shelter Program Volunteer Packet

In order to get a better idea of quantity, we recommend that one week prior to your assigned week/day, you can call and get an estimate on the number of people staying at HOPE. Plan to increase that number slightly when planning your menus plus multiply for number of servings actually needed.

You may wish to purchase foods and ingredients in 2 to 3 day increments so you can make adjustments for the use of leftovers, and variations in numbers of people attending.

LEFTOVERS

**** EACH NIGHT ALL LEFTOVER FOOD MUST BE MARKED FOR YOUR USE ON THE NEXT NIGHT. All leftover food must be labeled with the date.****

Plan to use leftovers during your week so food doesn't go to waste.

Examples:

Leftover spaghetti sauce could be used in sloppy joes or chili.

Leftover pre-cooked chicken can be used to make chicken salad sandwiches or soup.

Before wrapping up all your leftovers for the night, prepare about 6 full plates for any latecomers.

SERVING FOOD:

- Use only NEW paper plates, bowls and cups when giving "seconds" on meals.

PLEASE REMIND GUESTS TO USE THE HAND SANITIZER BEFORE THEY ARE SERVED.

Some guests are employed and may arrive after the 7:45 curfew. No one is to be admitted without prior approval, a note from an employer, or if escorted by the authorities or discharged from the hospital. The service coordinator will advise the volunteers of any late arrivals.



HOPE, Inc. Adult Shelter Program Volunteer Packet

Volunteer Confidentiality Agreement

As a volunteer of HOPE Inc., Adult Shelter Program I understand that I may have access to confidential information, both verbal and written, relating to guests, volunteers or staff and the organization.

HOPE Inc., Adult Shelter requires that strict confidentiality be maintained with respect to all information obtained by volunteers concerning the organization, as well as the guests and others they serve.

I understand, and agree that all such information is to be treated confidentiality and discussed only within the boundaries of my volunteer position at HOPE In., Adult Shelter Program

It is important to understand that in the course of your work with HOPE, you may learn of certain facts about individuals being served by the shelter that are of a highly personal and confidential nature. It is appropriate to talk to HOPE staff members about any questions you have about maintaining confidentiality of guest information. Please keep in mind that after you leave HOPE you are still obligated to maintain this confidentiality and not disclose specific information about any HOPE guest.

I agree not to give money, make purchases or give gifts to any HOPE guest or contact them outside of shelter. I also agree not to transport guests in my vehicle.

I hereby affirm that my position with this organization is one of a strict confidential nature. I agree that any knowledge gained as result of my position or my presence at this organization is and will remain confidential.

I have read the agreement of confidentiality and affirm that I will abide by this agreement.

Volunteer Signature _____ Date _____

Organization: _____