

**DOWNTOWN
DAY SERVICES
CENTER**

**2019
Volunteer
Handbook**



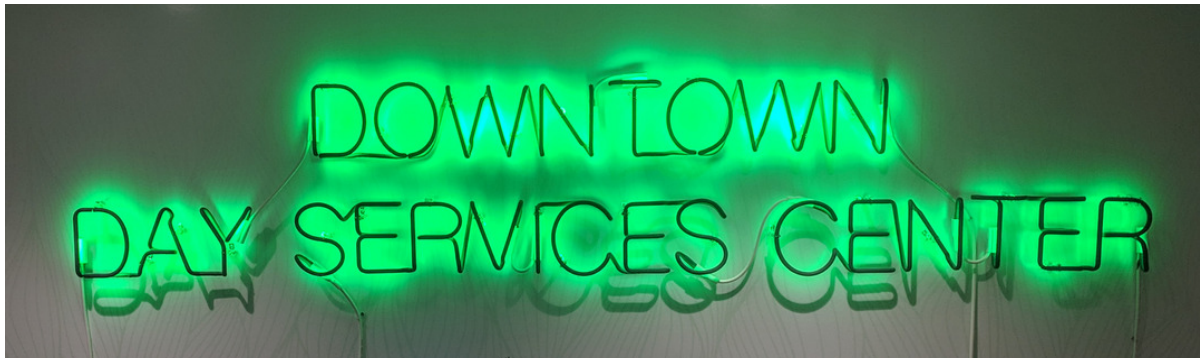
DOWNTOWNDC

Pathways to Housing DC



DC | DEPARTMENT of
HUMAN SERVICES

HIPS



Located at 1313 New York Avenue, NW, in Washington DC, the Downtown Day Services Center (“The Center”) offers downtown day services to individuals experiencing homelessness. The Center utilizes a Housing First method to move individuals into housing by connecting them with supportive services.

The Center is operated by the DowntownDC Business Improvement District (BID) with support from the District of Columbia Department of Human Services and clinical services from Pathways to Housing DC and HIPS.

The Center offers on-site support for individuals experiencing homelessness by providing a multitude of services within a single point of access, including:

food and beverages	case management
restroom facilities	legal services
showers	vital records
laundry	healthcare
housing services	disability application
non-driver identification	harm reduction services
employment assistance	computer access
	social activities/entertainment

The Center is also supported by partnerships with agencies and organizations such as the District Department of Employment Services, the District Department of Health, the District Department of Motor Vehicles, the Economic Security Administration, Unity Health Care and the Washington Legal Clinic for the Homeless.

Volunteer Program

Policies and Procedures

Enrollment

Volunteers are required to complete a formal Volunteer Training and Orientation before being eligible to sign up for opportunities. The Center holds exclusive rights to offering access to these opportunities and may end a relationship with a volunteer at any time for any reason.

Placement

The Center's Volunteer Program is choice driven. You know your schedule best and are responsible for signing up for timeslots that work for your schedule.

As you consider what opportunities interest you, please consider the following:

- [Availability](#): Placement often depends greatly upon your availability (time of day, frequency, etc.). Positions that center on relationship building should be matched with volunteers who can make an ongoing commitment. At the same time, there are other opportunities that are well suited to one-time or occasional volunteering arrangements.
 - [Needs of the Center](#): The needs for volunteers at the Center can change for a variety of reasons. Some are seasonal, and some vary depending upon workload, staffing, the guests we are serving, etc.
 - [Additional Training](#): Some volunteer opportunities, such as the Front Desk Assistant, will require additional "on the job" training that goes beyond the scope of the normal Volunteer Training.
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Dress Code

Volunteers are representatives of the Center and are responsible for presenting a positive image to the community and the clients they serve. Volunteers will dress appropriately for the conditions and performance of their duties.

Non-Fraternization

We welcome volunteers to interact in a friendly manner with our guests, but restrict fraternization with our guests. Volunteers are expected to maintain professional boundaries with guests. By using caution when relating to our guests, you will protect yourself and our guests. Do not give out your last name, phone number, address, or email. Do not make plans with a program guest to meet outside of Pathways unless you have consulted with an appropriate staff member.

Non-Harassment

The Center seeks to maintain an environment free from all forms of harassment. Conduct that creates an intimidating, hostile or offensive working environment is considered harassment. Such behavior by the volunteer will result in direct termination. If you believe you have been subjected to any type of harassment while volunteering at the Center, immediately tell your supervisor. Harassment complaints are investigated promptly and appropriate action will be taken.

Confidentiality

The Center's staff and volunteers are responsible for protecting the privacy of every person that comes through its doors. No information about guests is to be given verbally or in writing to anyone, including outside parties, and no photos are to be taken of guests without consent and permission from an appropriate staff member.

Notice of Impending Absence

The Center relies on volunteers to accomplish many tasks, and it is important to be there as scheduled. However, we understand that some changes are unavoidable. As soon as you learn you unable to volunteer, please update the online signup and/or call Becca Lamb at 202-674-8307. Please make every effort to fulfill your commitments.

Gifts to Guests

The Center's purpose is to be a center for all of the resources a person experiencing homelessness may need. If a volunteer learns about a guest's unmet need, the most productive way to respond is to alert the Center's staff to the need. At no time should a volunteer give money to a guests or visitor at the Center. A card or small gift may be appropriate on special occasions or at significant milestones, but it is not expected, and giving such a gift is entirely voluntary and should be discussed with a staff member.

Supervision

Volunteers will be supervised by a paid staff. The supervisor will be available to answer questions and provide aid at all times. If the volunteer is ever unclear as to whom the supervising staff person is, or where the supervisor is, the volunteer should request that information. The supervisor will make volunteers familiar with the locations of restrooms, drinking water/coffee, the volunteer's work area, exactly what work is expected, the location of supplies, and any other applicable information and working guidelines.

Hours Reported

Volunteers are asked to keep a record of their volunteer time. The record-keeping method may vary , but will usually be a computer log-in and/or sign-in sheet.

Personal Belongings

Volunteers are responsible at all times for their own personal belongings. We encourage you not to bring purses, wallets, cameras, large amounts of money and other valuables when you volunteer. The Center is not responsible for lost or stolen items. If something is missing, please report it to your supervisor.

Ending Your Volunteer Role

While we hope that each volunteer has a positive and lasting relationship with the Center, we understand that not all volunteer roles last indefinitely or are always a good fit. If you choose to terminate your volunteer role, we ask that you discuss your decision with your supervisor so we can learn from your experience and create even better experiences for future volunteers.

Our Commitment to You

We value our volunteers and will endeavor to:

- Treat you as a team member of the Center
 - Offer you suitable assignment with consideration for personal preferences, temperament, life experience, and skills
 - Provide effective training for your tasks
 - Offer you constructive feedback about your work from a staff supervisor
 - Inform you about the Center's policies, staff, and programs as much as possible
 - Offer you information about new developments and opportunities
 - Provide guidance and direction by staff who are experienced, well informed, and patient
 - Offer a variety of meaningful experiences
 - Allow you to be heard, to make suggestions, and have respect shown for your opinion
 - Recognize and appreciate your generous service to the Center and its guests
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Volunteer Commitment

As a volunteer of the Center, I will:

- Be timely and reliable in fulfilling my duties and accept supervision
- Conduct myself in a professional manner
- Treat all staff, guests, and other volunteers with respect
- Hold in confidence any information gained about staff, guests or other volunteers at the Center
- Report suspected abuse to staff and/or my supervisor
- Take concerns or suggestions to my site supervisor or the volunteer manager

As a volunteer of the Center, I will not:

- Use, possess, distribute or be under the influence of alcohol or drugs at any time while volunteering
 - Share personal information with guests
 - Ask for personal information from guests
 - Volunteer when I have a contagious condition or fever (seriously, stay home!)
 - Fight with, physically threaten, or attempt bodily injury to any person for any reason
 - Humiliate, ridicule, threaten, or degrade anyone
 - Steal or inappropriately remove or possess property of the Center or that of staff, volunteers, or guests
 - Alter reports or records unless expressly directed to by a staff member
 - Violate federal, state, or local safety and health rules
 - Break confidentiality or share sensitive information about guests, staff, or other volunteers
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Volunteer Agreement

1. As a volunteer, I agree to the following standards and performance:

- I will be punctual and present
- For all planned absences, I will notify the program manager/volunteer coordinator in advance and in case of emergency, I will contact the program manager as soon as possible.
- I will maintain daily time and attendance records by signing the Volunteer Attendance Register.
- I will follow the instructions of my assigned supervisor and will accept direction and supervision from the DDSC staff.
- I understand that participant's records, programs, behavior, conversations and all other personal information are regarded as confidential, and I will not refer to them outside of The Center.
- I will be attired in clean, neat work clothing and will meet all OSHA dress standards, as outlined in the dress code for the DBID.
- DBID/DDSC are both non-smoking facilities. I will restrict my smoking to an area designated for smoking.
- I will not use, sell, dispense illegal drugs, narcotics, or alcohol on any DBID/DDSC program property

In all instances of participant contact, I will observe the normalization principle:

- I shall treat each participant with respect and dignity.
- I will perform all duties in a way that will provide a consistent model of behavior in order to foster a calm and safe environment.
- I will endeavor to create the least restrictive environment possible.
- I will encourage each participant to act independently.
- I understand that failure to observe the normalization principle and abuse of any kind (psychological, physical, sexual or verbal) as well as behavior and attitudes that are offensive to the self-esteem of the participants are justification for immediate dismissal.

2. I will adhere to all policies and procedures of the DBID/DDSC.

3. I understand that the DBID/DDSC can terminate this Volunteer Agreement at any time.

4. I have received the Volunteer Handbook, and I will follow the guidelines and policies outlined within accordance of the DBID/DDSC.

Print Name: _____ Date: _____

Signature: _____

Confidentiality Agreement

As an employee/intern/volunteer, I understand that in the course of my work for the Downtown DC Business Improvement District (DBID) Downtown Day Services Center (The Center), I may encounter confidential, proprietary or personal information regarding participants, staff and/or vendors. Such confidential information may be verbal, on paper, contained in software, visible on screen displays in computer readable form, or otherwise, and may include, but is not limited to, personal, medical/health, financial, employment, contractual, or institutional data.

I hereby affirm that I will not in any way access, use, remove, disclose, copy, release, sell, loan, alter or destroy any confidential information except as authorized within the scope of my duties with The Center. As an employee/intern/volunteer, I must comply with applicable local, state and federal laws and company policies. I have a duty to safeguard and retain the confidentiality of all confidential information. Upon my termination of my affiliation with DBID/The Center, or earlier as instructed by The Center, I will return to The Center all copies of materials containing confidential information.

I understand that I will be held responsible for my misuse or unauthorized disclosure of confidential information, including then failure to safeguard my information access codes or devices. My obligations under this Agreement are effective as of this day and will continue after my affiliation with the DBID/The Center concludes. Violation of this agreement will result in disciplinary action, which may include, but is not limited to, discharge from employment, expulsion from an internship or volunteer opportunity and or criminal prosecution under appropriate state and federal laws.

Volunteer Printed Name

Volunteer Signature

Date