



## Volunteer Information and Shelter Overview

*Our mission is to provide safe, emergency shelter while working to end homelessness for each man.*

### Who We Are

- Men's Shelter of Charlotte (MSC) was founded in 1981 after three men died on the streets due to exposure in the winter months.
- We are the only emergency shelter for men in Mecklenburg County. We have capacity to shelter over 400 men across two campuses, and more on inclement weather "overflow" nights.
- We provide basic needs, which include a bed, restrooms, showers, hygiene items, meals, laundry and supportive staff.
- Program services focus on increasing income and moving to more appropriate housing.
- We view a man's stay with us as temporary. As such, we refer to men as "guests."
- Learn more about us by visiting [MensShelterofCharlotte.org](http://MensShelterofCharlotte.org).

### Who Stays With Us

- We serve the entire spectrum of men experiencing homelessness, meaning that we have men staying with us of all ages (18+), ethnic, educational, and cultural backgrounds.
- Nearly half of our guests, however, have a disabling condition which could include mental illness, substance use, or physical challenges.

### As You Arrive and Attire

- Dress comfortably and casually. But remember, you'll be spending time in a shelter with men experiencing homelessness, so please keep this in mind as you choose your attire.
- Please leave any valuables locked in your vehicle as we do not have secure lockers. Unfortunately, we cannot be responsible if your valuables are lost, stolen, or damaged.
- Check in with front desk staff to let them know where you are assigned to volunteer.
- Pocket knives, as well as any other weapons, are not allowed on shelter property.
- Anyone under the age of 18 must be accompanied by a parent, guardian, or adult.
- We encourage all volunteers to be at least 12 years of age. If you have a child younger than this, please contact us first for discussion.



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### **Boundaries and Confidentiality**

- Be sure to keep any information you learn about our guests confidential. However, if you learn information about one of our men that you believe staff needs to be aware of, please email [Volunteers@MensShelterofCharlotte.org](mailto:Volunteers@MensShelterofCharlotte.org).
- Please do not share information about guests staying at our shelter and receiving services.
- We know you want to be a resource, but please do not provide money or personal favors to our guests (e.g., cash, bus passes, rides to the train station).
- We recommend not sharing personal information such as your phone number, address, and social media connections with our guests.
- We understand that faith is a significant part of many peoples' lives. However, in efforts to respect the diversity of spiritual beliefs at the shelter, we ask that you refrain from preaching to our guests.
- Should an incident or uncomfortable situation occur, your first job is to remove yourself from that situation and notify staff immediately. Staff are always wearing MSC lanyards.

### **Photography and Social Media**

- We encourage you to promote your engagement with us; however, **please do not photograph** any of our guests. This breaches their confidentiality.
- We are active on [Facebook](#), [Twitter](#), and [LinkedIn](#) so be sure to connect with us online!

Questions or Concerns? Email us at: [Volunteers@MensShelterofCharlotte.org](mailto:Volunteers@MensShelterofCharlotte.org).

