



HOPE, Inc. Recuperative Care Program Volunteer Packet

Dear HOPE Volunteer:

HOPE has been serving individuals experiencing homelessness since 1998 first as a warming center and now as an emergency shelter. HOPE, Inc operates as the Adult Shelter and HOPE Recuperative Care Center. The Recuperative Center is a specialty shelter that has a medical focus. HOPE's Recuperative Center shelters individuals who are discharged "to home" but have no home where they can recover from illness, injury, or surgery. Staff nurses supervise the medical part of recovery and educate the guest on self care. HOPE navigators help patient/guests set life goals, and coordinate services from many different providers. To date we've had over 50 people heal at recuperative (both pre-pilot and pilot sites) with most discharged to homes of their own (or briefly to adult shelter while they are looking for housing). This safe haven is provided because of your generous gift of time, support, and services.

It is the Mission of HOPE, Inc. staff to welcome homeless adults in need of safe shelter and support services without judgment. The Adult Shelter could not have provided shelter to over 500 unique individuals in 2016 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. 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 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 talents. Thank you for serving with us those who are homeless in our community.

Sincerely,

Deborah Nelson
Shelter Manager

P.S. If you or your group would like a tour of HOPE Recuperative Center or you have questions feel free to contact me at 248-499-6437 or email dnelson@hopewarmingpontiac.org

Volunteer Packet Summary Sheet



HOPE, Inc. Recuperative Care Program Volunteer Packet

Arrival

Early evening volunteers should plan to arrive between 6:15 PM and 6:30 PM.

Number of Volunteers Needed

Ideally the numbers of volunteers needed to serve dinner are:

- 2-4 for meal preparation, serving, and cleaning up.

Guest Dinner Time

We always accommodate the volunteers so if you need an earlier or 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 address the situation.

Boundaries 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 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



HOPE, Inc. Recuperative Care Program Volunteer Packet

1. Volunteer Confidentiality Agreement. These will be available in the staff area 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. Leftovers must be wrapped, dated and placed in the refrigerator.

Kitchen Volunteers please review pages 6-8

The address for HOPE Recuperative Care Center is 175 Branch Street, Pontiac, MI 48341. The volunteer duties described below are recommended numbers and jobs. 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.

There is a 1 ½ minute DVD available (also as a loop) if you would like a copy for volunteer recruitment. This DVD tells in two guests own words why HOPE is important. There are also some important statistics about homelessness in Oakland County on the video. Please contact Deborah Nelson via email for a copy. dnelson@hopewarmingpontiac.org

Arrival

Evening volunteers should plan to arrive between 6:15 PM and 6:30 PM.

Number of Volunteers Needed

Ideally the numbers of volunteers needed for dinner are:

- 2-4 for meal preparation, serving, and cleaning up.

Parking

There is street parking available at the Recuperative Care Center. Due to limited parking we ask that you bring as few vehicles as possible. The entrance on the West side of the building has a handicapped accessible ramp. This is also the guest entrance.

Building Entrances

Volunteers who do not need the accessible entrance should enter from the South side of the building. You can pull your car up in the small lot on the South side of the building to unload any supplies. The kitchen is on the main level, up a few stairs from the South entrance.

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 staff 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.



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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.

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.

Opening the Door

HOPE staff is responsible for the security of the shelter. If you hear someone knocking at the door, please inform staff.

Guest Dinner Time

Dinner is served at 7PM. However, we always accommodate the volunteers so if you need an earlier or later dinner time, please let us know.

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.**



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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.**

Always defer to the Service Coordinator/Staff 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, Deborah Nelson at 248-499-6437 or dnelson@hopewarmingpontiac.org

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 discreetly 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:

Food and Drink

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

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

Each guest is assigned their own bunk with privacy curtains. No guest is to enter another guest's personal bunk for any reason.

Smoking Policy

Absolutely no smoking is allowed inside the shelter. Smoke breaks will be announced by the staff. The smoking area is in the yard on the West side of the building.

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. Recuperative guests are not to be using drugs/alcohol during their stay in the facility.



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Prescription Drugs

All prescription drugs must be checked in with staff.

Weapons

No weapons of any kind are allowed in the shelter.

Restricted Access

Guests **may not** enter the kitchen, pantry, any offices including the Shelter Manager's or Navigator's office, and the designated staff area near the kitchen without staff permission.

Bins

Staff may request volunteers to restock bins with linens.

Volunteer Opportunities

- Food Preparation
- Serving and Clean Up
- Assistant to Service Coordinator
- Volunteer game night
- Book Club
- Receptionist

Kitchen Volunteers

2-4 volunteers are needed

Dinner is served at 7PM

Things to bring with you:

- Food and condiments
- Food service plastic gloves
- Plastic ware (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

- One large coffee pot
- 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.



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Basic Rules:

- All volunteers must wash hands 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.
- At the end of the evening please date and place any non refrigerated food items on wire shelves.
- 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 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 the pot and pans are washed, scoured.
- Please empty coffee pot 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 on wire shelving.

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 the kitchen. 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.



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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 may vary from night to night. Keep in mind that many guests will come back for seconds or more.

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.

SERVING FOOD:

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

PLEASE REMIND GUESTS TO WASH THEIR HANDS OR USE THE HAND SANITIZER BEFORE THEY ARE SERVED.



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Assistant to Service Coordinator

Various shifts available- flexible

Things to bring with you:

- Be prepared to assist staff with guests
- Deck of cards/board game

Game Night

4-6 volunteers are needed

Scheduling is flexible-weekends work best

Things to bring with you:

- Board games
- Playing cards
- Snacks (popcorn, candy, ice cream, snack crackers, finger foods)
- Soda/juice

Book Club

2-4 volunteers needed

Scheduling is flexible- weekends work best

Things to bring with you:

- Copies of book for club
- Snacks (popcorn, candy, ice cream, snack crackers, finger foods)
- Soda/juice

Receptionist

Scheduling is flexible recommended 9am-1pm or 1pm-4pm

Responsibilities:

- Answer and record phone calls
- Answer the door
- Monitor guests leaving and returning for appointments
- Have visitors sign in
- Help with computer searches for housing
- Take laundry to Adult Shelter on Baldwin and return clean laundry to Recuperative Center
- Help prepare and or serve lunch and clean up
- Pick up lunches from St. Vincent's Church (1.1 miles from Recuperative Care) (Matchen Nutrition Center) on Tuesdays and Thursdays
- Report any concerns to staff



**HOPE, Inc. Recuperative Care Program
Volunteer Packet**

Volunteer Confidentiality Agreement

As a volunteer of HOPE Inc., Recuperative Care 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., Recuperative 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., Recuperative Care 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: _____