



HOPE, Inc. Shelter Services Volunteer Packet 2016

Dear HOPE Intern Volunteer:

HOPE has evolved! We're no longer only a warming center. HOPE now has the status of an emergency shelter because we're open year round. With the change in status, we are now doing business as HOPE Inc., Adult Shelter Program and HOPE Recuperative Care Center. 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 443 unique individuals last warming season 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, Inc. 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 Staff. Please feel free to ask them for help/guidance.

We are obligated by HIPAA to keep guest information confidential. So please, honor the contents of the confidentiality agreement that you signed. We also ask that you keep guest information confidential as well. It is acceptable, for example to speak generally about your internship experience at HOPE. Although, we do request that you do not disclose an individual's identity.

Please don't hesitate to inform staff 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,

Julia M. Drew
HOPE Administration



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Intern Volunteer Packet Summary 2016-2017

To best meet your educational needs during your time at HOPE we expect that you will treat your internship as a professional job. All HOPE interns regardless of program are expected to communicate regularly and openly with assigned task manager and supervisor.

A pre-internship interview will be conducted by HOPE Shelter Managers to ensure that HOPE can meet the educational and supervision needs and requirements of your program. HOPE has the capacity to take on 10 interns per school year.

Interns will be assigned a task manager, which will work with the intern on a daily basis. The task manager will assign the intern daily task as well as be the first line of contact for HOPE. Interns will also be assigned a supervisor. The supervisor will be responsible for meeting with the intern related to specific needs of their educational program, as well as signing and completing of any program/university requirements and documentation. Supervisor will be experienced in intern's educational focus area.

Expectations of interns:

- It is expected that interns treat their experience at HOPE as they would a professional job.
- Regular attendance is expected of interns
- Professional client-worker boundary setting & adherence
- Flexible scheduling is available for intern positions at HOPE, scheduling for intern shifts need to be set a minimum of two weeks in advance to ensure proper supervision and tasks are available during selected shift.
- Interns are to contact Supervisor/Task manager prior to absence/tardiness
- Business casual attire is expected of interns

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 interning at the either 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



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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.

There is a 1 ½ minute DVD available to be viewed by all Intern Volunteers. 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 Julia Drew (Adult Shelter manager) via email for a copy. jdrew@hopewarmingpontiac.org.

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.

Coats, Bathrooms and Volunteer Break Area

There is a coat closet and bathroom for interns in the Executive Director's office on the first floor off the reception area.



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Volunteer Sign in Sheets

All intern volunteers are required to sign in and out at the beginning and end of each shift. This is important information for us to track to ensure record keeping of your intern hours as well as for some of our grant funding.

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 Julia Drew (248 499 7345 jdrew@hopewarmingpontiac.org) or Deborah Nelson (248 499 6437 dnelson@hopewarmingpontiac.org) for more information or to make arrangements for youth service projects.

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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 can not meet their request. Of course HOPE always appreciates a general donation that staff can distribute to persons with the greatest need.

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



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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.

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.

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 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, Julia Drew at 248-499-7345, jdrew@hopewarmingpontiac.org or Deborah Nelson at 248-499-6437, dnelson@hopewarmingpontiac.org

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

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



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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

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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. 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 Drugs

All prescription drugs must be checked in with staff.

Weapons

No weapons of any kind are allowed in the shelter. Guests with pen knives or tools must check them in with staff who will secure them for the night and the guest will be allowed to take them in the morning.

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.



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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 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: _____