

<p style="text-align: center;"><b>HOPE Shelter Meal Host Packet</b></p>
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**Dear HOPE Volunteer:**

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 all these years without our volunteers. The service we provide to our guests is critical to their safety as many of them do not have any other alternative. Your generous gift of time, support and services helps to make this resource possible.

It is the mission of HOPE to welcome homeless adults in need of safe shelter and support services without judgment. HOPE's Recuperative Shelter, which opened in 2015, shelters individuals who are discharged "to home" but have no home where they can recover from illness, injury, surgery, etc. Staff nurses supervise the medical part of recovery and educate the guest on self-care. HOPE navigators help guests set housing goals, and coordinate services from many different providers. 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 or guidance.

We are obligated by law to keep guest information confidential, so please don't ask staff personal questions about our guests. We also ask that you keep guest information confidential as well, as you may overhear personal information or they may tell it to you, directly. It is ok 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 to you or you overhear something that concerns you. It is important to the safety of all to report this. Staff cannot be in all places and oversee everything; they appreciate you being their extra eyes and ears.

Thank you for giving your time and serving with us those who are homeless in our community.  
Sincerely,

The HOPE Board, Staff, and fellow Volunteers

HOPE Shelters  
249 Baldwin Ave  
Pontiac, MI 48342

248-499-7345 – Shelter  
248-481-4394 – Administrative Office

P.S. If you or your group would like a tour of HOPE or you have questions feel free to contact us at 248-481-4394 or email us [Contact@HopeShelters.org](mailto:Contact@HopeShelters.org)

## Summary Sheet

### Arrival

Many volunteers start arriving at 4:00 or 4:30 to reheat their meal. It all depends on your specific needs. (Some have arrived sooner or later or in waves.) It is helpful for us to know your plan. Feel free to let the front desk know your intended arrival time (248-499-7345).

### Number of Volunteers Needed

It all depends on your needs and how much you want to work! Many teams have 3 to 5 members. It is also nice to have extra people who enjoy talking with guests.

### Guest Dinner Time

Dinner is normally served about **5:30 and 6:00**, however, we always accommodate the volunteers so if you need a later dinner time, please let us know.

### Parking

There is normally plenty of parking available on the south side (paved) of the Adult Shelter or near the entry door at the Recuperative Shelter. A phone call will alert staff to have someone meet you at the door.

Adult Shelter, 249 Baldwin, Pontiac, MI 48342 – 248-499-7345

Recuperative Shelter, 1416 Joslyn Ave, Pontiac, MI 48340 – 248-499-6437

### Building Entrances

Volunteers should enter from the parking lot door (small deck) at the Adult Shelter and the main entrance facing the Recuperative Shelter parking lot. Both buildings are wheelchair accessible to the main levels. Volunteers needing wheel chair access may serve in distributing items of basic needs on the main level. (Adult Shelter guests who cannot access the kitchen eat on the main level.)

### 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, you may also elect to receive our e-newsletter with news about HOPE that is released no more than once a month. We do not share or sell any email/personal addresses.

### Minimum Age of Volunteers

Our insurance requires that all volunteers working during shelter operating hours **MUST be 18 or older**. There are **no exceptions** to this rule. (It also impacts guests who are not permitted around children.)

### Media

On rare occasions members of the media may show up to do a story. We respectfully ask that you not engage with them or give them access to the building. Please refer this to staff. We have specifically designated people who are authorized to speak on behalf of the HOPE Shelters.

We are also obligated to protect client confidentiality – including any photos. (So any photographer raise concern.) **Please inform staff if the media is present so they can appropriately direct the media.**

### **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.

### **Interaction 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. 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**

By law we are obligated to keep information about our guests confidential including their names. 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. Examples of such information are: reason for homelessness, medical condition and treatment, finances, living arrangements, substance use 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. All volunteers are expected to sign the confidentiality agreement. This obligation never expires. A copy of that agreement is included in this packet and will also be available when you visit the shelter.

### **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 guests or 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**

Only HOPE staff are authorized to open the doors of the shelter. Please inform staff and allow staff to respond to anyone at the door. If you hear someone knocking, please inform staff.

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**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. It is empowering when people take time to learn about each other and perhaps enjoy a game or such. Direct interpersonal connection is one of the most important ways we can empower one another. **We caution volunteers to refrain from giving out your contact information or entertaining a guest's personal requests to purchase something on their behalf.**

*Always defer to the 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 at 248-499-7345 or 248-481-4394*

**As a volunteer, you are not expected to enforce rules or correct a guest's 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.**

**Volunteers should not 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!**

## Volunteer Duties

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.

## Kitchen Volunteers

**2-4 volunteers are typically needed**

### **Suggested items to bring with you:**

- **Food and condiments**
- **Plastic ware (forks, knives, spoons)**
- **Paper plates, bowls, napkins, etc.**
- **Styrofoam cups for coffee**
- **Juice/lemonade mix**
- **Coffee, creamer, sugar, artificial sweetener**

### **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.**
- **Large refrigerator**
- **Freezer**
- **One stove with a large oven**
- **Large convection oven**

### **Basic Rules:**

- All volunteers must wear hair nets while preparing or serving food.
- 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.

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- 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 the staff know when it is full.
- Please make sure the pots and pans are washed/scoured.
- Please empty coffee pot at the end of dinner and wash it out, placing coffee grounds in the trash. The pot can air dry by the sink.
- Please mark all leftover food with the **date** and **description** and place in the refrigerator. Masking tape should be available 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 stored 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 need 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 serve these items from the kitchen individually.

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, CUPS, AND PLASTIC EATING UTENSILS TO BE USED DURING YOUR MEAL. 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 can vary from night to night. Keep in mind that many guests will come back for seconds or more – when available.**

In order to help you plan, Signup Genius will send you the current numbers and any special needs, a few days before your scheduled date. Guests will appreciate seconds or more when available.

**LEFTOVERS \*\* EACH NIGHT ALL LEFTOVER FOOD MUST BE MARKED with the date and description. \*\***

Help us plan how to leftovers 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.**

**Other volunteer opportunities may include:**

**Volunteer Game Night**

**4-6 volunteers are needed  
scheduling is flexible**

**Things to bring with you:**

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

## **Volunteer Confidentiality Agreement**

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

HOPE 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.

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 a 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: \_\_\_\_\_