



Adult Shelter Volunteer Packet

249 Baldwin Ave, Pontiac, MI 48342

1416 Joslyn Ave, Pontiac, MI 48340

Dear HOPE Volunteer:

Thank you for volunteering at HOPE. What a difference you make to those who come to HOPE seeking safe shelter! HOPE's guests find community and dignity through the fellowship and delicious meals you provide. Those we serve at HOPE begin to realize their own value because you care. What a powerful gift!

We value your time and the work you will do with us. We share this volunteer packet to highlight effective ways you can maximize the impact of your volunteerism and to clarify the standards of privacy we are legally and morally bound to provide for our guests.

If you have any questions or concerns, please speak with a staff member. There is a staff assigned to the downstairs area who will liaison with the kitchen volunteers.

Again, thank you for sharing your time at HOPE and for being part of our guests' personal journeys from shelter to home.

If you or your group would like a tour of HOPE or you have questions, feel free to contact me at 248-499-7345 or email CHurst@hopeselters.org

Sincerely,

Carolyn Robiadek

Adult Shelter Manager



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Welcome to HOPE! Whether you are a long-term volunteer or joining us for the first time, volunteering for a week or a night, we are so glad you are here and part of our HOPE family. Your presence changes lives!

HOPE is a place where people live so we want to make sure that you are familiar with our practices. HOPE is a low-barrier shelter. That means that we accept folks without prejudice—they may enter even if they are inebriated or high, have no ID or even have a criminal background. However, guests are not allowed to drink alcohol or do street drugs while in the shelter. Our rules are focused on two main principles: safety and respect. To ensure safety we inspect guest bags when they check in. We do this to monitor that no one is bringing a weapon into the shelter. HOPE staff uses trauma-informed practices as often those we shelter are vulnerable because of past experiences.

We could not do our work without the support and caring you bring with you. Thank you. You mean the world to all of us.

Interacting with HOPE Guests

Confidentiality

HOPE is a confidential area. According to HIPAA, we need to keep information about our guests confidential including their names, photographic image and personal stories. It is important to understand that in the course of volunteering at 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 include: reason for homelessness, medical condition and treatment, finances, living arrangements, substance abuse history, employment, sexual orientation, relationships with family members and others, etc. You might see someone in the shelter that you know and may be shocked by this. You can't discuss this discovery with anyone else.

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, Boundaries and Privacy Practices agreement when you sign in to volunteer at HOPE.

Our standard response when someone calls to see if a certain person is at HOPE is: *We can neither confirm or deny if this individual is at HOPE.*

A copy of the Confidentiality, Boundaries and Privacy Practices agreement is included in this packet on page 10 and is also available by the sign in clipboard in the kitchen. Please give the signed agreements to the dining hall staff or the shelter manager. These agreements are good for one year so no need to sign them if you volunteer more than once.

Social Media

We are so glad that you are proud of your volunteer work at HOPE. We are proud of you, too!

☺ Feel free to share photos of **your group** at work and please share with HOPE's Facebook page. However, you may not photograph or video any guests at the shelter due to need to maintain guest confidentiality. Do not ask a guest to pose for a photo. They may not want to, but don't know how to say no to your question. Please do not share the story of any guest as some may be recognized from their story. And none of us has the right to tell the guest's story without their written permission. Instead, tell why your work at HOPE is important to you personally.

News 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. Staff will contact the Executive Director to handle media requests.

If your group is working with a reporter on a story about your group's volunteer work at the shelter, please let the Executive Director know in advance. We will make the shelter accessible to the media but will also restrict access to where they will not inadvertently compromise someone's confidentiality. Media are generally aware of these HIPAA restrictions and honor them. We may also be able to get a guest volunteer who will comment on the record about their HOPE experience and express how much the volunteers mean to them.

Please do not:

- ***Give a guest your personal contact information***
- ***Invite a guest to live with you, a friend or family member, etc.***
- ***Provide a ride for the guest in your personal vehicle***
- ***Give money or gifts to an individual guest***
- ***Hire guests for odd jobs at your house***
- ***Date a guest***
- ***Show favoritism***

Maintaining Personal Boundaries with Guests – Privacy Practices

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, pick up guests in your personal vehicle, give individual guests money or gifts, 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 the HOPE shelter manager or supervisor.

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.*

We try our best to ensure that guests have what they need while at HOPE, often thanks to donations that your group provides. 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 individuals with the greatest need. If someone has a special need—e.g. a man with size 13 feet who needs boots, please let the shelter manager know of this need and your willingness to provide it. We will make sure that it gets to the proper person.

Staff are located in the dining hall and at the check in which is located at the rear of the dormitory.

As a volunteer, you are not expected to enforce rules or correct a guest's behavior in the shelter, but if anything causes you concern, please speak directly to staff so that they can ensure the safety of the shelter. We do appreciate your eyes and ears during a time when staff may be occupied elsewhere. Please don't hesitate to discretely let the staff know if you observe something that you think may be a problematic.

Start the Conversation!

We all love to share how our day went with someone. 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. This interaction is often transformative for someone who may feel invisible in the community.

Volunteering at HOPE

HOPE's insurance requires that **you must be 18 or older to volunteer in the shelter**. There cannot be exceptions to this rule. Please contact the leadership team at 248-481- 4394 if you are looking for a volunteer opportunity/ project for your young person.

What you need to know about **volunteering** at HOPE:

- 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.
- HOPE Adult Shelter is located at 249 Baldwin Avenue in Pontiac.
- The shelter phone number is 248 499 7345.
- You must be over age 18 to volunteer in the shelter. Children are not permitted in the shelter, even with parent volunteers.
- Sign in sheets are on the clipboard in the kitchen. All volunteers must sign in as we use volunteer hours for a grant. There is an optional space to include your email address if you would like to receive HOPE's e-newsletter. We do not share or sell any names, email or personal addresses.

Please do not open the outside doors and let someone in. The staff knows who should and should not be in the building. **Coats, Bathrooms for Volunteers:**

There is a coat closet and bathroom for volunteers in the Shelter Manager's office on the first floor off the reception area. The door is locked. Staff can help you access this.

Meal Host Teams—Kitchen Volunteers

Team Members Needed: The number of volunteers needed to serve as meal hosts is up to you. Typically, 5 to 10 volunteers come.

Arrival: Your arrival time may vary, depending on the time needed to prepare for the meal you plan to serve. Most kitchen volunteer teams arrive between **4:00PM and 5:00PM**. Please call the shelter if your arrival time will be different.

Please phone the shelter when you arrive as it is often noisy and we may not hear you knocking at the door. The number is **248 499 7345**.

HOPE Building Entrances

Entrances are located in three areas: facing Baldwin, to the rear of the building in the south lot and via the handicap ramp in the north lot. Volunteers who do not need the accessible entrance should enter from the front of the building. You can also unload cars in the south lot and enter from the south lot rear door (with the short porch). The kitchen is on the lower level. Many guests are eager to help you carry items downstairs. Please let us know if you would like some help when you call from the parking lot.

HOPE's kitchen is for **warming** only.

Per the Fire Marshall:



Serving: Dinner is generally served in 2 shifts- **5:30** and **6:00pm**. However, if you need an earlier or later serving time, please let us know. *Leftovers:* Please **wrap and date** leftovers before refrigerating. Leftovers will be used for lunches. Other items in the refrigerator are for other meals. For example, milk is served at breakfast only.

Guest helpers: If you need additional people to help serve the meal, let staff know. Guests often enjoy helping as a way for them to give back. Guests are not to enter the kitchen area unless they have staff permission and are properly attired for kitchen duty. Guests are not permitted to just come and rummage through the refrigerator. If they request a special accommodation, please alert the staff.

Cleanup: Please cleanup as best you can. Staff and guests will work with you on this. If there are kitchen concerns to be addressed, please alert staff so that we can address that issue later.

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)**
- **Decaf coffee, creamer, sugar, artificial sweetener**
- **While we have some large pots and pans, and limited number of roasters, crock pots, etc. we recommend that you bring these with you if it is part of your serving plan.**

Items Available at HOPE

- **Coffee pots**
- **Two large thermos jugs for water and juice • 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 and tubs to secure baked goods, sugar, condiment packets, etc.**
- **Large refrigerators and freezers**
- **One stove with large oven and a large convection oven**
- **Large double sink for clean up**



Basic Kitchen Rules:

- All volunteers must wash hands in the handwashing sink in the kitchen prior to putting on gloves.
- All kitchen volunteers must wear gloves, hairnets or hats 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
- **NO FRYING, SAUTEING, ETC. IS PERMITTED IN HOPE'S KITCHEN**
- Please make sure that at the end of the evening all food is stowed in either **plastic bins** or put in the refrigerator. Do not leave any food uncovered or out on the counter or on the shelves in plastic bags. Staff can assist you with locating bins



Please make sure all stove pilot lights are lit when you start and exit your shift.

Thanks!

SUGGESTIONS ON MEAL PLANNING –*Coming Soon-- Recipe Ideas on Sign Up Genius!*

Prepare enough for between 80 and 90 servings. Guests enjoy your cooking so much that often they come back for seconds... (and thirds). 16 meals should be dropped off at the Recuperative Shelter before 5:30pm.

We 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 behind the counter. Hot sauce is very big on their list of “do you have?”



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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 AND 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.

Groups hosting for a week 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. Examples: Leftover spaghetti sauce could be used in Sloppy Joe's or chili. Leftover pre-cooked chicken can be used to make chicken salad sandwiches or soup

LEFTOVERS

All leftover food must be wrapped completely and labeled with today's date.

Please consult with staff about how many plates should be set aside for those who are working or coming in late. Please use plastic wrap to cover the entire plate, not just the food.

SERVING FOOD:

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

Alert the staff if there is not an adequate food supply to provide seconds.... they will make sure to tell the guests.

PLEASE REMIND GUESTS TO USE THE HAND SANITIZER BEFORE THEY ARE SERVED.



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Volunteer Confidentiality, Boundaries and Privacy Practices Agreement

As a volunteer of HOPE 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 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 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.

Print Name: _____ Signature: _____

Date: _____ Volunteer Organization: _____