



Volunteer Handbook

Emergency Homeless Shelter

100 Ann Gaither Ct.

Lincolnton, NC 28092

704-732-0175

About Us

The Hesed House of Hope is a non-profit organization and is the only homeless shelter in Lincoln County, providing overnight shelter to men, women and children. It opened in 2008, rotating between five churches in downtown Lincolnton. In 2009, construction started on a new, permanent facility. The permanent shelter opened in 2012, until 2017, was open from October until April. In 2017, the shelter board voted to remain open year round.

Construction of the current shelter cost \$300,000. Funds were raised over a five-year period from individuals, businesses and a matching grant from the Timken Foundation. Hesed House of Hope is debt-free and all donations are used to staff the shelter and cover operating expenses.

The shelter opens daily at 5:30pm and closes at 7:30am. For the safety of staff and residents, drug and alcohol screenings are provided to all shelter candidates.

The shelter mission is to provide temporary housing to allow an individual the time to secure a permanent residence. In 2016-2017, the shelter assisted 101 clients. Of those, 56 stayed two weeks or less, 89 stayed 90 days or less, and 94 stayed 120 days or less.

In partnership with DSS and other community agencies, Hesed House staff assists clients in applying for public assistance and other programs, in an attempt to support a rapid rehousing and employment model.

Volunteers

The Hased House of Hope is run by a 13-member Board of Directors. Each board member has unique skills, which assist with the operation and direction of the shelter.

Director John Hall manages day-to-day operations, providing supervision for staff, residents and the facility. Part-time staff works second- and third-shifts.

The shelter could not remain open without the tireless and generous support of our volunteers who: prepare and serve resident meals, conduct daily intake responsibilities, sponsor beds, staff the shelter in emergency weather and disaster situations, and provide donations of food, supplies and money. We need volunteers 7 days a week! Volunteers are a vital part of the success of the Hased House of Hope.

This handbook provides information about volunteer opportunities and responsibilities/expectations.

To Volunteer, an individual first must:

1. Tour the facility
2. Choose a volunteer opportunity
3. Sign volunteer agreement forms including Code of Conduct, Drug & Alcohol, and Sexual Harassment
4. Agree to volunteer!



Volunteer Information

To schedule a tour or a volunteer time, email Staci Brice @ hesedhousevolunteers@gmail.com

In case of emergency:

Shelter Director: John Hall- 704-718-7086

Volunteer Coordinator: Staci Brice- 704-913-2904

These numbers are confidential and should not be shared with residents or others!

Volunteer Opportunities

- Intake (check-in)
- Activity Nights
- Meal Service
- Clean Up indoors/outdoors
- Prayer Partners
- Outreach Wednesday
- Bible Study
- Haircuts
- Birthday Party
- Teaching Classes

Intake

Intake is the daily check-in process. Responsibilities/expectations for this volunteer job include:

1. Arrive on the day assigned at 5:15 p.m. and stay until 6:30 p.m.
2. Get a new copy of the intake log from the brown file located on the wall. Ask the staff member to unlock the smoking storage cabinet.
3. At 5:30 p.m., begin calling residents in -- one at a time -- in numerical order. Residents who are already registered will come in first. First-time residents will be processed last.
4. Ask each resident their name; age; if they have any medical concerns; if they plan to shower; if they plan to do laundry; and if they need a wake up call and/or lunch packed for the next morning.
5. Complete a breathalyzer test. Attach the blue plastic piece to the top of the breathalyzer. Choose the PAS option. The machine will register a NEG for negative or POS for positive. If positive, you must then use the plastic stick in the breathalyzer. Choose the RBL option. If an individual fails the breathalyzer (0.04 or higher) they may return to the shelter the following day to attempt admission, but will not be permitted to enter the shelter. You may offer them a plate of food to go.
6. Collect all cigarettes, lighters, weapons and medicines from the individual. Put these items inside a box labeled with the individual's name and store the box inside the cigarette cabinet.
7. Use the metal detector by running the wand over and around the resident and their belongings to check for weapons. Look inside the resident's bags or have them take their belongings out for inspection.
8. This is a great time to talk to the resident and form relationships. Ask about their day, their needs, concerns, etc.
9. For new guests, the following steps should be completed (in addition to the steps listed above) by a staff member. They will need to have a copy of a valid form of ID made, complete a drug test, have a sex

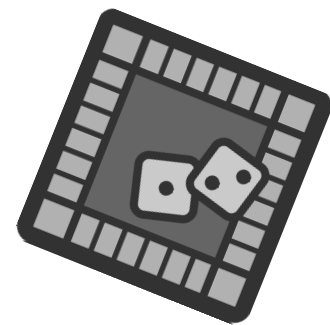
offender registry check and sign the resident agreement form. A volunteer may assist a staff member with these tasks.

10. If a guest fails any test, they should be offered a meal to go.
11. If a guest fails a drug test, they may try again in 3 days time.
12. Once intake is complete, please ask a staff member to lock the cigarette cabinet.
13. No one is allowed to check in after 6:30 p.m. unless they are: at work, escorted by the police department, or have been at church and can provide a church bulletin as proof of their attendance.
14. Please leave the intake log on desk for staff member to use a guideline for the night.

Activity Night

Activity nights are provided to give residents a change of routine, fun and the opportunity to interact with one another and volunteers.

- Activity nights can be held on Friday or Saturday nights.
- Activity nights will begin at 7:15 p.m. and must end by 9 p.m.
- Activity nights can be led by individuals or group.
- Ideas for activities:
 - Bingo with prizes
 - Board Games
 - Card Games
 - Crafts
 - Movie night with snacks
 - Cornhole Night
 - Etc. If you have an idea, please check with the shelter director for approval.



To schedule an activity night email: hesehousevolunteers@gmail.com

Meal Service

Each night volunteers are needed to provide and serve a hot meal to the residents.



- To schedule meal service, 1 person should be designated as the meal coordinator for their group. The meal coordinator should contact heshedhousevolunteers@gmail.com to schedule a meal service date.

When serving a meal:

1. The meal team should arrive by 6:15 p.m.
2. The meal should be served right at 6:30 p.m. The team should not start serving early due to intake ending at 6:30 p.m.
3. Meal volunteers should plan to stay until the meal is served and clean-up is completed. This is typically around 7:30 p.m.
4. The team should prepare a healthy meal and avoid spicy dishes. If there is a question about how much food to prepare, email the volunteer coordinator to receive a resident count.
5. The team will place serving dishes on the tables at the back of the room. Plates and silverware are located in the kitchen and should also be placed on the serving table.
6. The team should provide a selection of soft drinks and ice.
7. At 6:30 p.m., residents will line up for prayer and the meal. The meal team will serve each resident in a serving line. Residents are allowed second servings of the food after every resident has been served.
8. Meal teams can check the outside canopy area for any non-residents who may be in need of a meal. The team is allowed to make them a to-go plate.
9. During dinner, volunteers are encouraged to sit and chat or eat with the residents. Interaction makes the residents more comfortable and gives them an opportunity to talk.

10. Volunteer team members should clean the serving tables and kitchen when the meal is finished. Please do not leave leftovers in the refrigerator.
11. Please also consider providing breakfast items for the next morning. The residents love eggs, meat, grits, etc. The staff member on duty will prepare any food provided for breakfast.
12. If a meal team must cancel for any reason, please contact the volunteer coordinator ASAP at heshousevolunteers@gmail.com or call Staci at 704-913-2904 so that other arrangements can be made for dinner.

Other Opportunities

Clean Up indoors/outdoors - Organize, clean, and maintain outside landscaping, etc., plant flowers, etc.

Prayer Partners - Commit to praying for our residents.

Outreach Wednesday - Visit tent sites where homeless individuals are living in the area. These visits provide the opportunity to give out bottled water, invite the marginalized to stay in the shelter and to share our faith and encouragement with those living outdoors.



Bible Study - lead a Bible study on a one time or regular basis



Haircuts - Licensed hair stylists and barbers are asked to volunteer by choosing a day to do haircuts between the hours of 7:15 and 8:15 p.m.

Birthday Party - make birthday cakes for a shelter resident's birthday

Teaching Classes - Teach a class on Tues/Thurs between the hours of 3 and 5 p.m. These classes should teach life skills to help residents with successful, independent living outside the shelter



Sponsor-a-Bed



What YOU do:

- Donate \$1 a day/
\$30 a month (30-day minimum)
- Choose male/female/child to sponsor
- Commit to praying for bed sponsored
 - Build relationships

What WE do:

- Send a monthly update about resident in bed sponsored
 - Hang plaque in your honor
- Contact hesedhousevolunteers@gmail.com
to sponsor a bed

Hesed House T-Shirts

T-shirts can be purchased at the shelter for \$15.



Basic Shelter Tips

- Hours of operation from from 5:30 p.m. to 7:30 a.m.
- Know “Code of Conduct” rules for residents and encourage compliance.
- Do not allow residents to bring outside food or beverages into the shelter.
- If shelter residents to outside for any reason, other than designated smoke breaks, they are not allowed back in. No exceptions
- Do not offer or provide any type of medication.
- The First Aid kit is located in intake restroom. Wear gloves when treating any open wound.
- Do not share personal information (telephone number, address etc) with the residents. Do not offer residents transportation or other services/favors.
- Do not become personally invested in resident’s problems/situations.
- Report any concerns to staff immediately. Do not be afraid to get someone “in trouble.” Safety is the foremost concern for residents, staff and volunteers.
- When working with a resident, receive permission from a staff member before purchasing an individual personal items such as clothing, toiletries, etc.

Resident Guidelines

As a resident/client of Hesed House of Hope, I agree to the following guidelines, but not limited to:

- No weapons allowed on premises
- No public displays of affection
- No profanity or obscene gestures
- No boisterous or loud talk
- No violent behavior
- No use of alcohol or illegal drugs. Prescription medication MUST be taken as directed and be secured by intake staff
- No smoking or smokeless tobacco use inside the shelter
- No heckling or bullying other residents
- No sexually explicit materials
- Residents are not allowed in the kitchen area
- Residents must be fully dressed in the common areas
- Residents must be respectful of other residents and volunteers
- Residents must maintain their sleeping area in an orderly condition and change bedding weekly
- Residents may have only a small amount of clothing and personal items at the shelter. Any clothing or personal items left at the shelter may be disposed of at the discretion of the Hesed House director.
- Residents may not re-enter the shelter after screening unless he/she is authorized to exit
- Residents must heed requests by volunteers for clean up and chores.
- Males and females have designated sleeping areas. Residents are to remain on their side at all times
- Restrooms are to be kept clean and nothing other than toilet paper should be placed in toilets.
- Internet is to be used for job searches, resume creation, and exploring housing options. It is not to be used for Facebook, games, etc.
- No food or beverages allowed in sleeping areas
- Residents are expected to maintain good personal hygiene for the respect of volunteers and residents and to help prevent the spread of infectious diseases.
- Residents who have been banned from the shelter in previous seasons will have a 30-day probation period. During this time, if any warnings are documented, the resident will forfeit their right to stay and will be asked to leave.
- Residents are NOT to call 911 without first notifying staff. Abusive use of 911 could result in dismissal from the shelter.
- Random inspections will be done inside the shelter living area to ensure no food, weapons or inappropriate items are being stored. Metal detectors will be used during these inspections.
- Random drug testing will be done periodically without prior notice to residents