



**POLICIES FOR NEW DAWN SHELTER
VOLUNTEERS & STAFF**

Who we are:

Vision Statement: Offering a hand up in the name of Jesus.

Mission Statement: Through God's power we will help people heal and dream anew.

Key Verse:

Isaiah 58:6-8: "Is not this the kind of fasting I have chosen: to lose the chains of injustice and unite the cords of the yoke, to set the oppressed free and break every yoke? Is it not to share your food with the hungry and to provide the poor wanderer with shelter-when you see the naked, to cloth him, and not to turn away from your own flesh and blood? Then your light will break forth like the dawn, and your healing will quickly appear; then your righteousness will go before you and the glory of the Lord will be your rear guard."

Core Values

1. This initiative is created by God the father, empowered by the Holy Spirit, pointing to the saving work of Jesus on the cross.
2. We believe that a relationship with Jesus is central to a full life.
3. We believe that all people are valuable to God and we will reflect Jesus' love in all our dealings with others.
4. We will help identify strengths, needs and challenges while working to empower people to move forward.
5. We believe that people need to take responsibility for their choices and actions. Accountability is an important part of a community that encourages growth.
6. We believe in order to effect a change in our community and world it will require us, the body of Christ, working together to reach out to those in need.
7. Continual training and personal growth are needed for us to effectively serve others.
8. We believe that Guests of the shelter need three pillars of support: Physical and Emotional Safety Ensured, Strong Relational Connections, and Strength Based focus on Addressing Needs.

VOLUNTEER STANDARDS & GUIDELINES

In an effort to make your service here as fruitful and enjoyable as possible, we have developed *Volunteer Standards & Guidelines*. These are designed to answer many of your questions about the practices and policies of New Dawn Shelter (heretofore referred to as NDS) such as what you can expect from NDS and what NDS expects from you. While volunteering at NDS we ask that you carefully observe these standards and guidelines. If you have any questions, feel free to connect with one of our directors.

REVISIONS

NDS reserves the right to amend, revise or delete any policy or procedure referred to in these Volunteer Standards & Guidelines at any time without notice. Changes may be communicated to volunteers in at least one of the following methods; meetings, counseling sessions, by memo and incorporated into revised manuals. If you have any questions about *Volunteers Standards & Guidelines*, please ask the Shelter Director, Executive Board Director or Program Director. Training provided including Ethics, boundaries, Professional communications and Self Care.

EQUAL VOLUNTEERING OPPORTUNITY

NDS provides equal volunteering opportunities for every person regardless of race, color, religion, sex, national origin, age, disability, veteran status, or any other protected classification as established by law. Where appropriate, NDS will select Volunteers with particular beliefs that support our mission statement. All matters relating to volunteering are based upon ability to perform the job, as well as dependability and reliability once a Volunteer is placed.

THE VOLUNTEER RELATIONSHIP

The placement of a Volunteer shall not be considered as creating a contractual relationship between the Volunteer and NDS. Unless otherwise agreed to in writing by the Volunteer and Executive Director, Volunteer placement shall be “at will”, so that either party may terminate the Volunteer relationship at any time for any reason. All Volunteers enter into this relationship willingly and understand they will receive NO compensation from New Dawn Shelter for the hours volunteered. NDS has the right to and may verify work history, education, licenses, registrations, certifications, and degrees that are represented on the Volunteer applicant’s application, resume or in interviews, including criminal background information. False or misleading statements are grounds for termination of the Volunteer placement at any time.

Guests of NDS will not be considered for volunteer placement until a period of six months after a successful conclusion of their Guest stay.

AGE REQUIREMENT FOR INDIVIDUAL VOLUNTEERS

The minimum age for an individual Volunteer without a chaperone is 18.

INTERACTIONS WITH GUESTS, STAFF MEMBERS & OTHER VOLUNTEERS

Be wise! We want Volunteers to get to know our Staff, other Volunteers and Guests in the programs. However, be aware of being taken advantage of by some who may employ manipulative tactics to achieve personal and, in some cases, unprofitable agendas. Here are a few specifics:

- Do not give rides to any Guest without permission of one of the Shelter Directors.
- Do not give or loan money to any Guest without permission of one of the Shelter Directors.
- Do not leave your belongings unattended. If you must bring valuables with you, be sure to store them in the locked cabinet. Never leave your purse or other valuables on the front seat of your car if the car is unlocked. NDS does not assume any responsibility for loss, damage or theft of any personal property.

- Attempt to practice active listening and empathy. Do not make decisions for the Guests. Refer Guests to the Directors for questions and assistance that you might not be able to provide.
- Report inappropriate behavior or anything that causes you to feel uncomfortable to a Director **immediately**.
- Always attempt to remain calm when speaking with Guests. Remember that our Guests are going through difficult times and their stress level may be high. Never take any negative comment made by a Guest personally and never allow yourself to be drawn into an argument.
- Profanity is never acceptable when working with Staff, Guests or other Volunteers.
- Do not turn oversight of the shelter to any other Volunteer that you suspect is under the influence of drugs or alcohol or appears to be physically ill. If you suspect anything, contact one of the Directors immediately.
- Do not leave the shelter premises during your Volunteer shift unless you have another approved Volunteer present to oversee the shelter or have permission of a director.

FRATERNIZATION

This policy is to provide guidelines concerning activities, actions, conduct, involvement and relationships between Guests and Volunteers. As a Christian human services organization, this is a critical policy and merits strong commitment by every Volunteer. In general, activities, actions, conduct, involvement, and relationships in which Volunteers are authorized to engage with Guests are those which are listed in the Volunteer's job description. The welfare of our Guests and Volunteers is a primary consideration in the programs of NDS, and this objective is basic to all Volunteer-Staff-Guest interactions.

For the purpose of this policy, "Guests" include any person residing at or being served by our facility or those that recently exited our program.

Examples of unauthorized, inappropriate, and unprofessional behavior include:

- Transporting or allowing guests in your personal vehicles without prior permission.
- Engaging in an unauthorized transaction with Guests including borrowing, lending, giving/receiving money or anything of value, buying and selling or acting as a Guest's agent in any of the above without prior permission from the Shelter Directors.
- Employing or giving any inducement designed to obtain any personal service from any Guest without prior permission from the Directors.
- Allowing former guests to stay in your home as a guest or renter.
- Accepting any personal favors from Guests without prior permission from the Shelter Directors.
- Procuring alcohol, illegal drugs or unauthorized prescription drugs from or for a Guest.
- Any romantic or sexual relationships or attempted relationships between a Volunteer/staff member and a Guest.
- Moral or social behavior which could have a serious detrimental influence on Guests.
- Conduct that demeans or humiliates or embarrasses a Guest. Intentional physical or emotional abuse of a Guest. Abuse is defined as intentional or reckless action or omission that causes injury or emotional trauma to a Guest.
- Inappropriate physical contact with a Guest.
- Sharing personal information about a guest with non-shelter related people.

Any violation of this policy constitutes misconduct and may lead to immediate discharge.

WORKING WITH CHILDREN

Volunteers should observe the following guidelines when working with children:

- Volunteers should not discipline children. Volunteers should report children's disciplinary matters to the parent and the Shelter Directors.
- Volunteers should never be alone with a Guest's children.

- Volunteers should never touch or hug a Guest's child in a way that might be misinterpreted. Please remember that some of our Guest's children have come from abusive backgrounds. However, you will not know which children have been abused and which have not. It is best to let each individual child initiate appropriate contact.

HARASSMENT / SEXUAL HARASSMENT BY GUESTS

It is the policy of NDS to provide a working environment free of harassment. Every form of harassment is expressly prohibited. Allegations of harassment will be investigated and, if warranted, appropriate disciplinary action, including removal from the shelter, will be taken. When appropriate, police involvement will be initiated by the shelter. Volunteers who believe they have been subjected to harassment or witnessed others being harassed should report the incident(s) to one of the Directors immediately.

Harassment can include "jokes", comments, insults, ridicule, discrimination, or other personally offensive or unwelcome behavior that creates an intimidating, hostile or offensive work environment; unreasonable interference to a Volunteer's work performance; and is not deemed in the best interest of NDS.

Sexual harassment is defined as personally offensive or unwelcome sexual suggestions, language, physical advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature.

If you believe you have experienced or observed an incident of harassment of any kind, you are encouraged and expected to report the incident immediately. Each charge of harassment will be investigated with consideration given to confidentiality. Results of the investigation will be communicated to those who have a legitimate need to know and appropriate action will be taken as required.

WEAPON-RESTRICTED WORKPLACE

To ensure that NDS maintains a workplace safe and free of violence, the Shelter prohibits the possession or use of weapons on Shelter property unless authorized by the Executive Board of the Shelter. A license to carry the weapon does not supersede Shelter policy. Any Volunteer in violation of this policy will be subject to prompt disciplinary action, up to and including immediate termination. All Shelter workers are subject to this provision; including contract and temporary workers, customers, vendors, Volunteers and visitors on Shelter property. NDS also prohibits the carrying of a weapon or concealed handgun on your person or property while rendering any services, attending any event or function, or conducting any business on the Shelter's behalf unless authorized by the Executive Director.

"Weapons" include, but are not limited to, firearms, explosives, knives and other weapons that might be considered dangerous or that could cause harm. Volunteers are responsible for making sure that any item they possess is not prohibited by this policy.

DRUG-FREE WORKPLACE POLICY

NDS is committed to protecting the safety, health and well-being of all employees, Volunteers, guests and other individuals in our workplace. We recognize that alcohol abuse and drug abuse pose a significant threat to our goals. We have established a drug-free workplace that balances our respect for individual freedom with the need to maintain an alcohol and drug-free environment. NDS encourages Volunteers to voluntarily seek help with drug and alcohol issues. Violation of this policy will lead to disciplinary action up to and including immediate termination. Any individual, who conducts business for NDS, is applying for a position or is conducting business on NDS property is covered by our drug-free workplace policy. Our policy includes, but is not limited to, employees, Volunteers, interns and applicants. It is a violation of our drug-free workplace policy to use, possess,

sell, trade and/or offer for sale or give alcohol, Marijuana, illegal drugs or intoxicants. Prescription and over-the-counter drugs are not prohibited when taken in standard dosage and/or according to a physician's prescription and warnings. If the use of a medication could compromise the safety of the Volunteer or any other individual in the shelter, the Volunteer should not report for his/her shift.

ETHICS

NDS resolves to conduct its business fairly, impartially, in an ethical and proper manner, and in compliance with all applicable laws and regulations. NDS is committed to conducting its business with excellence and integrity underlying all relationships, including those with Guests, donors, Volunteers, customers, suppliers and communities, and among volunteers & employees. The highest standards of ethical business conduct are expected of NDS Staff & Volunteers in performance of their responsibilities. Staff & Volunteers should serve with respect, concern, courtesy and responsiveness in carrying out the organization's mission. They will not engage in conduct or activity that may raise questions as to the Shelter's honesty, impartiality, reputation. Volunteers & Staff shall, during both volunteering/working and non-volunteering/working hours, act in a manner which will inspire public trust in their integrity, impartiality and devotion to the best interests of the Shelter and its Guests. Violation of this policy shall result in disciplinary action, up to and including immediate termination. The bottom line is that we represent who Jesus Christ is and should display His Love in all our dealings.

DRESS CODE

Volunteers must dress appropriately for your work, the season and in accordance with program requirements. Generally, casual dress is acceptable for most Volunteer and staff positions. The following are not acceptable: short-shorts, mini-skirts, short dresses, strap-type tops, tight-fitting, low-cut clothing or other revealing garments Shoes should be appropriate to your work. For your safety, do not wear "flip flops" or similar shoes that do not adequately protect your feet. We encourage volunteers and staff to be aware of graphical content on their clothing.

- Conservative T-shirts, jeans and athletic shoes are appropriate for most activities
- As a general rule – dress modestly and comfortably.

RESPONDING TO AND REPORTING INCIDENTS

In the case of an incident that is categorized as a Category 2 in the Guest handbook, staff should contact the Shelter Director before asking a Guest to leave the shelter. In the case of an incident that might be immediately dangerous, please call 911 and have the police intervene. After contacting law enforcement, let a Shelter Director know of the incident. If the weather is extreme outside, attempt to use another form of discipline other than removal from the shelter to bring a Guest under control (such as isolating them in the lobby or their room) until the Shelter Director or police can address the issue. An incident refers to any event or situation where someone could have or did suffer injury. All incidents must be immediately reported to one of the Shelter Directors. This reporting policy is important for the safety and well-being of everyone in order to ensure a continued safe and successful workplace.

WRITE-UPS

It would be wonderful if the shelter did not have to have rules, but unfortunately, everyone needs to be reminded to "think of others". Please think of our rules as TRAFFIC LIGHTS. Without traffic lights, stop signs, etc., imagine the chaos. We need rules to keep life in the shelter in order. We are dealing with people who are in crisis and do not always remember to think of others. Some live non-self-disciplined lives and even getting up in the morning is an imposition on their time. So remember, patience, patience, patience.

- If a Guest is not abiding by a certain category 1 rule, call him/her into the office and give a verbal warning first. "A soft answer turns away wrath".
- If a verbal warning fails, record the incident in the notebook in the bottom right drawer of the desk. When you feel it necessary, contact a Director.

SAFETY

Maintaining safety is our first concern at NDS. Therefore, it is the policy of NDS to provide a safe and healthy work environment for all Volunteers, staff and guests. Volunteers must comply with all safety and health requirements by management, federal, state and local law.

If you are injured during your work time please complete an accident report as soon as possible and turn it over to a director. An accident report form can be found in the middle desk drawer.

SMOKING / TOBACCO USE ON NDS PROPERTY OR BUSINESS

It is the policy of NDS to protect the health and safety of Employees, Volunteers, Guests and Visitors. Consequently, smoking or other tobacco use is not allowed on the property of NDS or in vehicles owned or controlled by NDS, except in the designated tobacco use area by the west entrance of the building.

JOB DESCRIPTIONS

There is a job description (see addendum) for Volunteers and a copy of your job description will be provided to you. When your duties and responsibilities are changed, your job description will be updated.

RESIGNATION

While we hope both you and NDS will mutually benefit from your continued volunteering, we realize that it may become necessary for you to leave your Volunteer job with NDS. If you anticipate having to resign or take a break from your Volunteer position, you are asked to notify a Shelter Director as far in advance as possible. Please make arrangements for an exit interview.

GRIEVANCES

An effective, successful operation and satisfied Volunteers go hand in hand. Volunteer grievances are of concern to NDS, regardless of whether problems are large or small.

In order to provide for prompt and efficient evaluation of and response to grievances, NDS has established a formal Grievance Procedure of all staff and Volunteers. It will always be NDS's policy to give full consideration to everyone's opinion. There will be no discrimination against or toward anyone for his or her part in presenting grievances.

Under this policy, a grievance is defined as any event, condition, rule or practice which the Volunteer believes violates his or her civil rights, treats him or her unfairly, causes him or her any degree of unpleasantness or unhappiness on the job or exposes them to unnecessary danger. A grievance may also deal with an attitude, a statement or an opinion held by a supervisor or a fellow Volunteer.

1. See a Shelter Director first for on-the-job related issues and conditions. If you feel that any volunteering policy or practice is unjust, you should tell the Program Director about it. Discuss the matter confidentially and in private with a Director accordingly. If for some reason the Director fails to offer you the opportunity to discuss the matter, or if the discussion does not lead to a satisfactory conclusion, then you may proceed to a grievance conference.
2. Grievance Conference. The Executive Board Director of the NDS will review the grievance and ask to meet with you. At this conference, you should feel free to openly discuss your complaint and

substantiate your reasons for feeling the way you do. The Executive Director will consider your input and render a decision.

3. If the Executive Director does not give you a satisfactory answer or solution you may then file a written complaint to the Shelter Board for their review.

DISCIPLINARY ACTIONS

Unacceptable behavior, which does not lead to immediate dismissal, may be dealt with in the following manner:

- Verbal Reminder** – A Volunteer is informed that he/she has committed an act of misconduct that does not seriously threaten the welfare of others or the work of NDS. This reminder will be documented in writing by the Director giving the reminder
- Written warning** - A written warning is given for misconduct which is considered more serious due to either its nature or because it is misconduct for which the Volunteer has been previously reminded. The Volunteer is encouraged to submit a written defense in order to state his or her explanation of events and explain any special circumstances. Both documents will become a part of the Volunteer's file.
- Disciplinary suspension** – A Volunteer may be suspended for up to three months when he/she has violated a policy or committed an act of misconduct or is suspected of doing so. A Volunteer on suspension must leave New Dawn Shelter and not return to the Shelter property or contact Shelter Staff or Guests until instructed that they may do so
- Dismissal** – Volunteers may be dismissed without warning for just cause. NDS has the right to request a Volunteer to leave immediately particularly in the case of safety concerns.

GENERAL HEALTH

If you have any health condition that might be aggravated by or that adversely affects your Volunteer assignment in any way, please speak with a Shelter Director. We will work with you to adjust your Volunteer assignment or help you determine that you are not able to volunteer until the condition is resolved. Volunteers who have an infectious disease will not be permitted to work for the duration of communicability. Your safety and health are our primary concern.

VOLUNTEER CONFIDENTIALITY POLICY

Respect for our guest's privacy and ensuring the confidentiality of information is a program priority. Confidentiality is extremely important since a breach of confidentiality can affect the personal and collective safety of our Guests. A large part of the Volunteer work you will do on behalf of the program involves access to personal information about Guests who reside at NDS. Any Guest information, either recorded or not, which is acquired in connection with any form of Volunteer work for the shelter, is considered confidential.

Confidential information includes information about the Guest's identity, his/her residence at NDS, what transpired in any group activity, and any information collected for or contained in Guest records. All such information must be treated confidentially. In most cases, Federal Confidentiality Regulations prohibit the disclosure of any information concerning a current or former program Guest, unless the Guest or his/her guardian has consented in writing. The determination of whether or not a valid consent form for any Guest is on file is the responsibility of the person sharing the information. **The decision to release any information may only be made by a Shelter Director.** Revealing the simple fact that an individual lives at NDS shelter may result in putting that person in a dangerous or embarrassing situation. Information that comes to you as part of your Volunteer placement is NOT to be disclosed or discussed with family members, friends, church members or anyone else, other than the program staff which provides supervision of the program.

RESPONDING TO A REQUEST FOR DISCLOSURE OF CONFIDENTIAL INFORMATION: If you are asked to release information which is confidential, an appropriate, non-committal response should

be given, such as, "I'm sorry. I am not able to answer your questions. Please contact a Shelter Director for further information."

WHEN ANSWERING TELEPHONES: If your Volunteer placement requires you to answer the telephone, you may be asked if a certain Guest lives at the facility in order to send a message to that person. If the Guest has approved of receiving calls and having messages taken then you may do so. The appropriate response for those that choose to not receive calls or have messages taken is, **"I'm sorry. I can neither confirm nor deny whether that person lives here."** Do not offer or agree to take a message - that is an acknowledgement that the person is indeed a Guest of the shelter. If the caller insists the person resides at NDS and asks to leave a message, the appropriate response is, "I am a Volunteer. Please wait while I contact the Director on call." In the case of law enforcement requests of information, NDS openly shares the status of all guests to on-duty officers of the law as mentioned in the Guest Handbook...

PHOTOGRAPHING/VIDEO-TAPING GUESTS: Volunteers and Guests are prohibited from photographing, audio taping or videotaping any Guest of NDS without the guests and Shelter Director's consent. This policy includes the use of any type of cellular phone camera, digital camera, video camera, tape recorder, or other form of image or audio recording device without consent.

DONATION PROCEDURE

When a person drops off a donation to the shelter please have them fill out a donation receipt form and leave it in the appropriate place. Donors are encouraged to send donations of clothing to Sacred Heart Mission.

For donations of items a "thank you" note with a copy of donation receipt will be mailed to the received party each time a donation is made unless the donor requests otherwise.

For Cash/Check Donations the check/cash donation should be slipped in the top large locked drawer of the drafting table.

MEDICATION POLICY

When a Guest checks in to NDS their medications will be gathered and placed in a Ziploc bag marked individually for that Guest. Nitro tabs for heart conditions and atomizers for bronchial problems may be kept with the Guest. A med record sheet will be kept in the Ziploc along with the meds.

At the beginning of each shift change, medications that are considered to be narcotics will be counted and recorded by the person taking over oversight of the shelter. The medication count will be recorded and written in the med notebook located on the shelf above the desk. Counting should not be done by touching any meds (food safe gloves are available for use), use the counting knife and the med plate. Knife and med plate should be cleaned after each individual's meds have been placed on the med plate and counted.

When Guests take their medications the Volunteer will watch the individual take the prescribed amount of the med and record on the med sheet in the Ziploc that the Guest took their med. The Volunteer's responsibility is to hand the meds to the Guest, watch them take their meds and record the results. All other Guests should be out of the office at the time meds are distributed.

Because meds and valuables are kept in the office file cabinet, the cabinet should be locked at all times, especially when Volunteers leave the office. If Guests refuse to take required meds a note should be left for the Shelter Director indicating what wasn't taken and the time of the incident. If they attempt to take more than the allotted amount, pocket or cheek some of their meds, they should be challenged concerning this matter and if they attempt to continue then they should be informed that taking more than their allotted amount can be grounds for removal from the shelter.

OFFICE DOOR/KEYS

Volunteers and Staff Members should lock the office door when the office is left unattended, even for a moment. If the keys become locked in the office on weekends and evenings, contact one of the directors for assistance. Never allow Guests to use your keys to unlock a door or cabinet.

VARIOUS LOGS

Logs are maintained daily for the following items:

- Inquiries for possible stay at the shelter (clipboard next to main desk).
- Med count log (kept in the second left main desk drawer).
- Bed assignment log (kept on the main office desk).
- Communication Log

INQUIRES AND GUEST INTAKE PROCESS

If someone calls or visits inquiring about an open bed at the shelter do the following

1. Fill out the inquiry sheet as much as you are able.
2. Be sure to include: their name, phone number, where they presently reside, if they have an ID and what the address on their Photo ID is.
3. Ask them a few questions concerning their present situation and if they have a safe place to stay tonight.
4. Explain briefly what the rules and requirements of the shelter are.
5. No guarantee of shelter is to be given over the phone.
6. Your voice can be an encouragement or discouragement to a caller. Be kind but firm about shelter admittance times and days. Remember that potential Guests are under considerable strain during this time.
7. For those that show up here, if they appear intoxicated or high, call the city police and have them handle the situation. Otherwise encourage them to come back during office hours.
8. Our policy is to not allow drop-offs as potential Guests of the shelter.

GUEST CHECKOUT

- At the time of departure, collect all articles that were assigned on the "Intake Checklist".
- Return medications, put a line through the med sheet and have the Guest sign the medication sheet indicating that their meds have been returned to them. Also return money and anything else that belongs to the Guest that may be in the office.
- If the Guest leaves on the weekend, he/she can collect their money the following Monday.
- Fill-out "Guest Exit Interview" form found in the Guest's folder.
- Because of lack of storage, inform the Guest that she/he must take her/his belongings within 48 hours of departure or they may be thrown away.
- Let the Guest know that we have a 30 day no re-entry policy.

DAILY DEVOTIONS

Devotions are a priority so we ask Guests to try to attend devotions daily although it is not mandatory to attend. During devotions time the rest of the building is closed to those that do not attend. In the case of extreme weather a Shelter Director may make a different determination. Devotion leaders should be recorded in the guest room assignment.

CASE MANAGEMENT

In our present circumstances we have found it to be beneficial to do case management with people who may not be able to stay at NDS. So when someone calls, get as much information as you can, especially name and phone number so that we can contact and potentially work with them even if they do not come here as a guest.

COVID-19 WARNING AND WAIVER OF LIABILITY

You must follow all posted instructions while in New Dawn Shelter's facility and use common wisdom as prescribed by the state of Michigan and the United States Centers for Disease Control and Prevention (CDC). An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is a contagious disease that can lead to severe illness and death. According to the CDC, senior citizens and people with underlying medical conditions are especially vulnerable. Exposure to COVID-19 may be from a person who is completely asymptomatic.

By entering New Dawn Shelter's facility you voluntarily assume all risks related to exposure to COVID-19 and waive any liability for exposure to or contraction of COVID-19 while in our facility. Together, let us help keep each other healthy.

COVID 19 PROTOCOLS

If you feel uncomfortable in a situation feel free to practice social distancing up to and including keeping the lower door from the office to the hall closed during your shift.

Use hand sanitizer and face masks as needed.

At the beginning of your shift sanitize the surfaces of the office and all door knobs.

Encourage those that want to drop off donations to make them during the day.

HOW TO HELP SOMEONE GOING THROUGH A MENTAL HEALTH CRISIS

The Action Plan

- Assess for risk of suicide or harm
- Listen non judgmentally, Make the individual feel respected, accepted, and understood. Watch for verbal and nonverbal cues
- Give reassurance and information
- Encourage appropriate professional help
- Encourage self-help and other support strategies, Some support strategies can include: exercise, relaxation, and meditation, participating in peer support groups, self-help books, engaging with family, friends, faith and other social networks.

Assess for Risk of Suicide or Harm

Look for signs of suicidal thoughts and behaviors and/or non-suicidal self-injury. Some warning signs include:

- Threatening to hurt or kill oneself
- Seeking access or means to hurt or kill oneself
- Talking or writing about death, dying or suicide
- Feeling hopeless
- Acting recklessly or engaging in risky activities
- Increased use of alcohol or drugs
- Withdrawing from family, friends, or society
- Appearing agitated or angry
- Having a dramatic change in mood

* Always seek emergency medical help if the person's life is in immediate danger

* National Suicide Prevention Lifeline: **1-800-273-TALK (8255)**

Facilities Volunteer Staff Job Description

We understand that the position of Facilities Staff/volunteer is the most important position in our shelter because you will be directly interacting with our guests. We honor and respect the sacrifices that individuals are willing to make for the sake of our Guests. We want this experience to be spiritually fulfilling, enjoyable and both physically and emotionally safe for our Staff. The listed responsibilities will assure that everyone is safe and feels a strong connection to others in this endeavor.

- Report directly to and assist the Shelter Directors in maintaining a safe, secure and healthy environment in the shelter.
- Report any problems or safety concerns, including any needed repairs to the site, to a Shelter Director promptly.
- File a written incident report in the case of a violation of conduct or illegal behaviors.
- We ask Volunteer Staff Members to request a meeting immediately with a Shelter Director if they feel unsafe, overwhelmed or uncomfortable with any condition or incident at the shelter. We will strive to maintain open communication with everyone and attempt to understand and appreciate others perspectives.
- Answer the phones and take messages including inquiries during their shifts.
- Perform a narcotics count at the beginning of their shift.
- Notify a Shelter Director, and the police in the case of a threat of imminent danger to a Guest or Staff Member.
- Assist Guests with cooking, cleaning, laundry and other chores of the shelter. Don't do for them what they can do for themselves though.
- Assist Guests in taking and storing their approved medications.
- Communicate with one of the Directors any positive or negative behaviors related to a Guest.
- Attend any regular training offerings that will assist them in successfully serving as Facilities Staff.
- Be willing to minimally work one eight, six, or four hour shift twice monthly on a recurring basis. We understand that individuals may need to take breaks from their Volunteer responsibilities and will work with our Volunteer Staff to meet their needs.
- Maintain confidentiality concerning Guests or other staff of the shelter.
- At all times keep in mind that we represent Jesus in our dealing with others. The heart of the law is love for God and love others as we love ourselves. So, spend some time talking to and interacting with our guests.