

Helping People Help Themselves...

There may be no “I” in TEAM...

But there is definitely a “U” in

VOLUNTEER!!!



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**VOLUNTEER
HANDBOOK**

BOUNDARIES AND ETHICS

Thank you for your interest in becoming a volunteer at the New Community Shelter!!!

We are very excited to have you on board! This handbook will show a little information about the shelter and share the many volunteer opportunities that await you!!!

We are an Emergency Shelter in **Brown County open year round, 7 days a week, 365 days a year**, that serves homeless adult men and women. Our goal is to provide individuals with services resulting in the achievement of self-sufficiency by **“Helping People Help Themselves”**.

The New Community Shelter has **three primary responsibilities** to the community: **Emergency Shelter, Transitional Living Apartments, and an amazing Community Meal Program.**

Who do we serve?

On average our population is 65% male to 35% female; 54% white, 26% black, 9% American Indian, 6% multiracial, 4% Hispanic, and less than 1% Asian/Native Hawaiian, 92% have at least one disability, AODA, and/or mental health concerns. 44% are employed, have social security, or VA benefits.

How can you get started?

Fill out our volunteer application online or in person. Then, attend one of our volunteer orientations! We will discuss in depth all of our wonderful volunteer opportunities followed by a tour of the shelter. Don't worry, if you can't attend one of the orientations, staff can meet with you one on one at a later time to explain everything we do! We have many volunteer fun opportunities for anyone, as a group or independently!

While volunteering at the shelter it is important that volunteers approach their interactions with residents in a professional and respectful manner.

With this in mind, the following includes, but is not limited to, examples of unacceptable exchanges:

- Personally lending, giving, or buying items for individual residents. This applies to even small items and can include money (even as little as \$1.00 for bus fare), cigarettes, food, or beverages.
- Repairing residents' belongings or allowing residents to repair your personal belongings.
- Engaging in personal and/or sexual relationships with residents.
- Personal phone calls to or from residents.
- Allowing residents to visit you at your home or place of employment.
- Conversations about a volunteer's personal life are strongly discouraged.
- Giving residents transportation.
- Giving special privileges to residents or personal favors.
- Asking a resident to do something for another resident.

If you knew a resident previous to their entering the shelter, you should alert staff. We call this a dual relationship. It is ok to know people. We will help you handle this type of situation.

We do not release any personal information regarding staff, residents, community members, or volunteers (without a release of information) – Refer to Confidentiality Policy.

Drug & Alcohol Policy

The New Community Shelter maintains a zero tolerance position on the issue of alcohol and illegal controlled substances. Because we have many residents struggling with their sobriety, anyone volunteering on site must also be clean and sober at all times.

RULES OF CONDUCT

Residents, employees, and volunteers of the New Community Shelter are asked to respect our high standards of conduct regarding their interaction with all other residents, employees, volunteers, resources, and the community in general. The following standards are considered imperative in conducting oneself as a part of the New Community Shelter, Inc.

The New Community Shelter operates in an atmosphere of respect. The staff, volunteers, and residents are expected to present themselves in a respectful fashion at all times. Being treated respectfully should be everyone's expectation. Self-respect, respect for each other, respect for our neighborhood, and respect for the community is mandatory and should be practiced by all.

No volunteer shall place themselves in a position of a conflict of interest with the stated goals and objectives of the New Community Shelter.

Volunteers will not speak on behalf of the New Community Shelter, Inc. unless otherwise authorized. The Executive Director and the President of the Board of Directors are the official spokespersons for New Community Shelter. Any media, written statements, or other communications for the shelter will need to be approved by either the Executive Director or the Board President. Any media coverage where a staff member or volunteer identifies him/herself as staff, volunteer, or Board member, must be approved by the Executive Director or President of the Board.

Conduct with residents will be on a professional basis.

Contact with other professional and referring agencies should always be done with respect and with the integrity of the shelter in mind. Advocacy can be challenging, yet the shelter and representatives must approach situations diplomatically, assertively, and with the understanding of how one's actions reflect upon the organization.

Confidentiality is essential in protecting the people who are served by the New Community Shelter, Inc. Unauthorized release of information about the residents, their circumstances, or whereabouts is prohibited.

Using proper lines of communication within the organization is important to maintaining continuity and efficiency within the organization.

Acting on legislative issues on behalf of the New Community Shelter, Inc. must be according to a position adopted by the organization.

Why volunteers? What's in it for me?

Volunteers are the engine of our organization. Our volunteers are committed people who have an interest in helping us achieve our vision and mission. The majority of our volunteers offer their services on a regular basis.

New Community Shelter is a respectful atmosphere where your experience will provide:

- job satisfaction
- positive and personal contributions to the community
- social interaction with new people
- opportunities to mix with different age groups
- the chance to make new friends
- and simply, the chance of accomplishment

Bottom line, we want your experience to be rewarding and fun. We **want** you to **want** to come back!!!



VOLUNTEER OPPORTUNITIES

Special Projects

- ♦ Gardening (garden to table program)
- ♦ Planting, weeding, fertilizing, etc.
- ♦ Grounds (clean up & landscaping)
- ♦ Cutting lawn, weed whacking, pruning, planting, etc.
- ♦ Cheesy Scarves (production)
- ♦ Arts & Crafts events
- ♦ Resident game nights & parties (birthday & holiday)
- ♦ Apartment cleaning
- ♦ Storage room organization
- ♦ Intake bags
- ♦ Food, coat & clothing give-aways
- ♦ Comforter & Blanket alterations
- ♦ Donation sorting
- ♦ Donation pick up
- ♦ Holiday decorating / outside lights



Community Meal

- ♦ Provide, prep, serve Community Meal
- ♦ Bakers, canners, cooks
- ♦ Inventory
- ♦ Can dent, & damage inspection
- ♦ Expiration date inspection
- ♦ Kitchen / cafeteria cleaning
- ♦ Pantry / freezer rotation
- ♦ Donation organization



VOLUNTEER OPPORTUNITIES

Shelter & Programming

- ♦ Class Instructors
- ♦ Computer Skills
- ♦ Employment Readiness
- ♦ Rent Smart Classes
- ♦ Credit Counselors
- ♦ Resume & Application
- ♦ Assistance
- ♦ Mock interviewing
- ♦ Motivational Speakers
- ♦ Translators
- ♦ Office Assistance
- ♦ Clerical Assistance
- ♦ Answering phones
- ♦ Special skills



Development

Annual Events and Fundraising

- ♦ Bowl-A-Thon, Golf outing, Murder mystery Dinner, Meat Raffles, Fourth of July beverage tent sales, Fill the Cruiser, Cheesy Scarf Sales, and Holiday Appeal.
- ♦ Downtown Green Bay Events (Parades, Sporting events, Marathons, etc.) clean up that takes between 1-2 hours.

We are always looking for new and exciting fundraising event ideas! We would love to hear about and share your experiences.