

# **SAFE** **HARBOR**

**Volunteer Training Handouts  
2012**

# **SAFE HARBOR MISSION** **STATEMENT**

**SAFE HARBOR IS A FAITH-BASED MINISTRY OFFERING LOVE AND SERVICE TO THE HOMELESS OF THE TRAVERSE CITY AREA THROUGH EMERGENCY SHELTER, MEALS, AND COMMUNITY AND WITH ENCOURAGEMENT TO MOVE FORWARD IN A POSITIVE DIRECTION IN THEIR LIVE.**

## **HISTORY:**

**In 2003, the TC Nazarene Church opened their doors and began offering an emergency shelter on the coldest nights of the winter to our homeless population. That first year, they housed as many as 26 people per night, and ended up running for 45 straight nights.**

**The following year, several other churches became involved and the program became a rotating shelter throughout the winter months.**

**The need is real. Last year, Safe Harbor provided 5041 bed nights and more than 10,000 meals to more than 139 different homeless men and women. The program runs from the beginning of November through the first week of April.**

**Safety and consistency are the goals from day to day and church to church to ensure the success of the program and the safety of volunteers and homeless guests that are welcomed at each church site.**

**So, we appreciate the time you take with the following training material, and thank you again for committing to volunteering at Safe Harbor.**

# **SAFE HARBOR RULES**

The following rules are for anyone staying as part of the overnight shelter program.

Rules are for everyone's safety, comfort and dignity.

Any violation of these rules may result in a termination of your participation in the Safe Harbor program

**\* ALL ITEMS BROUGHT ONTO CHURCH PROPERTY ARE SUBJECT TO SEARCH**

1. Once you have signed in, you are only allowed to leave the building during scheduled smoke breaks. If you leave after signing in you will not be allowed to re-enter for any reason until the next evening.
2. The church will open at 6:00 p.m. every night. Doors are locked at 8:00 p.m. with "Lights Out" at 11:00 p.m.. The church will then be secured until 6:00 a.m. the next morning. (Special arrangements will be made for guest working later).
3. Upon entering on their first night, guests will receive **ONE** mat, **ONE** blanket, and **ONE** assigned tub to keep their belongings. Tubs can be searched for contraband at any time by staff.
4. **NO SMOKING** at any place inside the building. Supervised 15 min. smoke breaks in a designated area, 6:45 p.m. - 7:45 p.m. - 8:45 p.m. - 9:45 p.m. & 10:45 p.m.
5. **NO ALCOHOLIC BEVERAGES ANYWHERE ON CHURCH PROPERTY.**
6. **NO DRUGS OR ILLEGAL SUBSTANCES ANYWHERE ON CHURCH PROPERTY.**
7. **ABSOLUTELY NO WEAPONS OF ANY KIND ARE PERMITTED!!!** If you have one; please turn it in to a volunteer at sign-in time.
8. **NO ABUSIVE/PROFANE LANGUAGE OR DISRUPTIVE BEHAVIOR**  
Remember you are in a house of God.
9. The church staff and volunteers are in charge of the building. Please direct any questions to them.
10. Men and women are assigned separate sleeping areas by the staff and volunteers.
11. Prior to breakfast each morning, please spray and wipe down your own mattress and take it to the designated storage area.
12. Do not leave any items that do not fit in your assigned Tub from church. Be prepared to leave church by 8:00 a.m. each morning unless otherwise indicated per church/facility.

## **SAFE HARBOR DO'S AND PLEASE DON'TS**

### **PLEASE DO NOT:**

- \*...give money to a guest, no matter what the circumstances.
- \*...loan your cell phone to a guest for use, they may use a church phone with supervision (5 min. max please).
- \*...impose on a guest. Look for cues that the guest is receptive to conversation.
- \*...try to solve an argument or fight. Inform The Goodwill Supervisor of any questionable situation.
- \*...escalate a volatile situation. If a guest is belligerent or appears excessively intoxicated, please do not attempt to take care of the situation on your own. Inform The Goodwill Supervisor and we will address the situation.
- \*...allow guests in areas designated as "out of bounds". These areas include the kitchen, volunteer sleeping areas and any other areas posted as "out of bounds".
- \*...offer work or help to any of the guests outside of Safe Harbor without speaking to The Goodwill Supervisor first. They may have information about the guest that would deem this an unsafe situation.
- \*...dispense any prescription medication, guests are required to turn medication in at check-in, it will be held in a lock-box. If the guest needs it, hand them the bottle and allow them to take their prescribed dose.

### **PLEASE DO:**

- \*...call 911 immediately if a fight has broken out or you feel that you or anyone else may be in danger.
- \*...show love and respect to our guests. Many of them are wading through life's deepest waters!
- \*...engage any guests that seem receptive in meaningful conversation.
- \*...feel free to laugh or cry with the guests. You may be surprised how much you have in common!
- \*...*Pray for Guests Throughout the Year!*

# SAFE HARBOR POLICY PAGE

## GUEST ADMISSION POLICY

In pursuit of assuring the safety of both its guests and its volunteers, **Safe Harbor** will take one of the following actions in response to any individual's request for admission to the nightly shelter. The action taken will be as a result of a (**Safe Harbor** background check) on said individual.

1. For individuals with outstanding felon warrants, or a current expulsion from **Safe Harbor** nightly shelter, no admission will be granted.
2. For individuals with misdemeanor warrants, admission will be granted on the following basis. Individual must address warrants within 7 days, and provide proof of such action.
3. For individuals seeking readmission after expulsion, a probationary period will be granted. Probationary period to be determined by committee and The Goodwill Supervisor.
4. Individuals with no criminal record or expulsion from **Safe Harbor** will be admitted after signing nightly compliance / sign-in sheet.
5. All items brought onto church property are subject to search by staff.

## PRESCRIPTION DRUGS POLICY

1. All medically urgent prescriptions (inhalers, nitro tablets etc.) may be kept by the guest. All other prescription medication are given to check-in volunteer at sign-in time. Prescriptions will be placed in a bag with guests' name on label, and then placed into the Lockable **Safe Harbor** Med box. There is no inventory list or receipts for locked Meds.
2. Keys will be made accessible to shift Team Leaders.
3. Guests' will take medications as per labeling and then return medications to box. Coordinators and volunteers will not dispense medications from box. No talking will occur during this time. Guests may retrieve any or all medications in the morning when leaving.
4. The evening sign-in sheet will include a disclaimer which states; 'by signing this sheet I acknowledge that I have turned in all prescriptions. I acknowledge that I am fully responsible for any prescriptions not turned in, and that any sales, distribution or misuse of these will be grounds for my expulsion from **Safe Harbor**'.

## **ALCOHOLIC BEVERAGES POLICY**

1. If guests do arrive with alcoholic beverages they will be turned over to The Goodwill Supervisor and disposed of immediately. There is no alcohol allowed anywhere on Church property as per rules of **Safe Harbor**. If guest is caught with alcohol in the building, they will be expelled for the night and subject to suspension.

## **YOUTH VOLUNTEER POLICY**

### **YOUTH UNDER THE AGE OF 12**

1. Shall be accompanied by a parent at all times while at **Safe Harbor**
2. **Safe Harbor** requires that visiting times should be limited to 6:00 p.m. - 8:00 p.m.

### **YOUTH AGE 12 - 18**

1. Must be sponsored by a parent, guardian, or youth group director that signed permission form.
2. Youth volunteers will read and observe the following rules;
  - A. No youth volunteers are allowed in sleeping areas at any time.
  - B. Youth volunteers should remain in social area. Any youth leaving social area, for any reason, must inform adult supervisor before leaving.
3. Available hours for 12-18 youth volunteers will be from 6:00 p.m. - 10:00 p.m.

## **Boundaries in a Helping Relationship**

Setting limits for expectations of behavior is a part of creating and maintaining all relationships in our life. In a "helping relationship", boundaries are especially important because there is an inherent power imbalance in the encounters, which can affect the overall safety of both the worker and person seeking help.

At Safe Harbor, our *guests and volunteers* are involved in a unique helping relationship that requires us to be aware of boundary setting and vigilance in maintaining consistent boundaries for a safe environment and access to service.

### **Boundary Setting is a system of limit setting that seeks to**

- Decrease the risk of patron exploitation
- Decrease patron anxiety about roles and rules
- Maintain the safety of patrons and volunteers
- Avoid the appearance of special favor for a particular patron
- Avoid dependence of the patron on a volunteer/program
- Provide framework for maintaining confidentiality

**Volunteers are ultimately responsible for managing boundary issues, individually and collectively.**

**Patron Exploitation** stems from the volunteer's position of power (being in charge/allowing access) and our ability to exert influence over patrons. Use of this power differential allows a volunteer to use a relationship with the patron to meet an emotional, financial, sexual, religious or personal need. Exploitation can be initiated by a patron as a means of "feeling special" or by a volunteer as a means of enjoying "being adored" by the patron.

### **Behaviors that prevent exploitation and maintain boundaries**

- Consistent enforcement of the rules for all patrons
- Adherence to the policies and procedures of Safe Harbor at all times
- Respect for the confidentiality of patrons at all times.
- No socialization with patrons outside of functions sponsored by the homeless support programs in the community
- Do not hire patrons to perform work
- Do not lend or borrow money from patrons
- Do not give a patron your telephone number or let them use your cell phone
- Do not give patrons automobile rides Do not accept a personal gift of anything other than a minimal value nor provide one of the same to a patron
- Do not have sexual contact with a patron
- Maintain a courteous, respectful and professional attitude at all times
- Comply with anti-discrimination laws

- Do not possess, use or distribute alcohol, illegal drugs and drug paraphernalia while serving in a volunteer role.

Boundaries can be blurred in overlapping/dual relationships and unique circumstances, so it is important to be open and honest about such situations with yourself, the patron and the Safe Harbor volunteers as your peer support group. Discussions with your team leader about specific situations can be helpful in dealing with individual patrons and your feelings or concerns about boundary issues. A concern of yours might be the same as someone else. Ask an experienced volunteer about the boundary exception before you do it.

**If you have a concern about a boundary exception ask yourself**

- Whose needs are being met?
- Would I hesitate to tell another volunteer about what boundary I crossed?
- Did I set a limit for this exception and communicate it to the patron?
- Would I make this exception for every patron; if no, then why am I doing it in this situation?

Dual or overlapping relationships occur where volunteer and patron contact occurs outside of Safe Harbor (IE you meet someone in passing at the mall) or they come to Safe Harbor and you know them from prior circumstances (IE knew them from work or AA). To protect confidentiality and allow the patron control of the encounter, let them take the lead in the interaction. Allow them to decide if they want to be recognized and acknowledged and to what extent they desire to share information about themselves. This provides for their individual dignity and ability to access Safe Harbor without any attached stigma. **In this relationship you allow the patron to take the lead, but then you are responsible for maintaining boundaries in the relationship as long as they are a patron using services at Safe Harbor.**

It is sometimes difficult to separate the human desire to “help make things better” from the need to maintain boundaries in our relationship with patrons at Safe Harbor. The nature of some of our patrons issues of substance abuse and mental illness makes it seem like it would be easier to give in to avoid conflict or hope that an “exception this one time will help them turn things around”. The desire to avoid the perception of being the “mean/bad volunteer” is natural at times, but blaming the “rules/organization” helps lessen the sting of saying NO to patrons.

Boundaries are meant to provide the supportive structure for volunteers so that a healthy, helpful relationship is extended to all patrons that use the services of Safe Harbor. Boundary maintenance by all volunteers encourages support for growth of our services and a reflection of Christian ministry in action.

## **Team Leader Responsibilities 1 per shift**

**Incidents that arise should be handled by at least 2 volunteers-with at least one being a female volunteer for a female guest if at all possible.**

1. Make sure that all volunteers have signed in and received a name tag.
2. Confirm that volunteer has completed orientation. If no orientation, make sure that rules and appropriate shift duties are reviewed before they start their shift.
3. Have key volunteers know the locations of fire alarms, extinguishers and evacuation plan. They would assist and direct other volunteers and guests in any emergency situation.
4. Know the location of the first aid kits and the location of gloves if needed for cleaning up after accidents, in restrooms or when dealing with any blood or body fluids.
5. Mid-week, check the supplies for gloves and clean up supplies for emergencies and mats to make sure supplies are set for remainder of the week.
6. Know the location of any telephone land lines for 9-1-1 emergency calls as well as the address for church.
7. Identify which volunteers have cell phones for emergency needs.
8. The Team Leader is in charge of the Non-Prescription and Prescription Med Box or designates person/persons responsible for it during the shift.
9. Make sure that there is a Master Key for the church that is passed from Team Leader to Team Leader.
10. Make sure that there is a key for the Prescription Med Box at the beginning of each shift. If no key, notify the paid staff person for follow up.
11. Acts as liaison with Safe Harbor paid staff for the shift and communicates with church office staff and or Safe Harbor Church Coordinator regarding issues or concerns that arise during a shift.
12. Participate in the briefing of all volunteers at each shift change noting issues with guests, making sure that medication and master facility key are passed to the new team leader.
13. Try to "de-brief" new volunteers before they leave to clarify questions or help put their experience into positive context if needed.
14. **THANK all volunteers for their time at least once during the shift.**

## **Supper Volunteer Responsibilities** (at least 4 people)

***If you arrive early, and guests are waiting, they are NOT allowed access to the facility before 6:00 pm. PLEASE do NOT violate this rule for many reasons!***

### **Pre-planning**

Talk with other volunteers to plan cooking and menu items for your date AND which of you will help coordinate for your shift.

Confirm that your menu is not a duplicate of another meal that week.

Plan to SERVE and CLEAN UP your meal.

Look to recruit some other volunteers if serving and/or clean up is an issue.

Discuss any questions with the sign up coordinator during the planning process.

Keep meals simple and healthy.

If you want to cook your meal at the church kitchen on the day of service, please make sure that this is pre-arranged for access.

### **Serving Day**

If you had arranged to cook early at the church kitchen, confirm this with a call to the church office in the morning.

**5:30 pm** Crew should arrive with meal prepared.

Make sure you have signed in, have a name tag and clarify questions with your team leader before the opening of doors to the guests at 6:00 pm

Decaf coffee only for this shift and the rest of the evening.

**6:00 pm** Guests arrive and are checked-in by staff.

Be ready to begin serving. Guests do NOT serve themselves.

Seconds on meals are after volunteers are served.

**7:30 pm**

Food service ends and kitchen clean up begins.

Double check with paid staff/team leader if a plate should be made for a guest that might be working late.

Check with the Team Leader for the shift about leaving any food from the main meal. Unless directed, plan that all food is taken home with volunteers.

Any leftover dessert can be left as "snack" for the evening.

Make sure that any utensils and supplies used from the church kitchen are cleaned, dried and put away.

***Thank you for your time and talent in making this ministry successful.***

## SAFE HARBOR SUGGESTED DINNER MENUS

DRINKS: Ice Water ▪ Decaf Coffee ▪ Hot Tea ▪ Milk ▪ Juice

A. Spaghetti w/ Meat Sauce  
Salad  
Garlic Bread  
Dessert

B. Pancake Supper  
Sausage Links  
Fresh Fruit  
Cookies

C. Homemade Soup  
Salad  
Rolls  
Dessert

D. Scalloped Potatoes & Ham  
Salad / Mixed Veggies  
Applesauce  
Dessert

E. Goulash  
Salad / Broccoli  
Rolls  
Dessert

F. Meat Balls (Swedish or Sweet & Sour)  
Rice  
Salad  
Dessert

G. Sloppy Joes / Beef Barbeque  
Potato Salad  
Salad / Corn  
Dessert

H. Beef Stew  
Salad  
Applesauce  
Dessert

I. Chili or White Chicken Chili  
Salad  
Corn Bread  
Dessert

J. Lasagna  
Salad / Green Beans  
Garlic Bread  
Dessert

K. Baked Chicken  
Mashed Potatoes / Gravy  
Salad / Corn  
Dessert

H. Meat Loaf  
Potatoes  
Salad / Vegetable  
Dessert

*\*Pizza style is always a good and fun alternative*

### SERVING RECOMMENDATIONS:

1. Have volunteers serve food—everyone served once before offering seconds.
2. Use tongs for individual servings of breads, fresh vegetables, cookies etc.
3. Save a plate for guests arriving late because of work/meetings.
4. Prepare food for approximately 30-50 guests **plus** volunteers coming from work.  
(Check with a team leader from your church for a more accurate number.)

## **Evening Visitor Responsibilities**

This shift begins at 5:45, unless your coordinator has asked you to come earlier. The shift ends at 8:30 PM after the overnight staff has arrived. You are welcome to stay later if you would like.

### **Door 6:00 PM**

There should be at least 3 volunteers to help with sign in at the initial 6 pm opening. Paid staff will check bags and assess guest's condition.

**1 Volunteer for sign in book**-make sure names are complete and legible.

**1 Volunteer for medication drop off**-guest name on Ziploc bag and meds placed and sealed inside. There is no inventory and no sorting. Ziploc bag into the med box.

**1 Volunteer to direct questionable and new guests to a waiting area**, answer questions etc.

The shift team leader should be "floating" to assist where needed between kitchen and sign-in areas.

### **Remainder of the Evening**

Once the main group for sign in has finished, you are encouraged to eat and visit with the guests. Card games, board games, watching movies and conversation with guests is encouraged.

The medication person should be available to paid staff for any "later guests" that arrive.

**If an altercation/confrontation occurs, the SIGN IN process STOPS immediately and the paid staff and team leader deal with it. In such situations, the other sign in volunteers assist as directed and make sure that no guest moves past the sign in area.**

Please remember that the Team Leader and the Paid Staff for the evening are your resource people for questions and concerns. Please do not hesitate to ask them for clarification or refer a guest to them regarding rules, behavior or other issues.

Please relax and enjoy the company of the guests and other volunteers.

Please remember to sign in and make yourself a name tag- FIRST NAME ONLY

Please look to discuss your volunteer experience with your Team Leader if you feel uncomfortable or nervous anytime after you arrive.

**Thank you for your time and talent making this ministry successful.**

**Overnight Volunteer Information** 2 men and 2 women minimum

**Incidents that arise should be handled by at least 2 volunteers-with at least one being a female volunteer for a female guest if at all possible.**

Know if there is a morning crew or if you will be responsible for Breakfast/Clean-up in the am. Review the duties and timelines for this volunteer if needed.

**There is a team briefing at 9 pm with the paid staff before they leave for the night.**

**Food:** Snacks are put away at 10:00 pm

Late meals are only by prior arrangement with paid staff or team leader.

Water is the only item left out during the night.

**Doors:** Doors are locked at 8:00 pm and are the responsibility of paid staff until the 11:00 pm bedtime for guests.

Smoke breaks are supervised by paid staff and are the ¼ hr mark; the last smoke break is 10:45 pm.

**No guest is admitted after 11 pm, even if brought by the police. The one exception is if a guest is working late AND arrives in appropriate condition.**

**Doors remain locked until 6:00 am.**

If a guest leaves after the doors are locked, they are NOT allowed back on the premises until 6:00 pm the next evening.

**Medication:** Non prescription meds can be given out during the night.

Water only with meds during the night.

**One volunteer only** should be responsible for handing out any and all meds in the morning. Make sure all know who this volunteer is.

**Sleep/Wake:** All guests must turn in for the night at 11 pm. Remind guests and volunteers to be QUIET as they go to the sleeping areas.

**At least one volunteer must be awake through the night. Splitting the shift between volunteers works well for maintaining alertness.**

Volunteers awake after 11pm need to be quiet during their shift.

All volunteers should know the location where the team leader and other volunteers are sleeping in case of an emergency/issue.

If a guest is awake before 5 am, encourage them to go back to their mat and rest/relax. NO FOOD/COFFEE before 6am, to encourage sleeping.

**6:00 am:** (If you have a morning/cleaning crew, some of these may be their duties.)

Unlock the door for semi-supervised smoking.

Coffee and cold breakfast is put out.

ANYONE that did NOT spend the night is NOT allowed in for breakfast or access to their totes.

***Thank you for volunteering your time and talent to this ministry***

## **Breakfast / Clean-up Volunteers: 2-4 people**

Please arrive at the designated time. This could be from 6:30 am to 8:00 am.  
A Team Leader will be available to give a morning briefing.

### **Hot Breakfast-**

If this crew is providing a hot breakfast in addition to the standard continental breakfast, you should arrive by 6:30am.

Breakfast is finished at 7:30 AM and all items except for coffee and juice are cleared.  
Please visit with any guests that are so inclined. Not everyone is a morning person!

### **7:00 AM**

All guests should be awake and moving.

Remind guests that their blanket needs to be in their tote and that the tote must be firmly closed before being put away for the day.

Even if totes and mats can remain in place for the day, blankets and all other items **MUST** be stowed in the tote with the lid firmly in place.

Encourage early risers to clean and store mats and totes sooner rather than later.

**NO ITEMS OUTSIDE THE TOTE, NO EXTRA BAGS ETC may be left at the church.**

### **7:30 AM**

Begin clean up of the sleeping areas and kitchens.

Check any schedule there might be for washing floors or room set up for the day.

Remind guests again regarding mat clean up, storage of blanket and tote closure.

Make announcement for last call for the restrooms.

### **8:00 AM**

Lock all ingress and egress doors to prevent trickle back of guests.

Clean restrooms checking toilet paper and hand towel supplies. Use gloves.

Wipe down all tables in the dining/common areas. Use gloves and designated cleaning agent.

Complete kitchen clean up. All food properly stored.

Make sure all garbage is out and all supplies put away.

If there is an issue regarding mats or totes leave this as a note in the pass down book.

Make sure that the medication box is locked and all keys are placed in the designated area.

**The pass down log is NOT just for the overnight shift. If the morning crew has an issue, list it here and it will be addressed that evening by the paid staff or Team Leader.**

*Thank you for your time and talent making this ministry successful.*

## **SAFE HARBOR SUGGESTED CONTINENTAL BREAKFAST & EVENING SNACKS**

### **BREAKFAST:**

Regular Coffee (approximately 50 cups)  
Juice (orange, cranberry, apple)  
Milk  
Assorted Yogurt  
Fresh Fruit (bananas, oranges, grapes, melons)  
Cereals (multi grain cheerios, raisin bran, corn flakes)  
Oatmeal (individual packages)  
Hard Boiled Eggs  
Toast (wheat bread, light multi grain)  
Granola / Breakfast Bars  
Peanut Butter & Jam  
Breakfast Breads (pumpkin, poppy seed, etc.)

(please no bagels or apples)

### **EVENING SNACK OPTIONS:** (approximately 2-3 items per night)

Popcorn  
Pretzels, Potato Chips, Chex Mix  
Granola Bars  
Fresh Fruit (no apples)  
Fresh Vegetables & Dip  
Cheese & Crackers  
Cookies  
Brownies  
Ice Cream  
Soda (Caffeine-free is preferred)  
Punch or Lemonade

## **Saturday Set Up 2-6 volunteers**

1. Call Goodwill Inn 631-6472 (Kalven Horton) a WEEK in advance to reserve the Goodwill truck used for transporting Safe Harbor items to your church. You should be able to pick up the keys and the truck Friday night so that is ready to go on Saturday.
2. Usually a driver and one other person are only needed at the church you are loading at as long as you arrive by 7:30 am. The guests will help load the truck.
3. One volunteer should locate the team leader at the church you are loading to confirm receipt of the following items:
  - All log hooks
  - Both medication boxes
  - Key for the medication box
  - Large RULES BOARD
  - Outside smokers ashtray
4. Unload guest sleeping mats and totes in the designated areas at your church.
5. Unload hook, game and video totes in the designated areas.
6. Outdoor ashtray should be near entrance area.
7. Medication boxes and log hooks are placed in the kitchen area, unless there is another designated area.
8. At least 2 long tables and chairs are located near the entry area for use at check-in time.
9. Rules should be placed near the check-in area
10. Check supplies of toilet paper and paper towel in all restrooms.
11. Make sure that all entry points are secured before leaving.

*Absolutely NO homeless guests are allowed access to totes or your church during set-up. If there is an issue with this, please leave some notification of this for Goodwill Staff and Safe Harbor team leader to follow up at sign in time.*

## **Saturday Clean up at Close of Safe Harbor 2-6 volunteers**

1. **Arrival between 7:30-8:00 am.**
2. **It works well if you have a crew to clean the kitchen and another to work on the other areas.**
3. **Kitchen should be cleaned and disinfected as per the church kitchen guidelines.**
4. **Cleaning is per the directions of your church.**
5. **Re-set all areas as per the directions of your church.**
6. **Re-supply all toilet paper and paper towels in the restrooms.**
7. **Make sure all trash and garbage containers are emptied.**
8. **Make sure all electric is off.**
9. **Make sure that all entrances and exits are secure before leaving.**

**If any guests remain in the areas outside, remind them that they should not be loitering on the church property.**