



BES Volunteer Training

2021/2022 Season

INTRODUCTION

Thank you for your interest in volunteering at Bethlehem Emergency Sheltering.

Some of the same changes that BES implemented as a result of Covid last season still apply as we start this season. All volunteers are being asked to review this training for the 2021/2022 season.

ORIENTATION

After completing of this Review Training please complete the Training Completion Confirmation Form and email it to your Volunteer Coordinator.

WHAT HAS CHANGED FOR 2021/2022?

- Dinner will be one shift from 5:30-7:30 PM.
- Showers will be offered this season volunteer permitting. They will be offered from 5:30 – 9:30 PM.
- No volunteers under 16 years old.
- Volunteers 16-18 may serve in the kitchen.
- Volunteers can again socialize with guests in the dining hall.
- Staff meals provided only upon request.
- BES has the ability to accept one family at a time this season.
- We will offer as many services as possible to help our guests stay healthy and work towards finding permanent housing.

GENERAL INFORMATION

Bethlehem Emergency Sheltering

75 E Market Street

Bethlehem Pa 18018

Phone: 484-379-6694

Website: www.bethlehememergencysheltering.org

Visit us on Facebook



BES is in operation from November 15th to April 15th
from 5:00pm to 7:00am.

OUR MISSION

Through demonstrating the love of Jesus Christ, we provide shelter and a caring network of support to restore hope to the homeless in the city of Bethlehem.

OUR VISION

Working in unison with local churches and community partners, individuals will have safe, affordable housing and be valued in our community.

OUR VALUES

- We believe serving those in need is a tangible expression of the restorative power of Jesus Christ.
- We believe all people have the right to be treated with dignity and respect.
- We believe we are called to serve those in need, to relieve their suffering and to promote the transformation of their condition of life.
- We believe true community happens when individuals and groups work in partnership to serve the least of these.
- We believe in providing community awareness of the realities of homelessness through advocacy.

OUR GUEST ACCEPTANCE POLICY

- BES will provide shelter for homeless adults who are ambulatory and able to care for themselves without assistance. BES is also able to accept one family at a time in shelter with the help of local agencies. This will be handled through the Executive Director.
- BES will assist homeless individuals who are unable to meet their needs outlined above by contacting the non-emergency police number for assistance. This will be done by the Shelter Manager or Monitor

NON- DISCRIMINATION POLICY

- BES does not and shall not practice, permit or condone any discrimination against Guests, Volunteers, Staff and other individuals on the basis of race, color, religion, gender, gender expression, national origin, age, disability, or veteran status .
- BES will take appropriate actions to address any discriminatory actions of the Guests, Volunteers, Staff or others.
- Anyone who believes he or she has been the subject of discrimination should report the matter to the Shelter Manager or Shelter Monitor or any Board Member immediately.

BES' NON-DISCRIMINATION LGBTQ POLICY

- This policy applies to guests, volunteers and all others at the shelter
- Maintain confidentiality at shelter and elsewhere
- Address the person as they identify
- Allow the person to sleep in the areas where they identify
- Allow the person to use the restrooms where they identify
- If any issues among guests or volunteers, please ask Shelter Manager to address these issues

CONFIDENTIALITY POLICY

Volunteers assisting at the Shelter may learn facts about Shelter Guests that are of a highly personal and confidential nature.

It is appropriate to talk to the Shelter Manager or Shelter Monitor about our guests.

However, when you leave the Shelter, please respect the privacy of all Guests and not disclose any information about them.

Our moral obligation exceeds our legal obligation.

BES VOLUNTEER GUIDELINES



All volunteers must complete the volunteer orientation training and must adhere to BES policies and procedures.



For the 2021/2021 season, all volunteers serving at the shelter when guests are present must be 16 or older. Volunteers under the age of 18 must serve in the kitchen.

VOLUNTEER ROLES AND RESPONSIBILITIES FOR 2021/2022

In order to protect the health and safety of our guests, volunteers and staff, volunteers must be masked and self screened upon entrance.

Our intent protect the health and safety of guests, staff, and volunteers.



Volunteer Roles

Volunteers for the evening will be assigned specific roles by the volunteer coordinator. These will be limited to :

- Registration Desk for returning guests
- Dinner Preparation
- Serving Food
- Breakfast Bag Preparation
- Kitchen Clean Up
- Light Cleanup of the Dining Area after all guests leave
- Shower Monitors

Volunteers may use any of the items and equipment provided by BES in preparing meals and clean up. Specific training and instruction for Kitchen procedures and policies will be provided by the volunteer coordinator.

VOLUNTEER ARRIVAL

- Volunteers in charge of dinner should arrive in time to prepare the meal.
- Volunteers serving dinner should arrive by 5:00 PM to begin serving the meal by 5:30 PM.

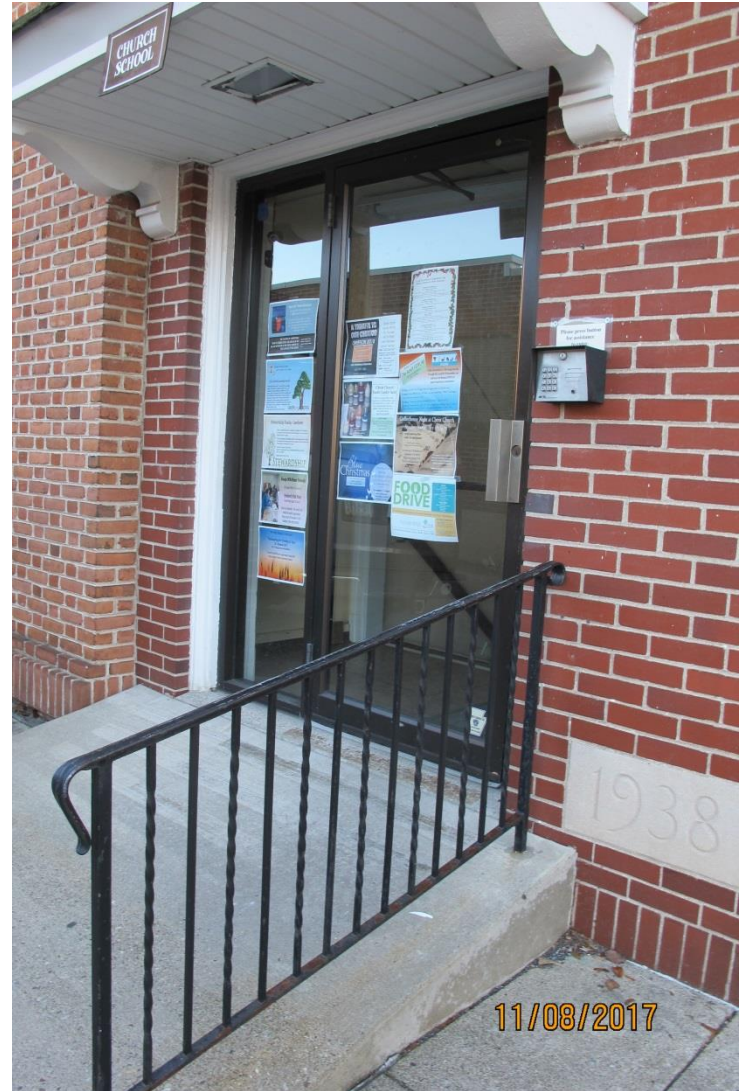
VOLUNTEER PARKING

- Volunteers may park in the back of Herron Funeral home lot, located at 458 Center Street
- Volunteers will be notified if a funeral service is planned. In this case, please park on the street or at the Trinity UCC lot (Center & North Streets)
- Car placards will be available to identify your vehicle for BES volunteers.
- On-street parking is available but beware of parking limits
- An Escort to cars after dark for volunteers is available
- PLEASE DO NOT PARK AT JAMES FUNERAL HOME

VOLUNTEER ENTRANCE

Volunteers must use the Walnut Street Entrance.

The Church Code will be the same as before.



VOLUNTEER HEALTH CHECKLIST

All volunteers entering the building will be required to complete the following health checklist and provide the information requested. The Volunteer Coordinator will be responsible for ensuring that this is done. Checklists will be available in the kitchen and the Market Street entrance.

Volunteer/Staff Health Checklist

Have you:

- Had close contact with anyone for a prolonged period of time (less than 6ft apart for more than 15minutes) who has tested positive for COVID-19
- Are currently waiting for testing results for COVID-19
- Experiencing any of the symptoms below within the past 48 hours

Fever or Chills (100°F or Higher)	Cough	Shortness of Breath
Difficulty breathing	Fatigue	Muscle or Body Aches
Headache	New Loss of Taste or Smell	Nausea or Vomiting
Congestion or Runny Nose	Diarrhea	Sore Throat

Stop Do not proceed further into the building. Contact your volunteer coordinator or supervisor immediately.

Please fill out form below completely with your current temperature using the provided thermometer. Once you have marked your departure time, please sign.

By signing below, you confirm that you have not experienced any of the following symptoms in the past 48 hours:

Name (PRINT!)	Email	Phone	Temperature	Arrival Time	Departure Time	Signature

GUEST ENTRANCE

- Guests will enter and exit through the Walnut Street Entrance.
- The door opens at 5 pm and will close at 8 pm. Guests who work will make arrangements with the site manager to enter after 8 pm.
- Guests are not permitted to use any other entrance.
- Only two guests at a time may smoke at the Walnut Street entrance. The shelter monitors and manager will enforce this.

DINNER

- Guests will be served from 5:30 – 7:30 PM.
- Volunteers will prepare a plate and beverage for each guests.
- Guests may come up for seconds preferably after 7 PM to ensure food for all guests but volunteer coordinators can use discretion.
- The only items left in the social hall will be coffee, water, and other beverages. All items will remain in kitchen.

DINNER

- Volunteers will do light cleaning of the social hall after guests leave.
- NO meals or food will be provided after the kitchen closes at 7:30 unless guest is working and preapproved by staff.
- Please only set aside meals for staff members upon request.

AFTER DINNER

- Guests will return to the sleeping areas when dining call closes at 9 PM.
- Guests will be allowed to use electronic devices until 10 pm.
- Volunteers will NOT be allowed into the guest sleeping areas.

For this season, it is especially important that no one leaves leftovers after dinner. Please take leftovers home or to Victory House (314 Fillmore Street; 610-691-3373)



BREAKFAST

- Volunteers will prepare bagged breakfasts for the guests the night before.
- The bags will be placed on the table in the kitchen before groups leave for the night. If bags are stored in the refrigerator, volunteers will alert staff. Staff will bring breakfast bags upstairs in the evening.
- Guests will pick up their bags and depart the building; no one will eat breakfast in the social hall.
- All Guests must leave by 7 am.

SMOKING

- ABSOLUTELY NO smoking or vaping in the building!!!!
- Up to two guests at a time will be permitted to smoke outside the Walnut Street entrance. BES Security and Managers will enforce this rule.

EMERGENCY/SECURITY

- The shelter is staffed with two security employees during the hours of operation.
- They are in communications with the Shelter Manager at all times
- In the event of an emergency or problems you cannot control please contact the security staff or shelter monitor/manager and they will assist.
- Any issues important enough to share with site coordinator should be brought to the attention of monitor or manager on duty immediately

EMERGENCY/SECURITY

- In the event of a serious emergency, or you are being threatened, **Call 911.**
- It is the goal of BES to provide a safe environment for all volunteers and guests. If you have any concerns, please contact the Shelter Manager.

CONCLUSION

- The Board of Directors recognizes that Bethlehem Emergency Sheltering is a largely volunteer-driven organization and will continue to be such into the foreseeable future.
- BES and our Guests thank you for volunteering and we look forward to working with you to make a difference in our community.
- If you have any questions or concerns please contact BES

Please remember to
complete the training
confirmation form and
email it to your
volunteer coordinator.