



BES Volunteer Training
2020/2021 Season

INTRODUCTION

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

Given the changes that BES has implemented as a result of Covid, all volunteers are being asked to review this training for the 2020/2021 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 2020/2021?

- In order to protect our guests, staff and volunteers, we are restricting access between guests and volunteers.
- Volunteers will only serve in the kitchen – staff will handle guest registration, overnight chaperone and other duties.
- At this time, we are not offering showers.

WHAT HAS CHANGED FOR 2020/2021?

- We will only use disposable utensils and plates for meals. The only items that will require washing are pots, pans and utensils needed to prepare the meal.
- Guests will be offered a hot dinner in two shifts from 5:30 to 8:00. We will not offer any late meals.
- Guests will be provided a bagged breakfast to take with them in the morning. Volunteers will prepare the bags but will not distribute them.

WHAT HAS CHANGED FOR 2020/2021?

- Our guests will be staying in a different area of the building. This will allow BES to offer shelter to the same number of guests while meeting CDC/City distancing guidelines for shelters.
- Guests and volunteers will enter the building through a new set of entrances.
- Guests may not leave the property after they arrive.
- They may smoke in designated areas in the property – this will be managed by our staff.

WHAT HAS CHANGED FOR 2020/2021?

- 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 not able to accept families with children under 18 or homeless minors.
- BES will assist homeless minors or families with children under 18 as well as 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, veteran status or marital 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 2020/2021 season, all volunteers serving at the shelter when guests are present must be 18 or older. No one under the age of 18 is permitted in the shelter when guests are present.

VOLUNTEER ROLES AND RESPONSIBILITIES FOR 2020/2021

In order to protect the health and safety of our guests, volunteers and staff, volunteers will be restricted to the kitchen this season.

Our intent is to restrict interactions between volunteers and guests or staff this season to protect everyone.



Volunteer Roles

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

- Monitoring Market Street Entrance (4:30 to 6:30)
- Dinner Preparation
- Serving Food (this is done by sliding plates under the partition)
- Breakfast Bag Preparation
- Kitchen Clean Up
- Light Cleanup of the Dining Area after all guests leave

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.

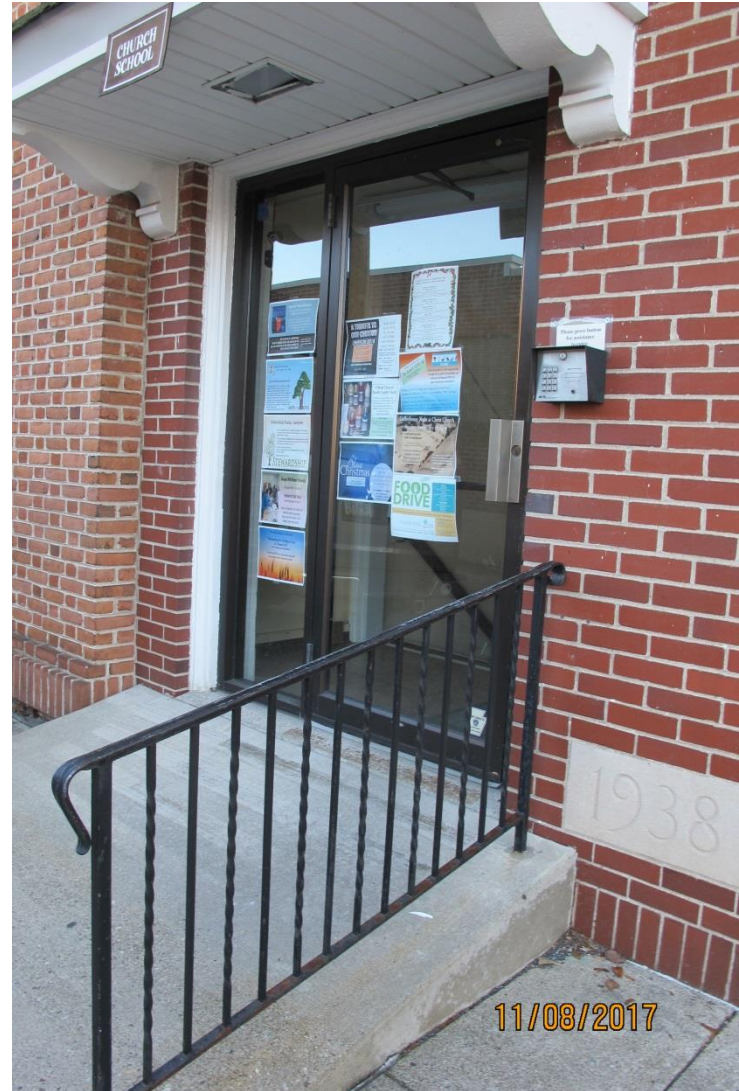
VOLUNTEER PARKING

- 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 arriving or departing **BEFORE** 4:30 may use the Walnut Street Entrance.

The Church Code will be the same as before.



VOLUNTEER ENTRANCE

Volunteers arriving or departing **AFTER** 4:30 must use the Market Street Entrance. The Volunteer monitoring this door will admit you.



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.
- For 2020/2021, Guests may NOT leave the shelter, other than to smoke. Only two guests at a time may smoke at the Walnut Street entrance. The shelter monitors and manager will enforce this.

DINNER

- Guests will eat dinner in two shifts.
- Volunteers will prepare a plate and beverage for each guests.
- The meal will be slid under a window to our guests.
- No seconds.
- We will use packaged condiments. No open containers of sauces, sugar, etc.
- We will not have containers of coffee, water, or other liquids in the social hall.

DINNER

- Volunteers will do light cleaning of the social hall between shifts after guests leave.
- Volunteers will also do light cleaning at the end of the second shift after all guests leave.
- NO meals or food will be provided after the second shift.

AFTER DINNER

- After dinner, Guests must return to their sleeping areas.
- Guests will return to the sleeping areas after dinner
- 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 or (in the event of hot breakfast sandwiches) before 6 am.
- The bags will be placed on tables in the women's area and exit hallway by volunteers after 8 pm and before 6 am.
- 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.