



BES New Volunteer Orientation Training

2019/2020

INTRODUCTION

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

It is the goal of BES to recruit and train quality volunteers and to connect them to serving opportunities relevant to their skills, experiences, and interest.

ORIENTATION

In the effort to provide a safe and productive environment, BES requires all New Volunteers complete the following Orientation Training.

Upon completing of the Orientation Training please complete the Training Completion Confirmation Form and email it to your Volunteer Coordinator.

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 8th and is open to guests from 5:00pm to 7:00am during the operating season.

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

OUR 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.



OUR NON- DISCRIMINATION LGBTQ POLICY

- This applies to guests, volunteers and 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

OUR 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 any questions you have about maintaining confidentiality of guest information. 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.

OUR VOLUNTEER GUIDELINES



Volunteers must complete the new volunteer orientation training and must adhere to BES policies and procedures.



Volunteers under the age of 18 must be accompanied by an adult and monitored at all times. Volunteers under the age of 18 are not permitted to spend the night at the shelter.



The minimum age to volunteer at BES is 14. No one under the age of 14 is permitted in the shelter when guests are present.

VOLUNTEER ROLES AND RESPONSIBILITIES

BES does its best to connect volunteers to serving opportunities relevant to their skills, experiences, and interest.

Please contact your volunteer coordinator to discuss what opportunities you are interested in.

- There are three main areas of volunteer roles:
 - Kitchen Help
 - Guest Help
 - Other
- The Volunteer Coordinator will assign your shift and roles for the evening.
- The Shelter Manager on Duty is the primary authority at the shelter.



KITCHEN HELP

- Those volunteers assigned to kitchen help for the evening will be assigned specific roles by the volunteer coordinator and may include:
 - Food Preparation
 - Serving Food
 - Dining Room Set Up/ Break Down
 - Dishwashing
 - Kitchen Clean Up

* 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.

GUEST HELP

- Those volunteers assigned to guest help for the evening will be assigned specific roles by the volunteer coordinator and may include:

- Guest Registration
- Bed Assignments
- Guest Assistance
- Shower Monitoring
- Overnight Monitoring

* Specific training, policies, and procedures on the above roles will be provided by the shelter manager.

OTHER

- Although most volunteer role assignments will be Kitchen Help or Guest Help, there are times when help may be needed for undefined specific projects.
- The shelter manager will assign these tasks when needed with specific instructions and guidance.

VOLUNTEER ARRIVAL

- Volunteers should arrive in time to prepare for their role assignments. (Usually determined by the volunteer coordinator)
- The Shelter Monitor will arrive by 4:00pm
- The Shelter Manager will arrive by 4:30pm
- New Volunteers will be given a tour of the shelter and additional instructions pertaining to their roles for the evening.

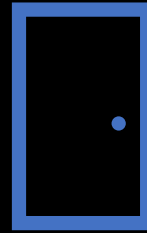
VOLUNTEER PARKING

- Volunteers can park in the back of Herron Funeral home lot, located at 458 Center St, Bethlehem, PA 18018. (UNLESS there is a service planned)
- Car placards will be available to identify your vehicle for BES volunteers.
- Volunteers may also park at Trinity UCC Lot (Center & North Streets) or on street parking is available near by. (Beware of parking limits)
- An Escort to cars after dark for volunteers is available
- PLEASE DO NOT PARK AT JAMES FUNERAL HOME

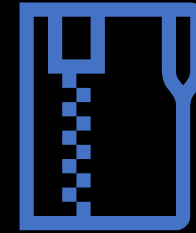
VOLUNTEER ENTRANCE



When volunteers arrive, please enter through the Church's Walnut Street Entrance.



Please ring the door bell, and the volunteer coordinator will let you in.



Please do not use any other entrance

GUEST ARRIVAL

- Guests will enter through the Market Street Entrance
- The Market Street Entrance will be opened by the Shelter Monitor at 5:00pm.
- Guests are not permitted to use any other entrance.
- Guests may temporarily leave the shelter, but must not loiter near the shelter. The shelter monitor/manager will enforce this.
- The Market Street Entrance will be closed and locked at 10:00pm and no guest will be permitted to enter after that time. (Unless arraignments have been made with the Shelter Manager or guests are brought in by Bethlehem Police Department)

GUEST REGISTRATION

- All new Guests must fill out a registration form and have a Police Background Check Voucher before staying at the shelter.
- All returning Guests must sign in each evening at the registration desk before entering the shelter.
- Only registered Guests, Volunteers, and authorized visitors are allowed in the shelter.

GUIDELINES FOR GUEST CONDUCT AND SAFETY

- Doors open at 5:00pm (No Exceptions)
- Every Guest must be registered each evening.
- Guests shall not disrupt the safety, operation or peacefulness of the shelter site.
- Any Guest who fails to comply with shelter rules is subject to dismissal from the shelter site.
- Kitchen Hours are 6:30pm to 7:30pm
- Lights Out, Doors Locked at 10:00pm
- No exit and reentry after 10:00pm
- All Guests must leave by 7:00am

DINNER

- All guests gather for dinner around 6 in the dining room
- Start with prayer
- Shelter Manager on Duty will review the rules!
- Guests who work and will arrive late and need a late meal must make arrangements with Shelter Manager.
- NO food will be provided between 9:30pm and 5:30 am.

AFTER DINNER

- During dinner, Volunteers should periodically check sleeping rooms, hallways, and bathrooms
- After dinner, Guests may use the dining room for relaxing
- Lights in sleeping areas will be dim (not off) after dinner
- Guests may use cell phones in the dining area before 9:45pm, but must keep their conversations quiet.
- Guests must exit the dining area at 9:45pm and return to their sleeping areas.

SLEEPING AREAS

- Guests should retire to their sleeping areas by 10pm
- The Women's Sleeping area is in one room located in the upstairs hallway.
- The Men's Sleeping area is in two rooms downstairs
- Each guest gets a pillow, 1 sheet and 1 or 2 blankets
- Extra blankets available if needed
- Each guest gets one bin to put their items in. They are allowed to have one backpack plus the bin.
- No use of electronics, phones, etc. in the sleeping areas
- Volunteers sleep outside men's and women's areas on cots or rollaway beds

BREAKFAST

- Guests gather for breakfast in the dining area between 5:30am and 6:00am
- Volunteers can provide breakfast or use items provided by BES
- Volunteers should start to get everyone moving by 6:30am and everyone out by 7 am
- Shelter Monitor & volunteer conduct final tour of area

BATHROOMS

- All four bathrooms available until 10 pm
- Only hallway bathrooms available from 10 pm to 5:30 am
- Shelter monitor will monitor
- All four available after 5:30 am
- Volunteers may use same bathrooms
- Volunteers should keep an eye on activity as well as identify possible issues
- Dining Room Area Bathrooms may be limited during shower times
- Report all issues to Shelter Monitor or Manager

SMOKING

- There is absolutely no smoking in the shelter building
- Men may smoke in the enclosed area outside of their dorm
- Women may smoke in the enclosed area by the Market Street porch
- Volunteers should not allow men & women to smoke in same area
- Guests may not use the smoking areas from 10:00pm to 5:30am

SUPPLIES

- BES has a VERY limited supply of hygiene items, emergency clothes & socks
- Give only what is needed; do not give large bundles of items (much of it will be thrown away)
- If guests have nothing, we can provide limited clothes (emergencies only) from the STAR area
- Vouchers available for the Cathedral Church of the Nativity Thrift Store (321 Wyandotte Street)

EMERGENCY/SECURITY

- The shelter is staffed with security during the hours of operation and is 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
- 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.



INTERACTION WITH GUESTS

- Treat everyone with respect
- Interact, but don't intrude
- We do not encourage physical contact with the guests (set appropriate boundaries)
- You should never be alone with a guest
- Don't ask personal details UNLESS you know the guest or they initiate the information
- Don't share personal information about yourself (phone numbers, address, spouse, kids, etc).
- DON'T INVITE SOMEONE TO YOUR HOUSE!!!!
- Don't offer help (rides, use of cell phone, money, or social services)

INTERACTION WITH GUEST

- Volunteers should not speak in the hallways or registration desk in a loud voice. Be considerate of those who need their rest.
- If you feel threatened or disrespected by any guest, break off contact and immediately notify the Shelter Manager, Shelter Monitor, or Volunteer Coordinator.
- Safety of our Guests and Volunteers is our goal. If at anytime a situation escalates beyond your control...CALL 911

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 thanks 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.