



JCCM Homeless Services Shelter Volunteer Guidelines

We are caring people and we let our values serve as our guide:

- To ensure that the shelter is a safe place for all.
- To respect all guests and volunteers.
- To provide services fairly and consistently.
- To use our resources wisely.

However, boundaries in relationships are necessary to ensure fairness, consistency and to promote safety for all volunteers and guests. Maintaining boundaries in relationships and behavior promotes a safe environment and protects the host facilities from liability. A for the shelter must agree to abide by the following guidelines:

- Do not give money or personal gifts to guests.
- Do not provide medication, including over-the-counter drugs, to guests.
- Keep your personal address and phone number private. Do not permit guests in your home.
- Do not allow guests to use your cell phone, as it contains personal information.
- Do not give a ride to, or accept a ride from, a guest. If an emergency arises that requires transporting a guest, contact the shelter manager.
- Do not be alone with a guest of the opposite gender.
- Do not make promises to guests unless an action is already approved.
- Act and speak as a role model for the guests and the community.
- All personal information received from guests should be treated as confidential.
- When in doubt, contact the shelter manager for consultation.



JCCM Homeless Services Shelter Volunteer Guidelines

OVERNIGHT VOLUNTEER DUTIES

- Overnight volunteers should arrive by 8:45 p.m., sign in on the volunteer log, and review guest registration information.
- Overnight volunteers should ensure that sleeping areas are set up, with separate areas for male and female guests, and that modesty and restful decorum are maintained. Depending on shelter location and when guests are allowed to arrive, the sleeping areas may have already been set up prior to the overnight volunteers' arrival.
- At 10 p.m. lights out is enforced. Guests may only listen to music with earphones (not audible to others). Light emitting devices must be turned off.
- Volunteers may sleep while the guests are sleeping; however, they should take shifts.
- Log entries are to be made for any behavior or events which the volunteer feels should be noted and communicated.
- A guest may request an early wake up if needed.
- Lights are turned on at 6AM.
- Guests must put away cots, sheets, blankets; clean sleeping areas; and complete assigned clean up tasks by 7 a.m. Transportation (depending on the shelter location) will be provided by the coalition.
- The volunteer signs out and assures that the facility is secured.
- The shelter manager is contacted regarding any questions or concerns.
- A volunteer must monitor smoke breaks.



JCCM Homeless Services Shelter Volunteer Guidelines

COLD WEATHER SHELTER RULES

- Shelter guests will agree to follow the shelter schedule including lights out at 10:00 p.m.; wake up time at 6 a.m.; and departing the shelter by 7 a.m. the following morning.
- Guests may not leave the shelter after registering; doing so will result in eviction for the night. No one is admitted after 10 p.m., except in circumstances approved by the Shelter Manager.
- No knives, scissors, or weapons are allowed in the shelter. Knives, scissors, and similar objects will be turned in at registration, labeled, stored in a lock box, and returned to the guest in the morning. Firearms will be turned over to the Police.
- Quiet time will be observed from 10 p.m. to 6 a.m. Guests may listen to music with earphones during quiet time, provided that this cannot be heard by others. No light emitting electrical devices will be allowed during quiet time.
- The shelter is open to adults, 18 years or older. Male and female guests (including married couples) must sleep in separate areas. No physical contact is allowed.
- The coalition reserves the right to search all persons and their belongings and to administer a breathalyzer.
- No alcohol or illegal drugs are allowed in the shelter or on the grounds.
- No one will be admitted to the shelter if they are under the influence of illegal drugs or alcohol to the point where they are unaware of their surroundings or unable to walk safely due to intoxication.

- Aggressive, boisterous, rude, argumentative, violent, profane, or otherwise uncooperative behavior will not be tolerated. Quiet time is strictly observed between 10 p.m. and 6 a.m.
- Smoking within the shelter is prohibited. Ten-minute smoking breaks will be scheduled each hour, with the last smoke break no later than 9:40 p.m.
- Guests agree to share in the upkeep and cleaning of the shelter, and to complete assigned housekeeping tasks.
- The shelter does not dispense any medication. Guests are responsible for taking their own prescription medications as scheduled. Prescription medications may be checked in with shelter staff for safe keeping.
- The shelter is not responsible for the security of personal items (except for checked in knives and scissors, and checked in prescription medications).
- Guests must take all of their personal belongings with them when they leave each morning.
- Each guest will be provided with a plastic bag, labeled with their name. Bedding should be stored in the bag until laundry day. Other personal belongings are not to be stored in the bags.