

EMERGENCY WINTER SHELTER

2005-2006 VOLUNTEER HANDBOOK

3410 Statesville Rd
Charlotte NC 28206
704-333-2608
www.ewscharlotte.org

MAILING ADDRESS

EWS
PO Box 31125
Charlotte NC 28231

EMERGENCY WINTER SHELTER VOLUNTEER HANDBOOK

I. MISSION STATEMENT

To provide hospitality with dignity to its guests as it provides safe shelter from the weather to men who are not otherwise sheltered.

VISION

A place for food and rest for the body and refreshment for the soul

A place where the stranger is welcome when there is no other room

A Referral Center for those on the street to enter the care system of our community

II. INTRODUCTION

Thank you for volunteering to help the homeless men who are our Guests. This handbook is prepared to make your volunteer experience as pleasant and rewarding as possible.

1. Please read this handbook and bring it with you.
2. Leave all valuables and money at home. **Do not** give money, items or favors to the men in the shelter. It creates problems after you are gone.
3. Bring no weapons or anything that can be used as a weapon.
4. Bring no radios or TV's.
5. Wear comfortable work clothes. Women especially need to dress conservatively.
6. No food, drinks, or cigarettes should be displayed in front of the men.
7. Latex gloves for sanitary handling of food are provided.
8. Do unto the men as you wish them to do unto you. Remember the spirit in which we are providing this emergency shelter for the homeless.

III. GENERAL INFORMATION

1. When a scheduled time cannot be kept, notify the **Winter Shelter Manager** as far in advance as possible. We recommend you jot down our phone number on your calendar.
2. If you are picking up food, arrive at the Charlotte Rescue Mission at 5:15 p.m. Otherwise, arrive at the shelter by 5:30 p.m. Call 704-333-2608 if you will arrive later.
3. Upon arriving at the shelter, the group leader should fill out the group volunteer information form. Register yourself and your group members on the sign-in sheet, listing the name and number for each volunteer. A staff member will

assign volunteer duties, provide instruction and supervise all volunteer duties. Please follow staff instructions.

4. Youth, age fifteen and older, are welcome to volunteer during the evening hours of operation. Children under fifteen are welcome to volunteer during non-operating hours, when men are not present, with approval of the Winter Shelter Manager.
5. Men have a right to confidentiality. We take their rights very seriously.
6. Shelter policy prohibits men from asking volunteers for items or favors.
7. Do not bring presents for individual men. This can be misconstrued as favoritism.
8. Problems with or between men are to be reported immediately to a staff member. **VOLUNTEERS ARE NEVER TO INTERVENE.**
9. If a situation requiring medical attention arises, notify a staff member immediately.
10. REMEMBER, never argue with the men. Say nothing, walk away or call a staff member. Be aware of potential problems and stay alert.
11. Respect is the key. Give respect and you have a better chance of getting it in return.
12. A secured area is provided for personal items. It is still best to leave valuable items at home. Take normal precautions and heed all staff warnings.
13. Before leaving the shelter, the group leader should fill out the group volunteer information and evaluation form and complete requested information for our records.
14. Staff members provide a required security check of all men before allowing them to register. Remember, all tools and weapons are held overnight by the staff. Report any violations you observe to staff.
15. Address any questions or concerns related to policy directly to the Winter Shelter Manager.

IV. FOOD

1. Charlotte Rescue Mission provides the evening meal if volunteer groups do not. Volunteers can pick up prepared food at 5:15 p.m. from the Charlotte Rescue Mission and return empty containers upon departure. This will require an SUV, van or station wagon. Charlotte Rescue Mission is located at 907 W. 1st Street. (behind Bank of America Stadium, across from The Foundry at Cedar & W. 1st Street).
2. Volunteers should provide supply items listed below in V-1 (Volunteer Supplies below).

3. Volunteer groups can provide the evening meal, if they so desire. If so, please communicate this clearly to the Winter Shelter Manager and work out the details as listed on page 6, item 5.

V. VOUNTEER RESPONSIBILITIES

TYPICAL VOLUNTEER TIMETABLE SCHEDULE (5:15 - 8:00 p.m.)

5:15 PM Pick up food at Charlotte Rescue Mission (907 W. 1st Street)
(Preferably with van or station wagon)

5:30 PM Arrive at the Emergency Winter Shelter for orientation and assignments

6:00 PM Door opens for guests

8:00 PM Registration by volunteers ends

8:00 PM Return food pans to Charlotte Rescue Mission

DIRECTIONS TO THE EWS FROM THE CHARLOTTE RESUCE MISSION AT 907 WEST 1ST STREET (Approximately 3 miles)

Right on First Street

Left on Cedar Street

Right on Fourth Street

Left on Graham Street

Left on Statesville Road for approximately 2 miles, the Shelter is on the right.

1. VOLUNTEER SUPPLIES

The volunteer group contact person should check with the Winter Shelter Manager a week in advance for an updated list of which supplies are needed most. Please bring the following items to serve 250 men:

- Enough packages of instant beverage mix (lemonade mix) and/or Iced Tea Mix to make 20 gallons of cold drink (containers for mixing are provided on site)
- **500** Heavy Duty Styrofoam or rigid plastic plates;
- **500** Heavy Duty plastic forks and spoons
- **500** 8 oz. foam cups (used for both cold and hot drinks)
- **500** Paper Napkins
- 4 Rolls of Paper Towels
- 5 lbs. of regular coffee,
- 5 lb sugar sweetener
- 1 container powdered creamer
- Salt and Pepper packets
- Twenty-five dozen donuts/Danishes/cookies/snack cakes are requested (if your group is not providing a meal).

2. REGISTRATION (at least 2 volunteers)

1. Verbally greet each man with a warm welcoming smile. Each man is required to register for each visit.
2. If this is his first time to visit the shelter this year, you will complete his master check in card, providing information* as requested and circle the registering date, photo copy his ID and the Registration Card, and return his ID to him. Ask staff on duty to give him an orientation for new Guests.

*Obtain this information from his I.D. card, verify information verbally if possible. If he does not have a photo ID, he will be instructed on how to procure a photo ID card by going to Urban Ministries. Urban Ministries will provide him with a letter stating he is in the process of obtaining an ID. We allow a reasonable amount of time to get this done. Anyone previously banned or someone who has no photo ID is to be referred to the staff supervisor on duty.
3. If the Guest is previously registered, verify his identity by asking him for the last four numbers of his Social Security number, check the picture on his ID and enter him into the computer.
4. Keep a roster list of each man registering for security and fire drill purposes.
5. Hand out claim tickets for a blanket, a towel and a meal. (Only one set per man, please).

3. BLANKETS DISTRIBUTION (at least 2 volunteers)

1. Distribute blankets, one per man, if available. Take claim ticket.
2. If available and requested, distribute towels. Take claim ticket.

4. FOOD DISTRIBUTION (at least 3 volunteers)

1. Serve meals and beverages.
2. Take meal claim ticket.
3. Men eat at their sleeping places. **Second helpings of food, if available only, after 8 pm.**

VI. SHELTER RULES (Staff is responsible for enforcing these rules.)

These are the rules the men are required to follow. We ask that all volunteers also follow these rules, where applicable. This is for your information and understanding of what is required of the Guests. If you observe a violation, please speak to a staff member about it. Staff depends on you to report the unusual.

Failure to obey these rules can result in an expulsion for the evening, for the remainder of the season, or for another time frame based on the severity of the violation at the discretion of the shelter management. Fighting, shouting, and disruptive behavior as well as the use of tobacco products or possession of alcohol or illegal drugs will automatically result in expulsion.

1. Shelter hours of operation are from 6:00 p.m. until 6:00 a.m. If extreme cold weather conditions exist, the Winter Shelter Manager may alter hours of operation as situation indicates.
2. Regular Guests may arrive until 8:00 p.m. After 8:00 p.m., the guest needs approval of staff (often granted with a written work note or time card to justify late admittance). **Arrival and departure by guests in extreme weather conditions may be altered at the Winter Shelter Manager's discretion (in accordance with plans that are coordinated with other homeless shelter providers) so as to provide the best possible care for those who are EWS guests.**
3. A security search of all guests will be conducted upon arrival. Guests are allowed to leave personal property and belongings in a secure area but must leave all cigarettes, matches, lighters, tools, and weapon-like items with staff. No prohibited items are allowed. Guests are issued a numbered claim ticket for their belongings, which must be claimed when they leave in the morning. All weapons will be confiscated by staff and not returned. Police will be called if firearms are found. The Shelter assumes no responsibility for personal property or belongings which are not claimed upon leaving.
4. Each Guest must check in and is asked to produce a photo I.D. Guests should inform volunteers of medical needs, illness and prescription medications. Medical services are available on scheduled evenings. Guests with no photo ID will be allowed to stay at the shelter on the day they arrive. Staff will assist guests in obtaining a photo ID via referral to appropriate agency. Once a guest has registered, he may leave, but any Guest who leaves will not be allowed back into the building that evening for security reasons and control purposes.
5. Each Guest will receive a blanket ticket for one blanket and one mattress per evening, based on availability. Mattresses and blankets are the property of the shelter and must be placed in approved areas only. Fire lanes and walking lanes are to be kept open.

6. Each Guest will receive a meal ticket for one meal per evening. Second helpings are based on availability and served after 8:00 p.m. Water and snacks are routinely available throughout the night. No ticket is needed for coffee and a donut, snack or roll in the morning. The men are asked to return their blankets to the storage bin before picking up their personal belongings before they leave. Guests must take all personal items with them when they leave the building.
7. Guests are awakened at 5:00 am, and must leave the building by 6:00 am. The EWS building is not open to guests between the daytime hours of 6:00 am and 6:00 pm.
8. Take-out meals are also available from 6:00 pm until 8:00 p.m.
9. After receiving a meal and blanket, guests must go to their designated room for the duration of the evening with the exception of bathroom visits, reporting an illness, seeking medical treatment or talking with staff.
10. Personal radios and TVs must be played with earphones only.
11. No fighting or roughhousing.
12. No alcohol or illegal drugs. Possession and/or consumption of illegal drugs will not be tolerated.
13. No smoking is permitted in any part of the building at any time.
14. No shouting or disruptive or loud behavior towards any individual. Threats, arguing and misbehavior directed toward volunteers or staff is strictly prohibited and will result in immediate discharge.
15. Volunteers will never give any money, cigarettes or medication to a Guest.
16. Drop-in volunteers (not part of a recognized volunteer group) must be screened and approved by the Winter Shelter Manager prior to their volunteer service. Volunteers are not allowed during the midnight – 6:00 a.m. shift.
17. Lights out is at 10:00 p.m. All guests must be at their mats and quiet.
18. Guests are responsible for returning blankets, mattresses and towels in the morning.
19. Guests must leave the building and property by 6:00 a.m. when the shelter closes.
20. No loitering permitted outside the shelter before check-in and after dismissal.

VII. EMERGENCY WINTER SHELTER PHONE CONTACTS

Name	Telephone	Title
John White	704-713-0467	Winter Shelter Manager
Harriett Mendinghall	704-596-2915 (h)	EWS Volunteer Coordinator
Food Services	704-334-4635 ext. 221	Charlotte Rescue Mission
Bill Jeffries	704-714-9364 (w)	President, EWS Board
Anthony Marciano	704-334-4635 ext. 202 (w)	Ex Director, Charlotte Rescue Mission
Shelter Staff	704-333-2608	Staff on Duty, leave message

FINANCIAL SUPPORT

When making a monetary donation, your check should be made payable to Emergency Winter Shelter.

Send to:

Emergency Winter Shelter or (EWS)
P.O.Box 31125
Charlotte, NC 28231

A BRIEF INTRODUCTION TO THE EMERGENCY WINTER SHELTER

Since 1982, the Emergency Winter Shelter (EWS) has provided a shelter for men who are not otherwise sheltered during the cold weather months of November to March.

The EWS currently operates from 3410 Statesville Road.

The EWS is a collaborative effort on the part of many individuals and others.

The EWS is a non-profit organization which was incorporated as of September 8, 2004. Contributions are tax deductible. Please consult with your tax advisor concerning this matter.

To accomplish its goal:

1. The EWS Board of Directors and advisors meet regularly to review income, expenses and operations. It is convened by the Reverend Bill Jeffries, Sr. Associate Pastor of Providence United Methodist Church, who is currently serving as Board President.
2. Staffing, insurance, phone, utilities, etc. are expensed through a management agreement with the Charlotte Rescue Mission. These monies are not part of the ongoing budget of the Charlotte Rescue Mission.
3. At the end of each month, all advanced expenses for the operation of the EWS are remitted to the Charlotte Rescue Mission as reflected in the operational budget of the EWS.
4. In 1997, the Charlotte Rescue Mission offered to provide the evening meal for the men in the EWS. Many congregations that volunteer do not have adequate cooking facilities for the 200+ men who come per night. None of the monies received for the EWS goes to Charlotte Rescue Mission for nightly meal expense for the residents of the shelter. Charlotte Rescue Mission has stepped out in faith, believing that God would fund this ministry. Groups may still prepare and provide a meal if they wish, but this needs to be coordinated clearly and well in advance with the Winter Shelter Manager so that the Charlotte Rescue Mission staff is not also preparing for that evening's meal, and that sufficient food is prepared. Prepared meals by congregations/groups would be most helpful on Sunday nights.
5. Room in the Inn, a program of the Urban Ministry Center, primarily serves women, children and families, along with men. They are unable to meet the needs of all the homeless in Charlotte, and so the great need continues for the Emergency Winter Shelter.

WAYS YOU CAN HELP THE EMERGENCY WINTER SHELTER FOR MEN

1. Provide a seven or more person volunteer group. (One or more evenings in November through March, 7 days a week.)

Arrival time, 5:15 pm to 8:00 p.m.

In addition to services, each group is asked to provide enough of the following for 250 men: See items listed previously on page three under "Volunteer Supplies".

2. Financial Assistance

Please make checks payable to: Emergency Winter Shelter or EWS

And send to P.O. Box 31125 Charlotte, NC 28231

Receipts are acknowledged and donations are tax deductible.

3. Ongoing Material Needs

- Blankets (double or full preferred)
- Bibles – paperback or small size for carrying
- Cotton Towels (used okay), Washcloths
- Small (motel size) soaps, lotions, shampoos (single use sizes)
- Toothpaste (small size) and toothbrushes
- Shaving Cream (personal size preferred)
- Disposable razors
- Paper towels (roll), Lysol Aerosol Spray, Magazines and books
- Vinyl or rubber gloves
- Warm Gloves (for men)
- Socks (white cotton preferred, all sizes are needed)
- Underwear (assorted sizes and styles, briefs, boxers, T-shirts)
- Toilet bowl cleaner
- Bleach
- Pine Sol Cleaner
- Evening meal dessert for 250 men
- 2" thick vinyl sleeping mats

4. Special Gift Packages**

** Call Shelter to confirm need and to arrange drop-off time. - Phone: 704-333-2608
3410 Statesville Rd.

VOLUNTEER CHECKLIST

Please call ahead, a day in advance would be helpful, for an update list of needs. 704-333-2608.

NAME	DUTY
	<ul style="list-style-type: none"> • Enough packages of instant beverage mix (lemonade mix) and/or Iced Tea Mix to make 20 gallons of cold drink (containers for mixing are provided on site) • 500 Heavy Duty Styrofoam or rigid plastic plates; • 500 Heavy Duty plastic forks and spoons • 500 8 oz. foam cups (used for both cold and hot drinks) • 500 Paper Napkins • 4 Rolls of Paper Towels • 5 lbs. of regular coffee, • 5 lb sugar sweetener • 1 container powdered creamer • Salt and Pepper packets • Twenty-five dozen donuts/Danish/cookies/snack cakes are requested (if your group is not providing a meal).
	Pick up food at Charlotte Rescue Mission (907 W. 1st Street) by 5:15 pm. (Preferably with an SUV, van, truck or station wagon) Please drive carefully!
	Return Food pans to Charlotte Rescue Mission after 8:00 pm.
	Arrive at Shelter for serving/volunteering
	Arrive at Shelter for serving/volunteering
	Arrive at Shelter for serving/volunteering
	Arrive at Shelter for serving/volunteering
	Arrive at Shelter for serving/volunteering