



People **Serving** People

VOLUNTEER HANDBOOK



First of all, *THANK YOU* for choosing People Serving People for your volunteer experience.

Our Vision : People Serving People envisions a community in which all children have the stability and support they need to develop their full capacity to thrive.

Our Mission: People Serving People helps homeless and at-risk children and their families manage crisis situations and build a strong foundation for their long-term success.

Our Core values:

Commitment: Unflinching attention to what creates the greatest stability for homeless/at-risk Children

Compassion: Deep understanding of and respect for our guests, our partners and our colleagues

Integrity: Honesty, authenticity and accountability, both as individuals and as an organization

Excellence: Innovation, professionalism and the best use of our human and financial resources

Introduction

Established in 1982 and located in downtown Minneapolis, People Serving People is the region's largest provider of emergency housing services for families. PSP provides a wide array of temporary emergency housing programs and on-site services geared to address specific barriers that afflict families experiencing homelessness and are vital to their chances of gaining self-sufficiency. Collaborative efforts with Hennepin County and more than fifty public and private agencies and organizations provide residents with accessible resources to promote economic and social independence.

What distinguishes PSP from other emergency shelters is the broad range of on-site programs and services designed to address common barriers that homeless families are faced with. To provide a new opportunity for families, it is necessary that we help them find ways to break through these barriers and stop patterns that lead to poverty and homelessness. Housing and employment issues are addressed, along with educational, emotional, and life enrichment needs.

The Center of Excellence is our new external initiative, located in the Phillips neighborhood. The Center's multi-generational approach will help increase the stability of children in our community through direct services, including early childhood education, school-age support, and parental engagement. The Center will work to achieve systems change through research and development, community engagement, convening stakeholders, and training childcare providers.

Our Facilities:

- **Downtown Minneapolis, Shelter Site:** Located at 614 South Third Street, People Serving People is a 10-story 110,000 square foot facility with 99 emergency shelter rooms and 10 supportive housing units. People Serving People can house 350-400 people daily in a clean, safe, and sober environment.
- **Phillips Neighborhood, Center of Excellence Site:** Located at 2400 Park Ave S, Minneapolis, MN.

Funding:

A contract with the Hennepin County Bureau of Social Services is the source of funds to provide the food and shelter areas of our Downtown facility. Additional sources of revenue that support extended programs and services of the organization include grants and the generous donations of foundations, private corporations, and individual donors.

Volunteer Experience and Expectations:

Volunteers allow People Serving People to provide necessary services to our families. In 2017, People Serving People's volunteers generously contributed 32,440 hours of service, which is equivalent to about 15 full time staff. **Volunteers make a difference!** We hope you have a friendly and meaningful experience. We also hope to learn from each of our volunteers.

Each volunteer position has a Direct Supervisor. Please communicate with your supervisor regarding schedule or any issues regarding your experience at People Serving People. You may contact the Volunteer & Development Coordinator to change positions or address any other concerns.

Introduction

People Serving People (PSP) is the largest and most comprehensive, family-focused shelter in Minnesota.

- 939 families experiencing homelessness received shelter at People Serving People in 2018
- 62% of guests were children and 30% are under the age of six years old
- The average age of a child at PSP is 6 years old
- On average there were 335 people at the shelter each day/night.
- 46 days was the average length of stay for a family in 2018
- 6,261 volunteers shared over 32,000 hours as Meal Servers, Tutors, Early Ed Assistance, Readers and more
- Around 200,000 meals were served in 2018
- 35 to 40 school buses arrive twice a day to take our children to and from their home town schools
- 163 children were provided education through our Early Childhood Development Programs in 2017
- 307 school-aged youth received one-on-one tutoring sessions in 2017
- 189 parents found a job during their short stay at PSP with help from our Employment Advocacy Program

Our On-Site Facilities & Collaborations

- 99 emergency shelter rooms
- 10 two-bedroom supportive housing apartments
- Licensed Early Childhood Development Center educating and caring for around 40 children under 5 every weekday
- Full-service dining hall serving three meals a day, seven days a week
- Medical clinic open five days a week staffed by Hennepin County Healthcare for the Homeless
- Over 30 collaborative agencies onsite providing connections to health and wellness, housing, employment, literacy, early childhood development and support groups
- Minneapolis Public Schools liaisons on site ensuring children attend school on time, everyday
- Technology Center for job searching, apartment hunting and pursuing education
- Financial literacy classes are available for parents at PSP, as well as peer-based Men's Group, Women's Group, Youth Group, and parenting classes

What People Serving People Offers

- Front desk service supplying diapers, formula, warm clothing and basic needs
- Evening and weekend children's activities offering field trips, summer camp and tutors to assist children with homework
- Employment Advocates to help individuals prepare for and find jobs
- Family Advocates to connect families with resources and services
- Culinary Arts Training Program for adults

Important Contact Information

Center of Excellence:

Tim Thorman | tthorman@peopleservingpeople.org | 612.249.5328

Unable to make a shift? Call 612.249.5328

Early Childhood Development Programs

Meredith Kunitz | mkunitz@peopleservingpeople.org | 612.277.0251

Jami Skinn | jskinn@peopleservingpeople.org | 612.277.0251

Unable to make a shift? Call 612.277.0251

Educational Services & Roving Reader:

Tory Moulder | tmoulder@peopleservingpeople.org | 612.277.0247

Unable to make a shift? Call 612.277.0207 or 612.277.0247

Food Service:

Mike Seiler | foodserv@peopleservingpeople.org | 612.277.0239

Unable to make a shift? Call 612.277.0203

Housekeeping:

James Fitzgerald | jfitzgerald@peopleservingpeople.org | 612.277.0215

Unable to make a shift? Call 612.277.0201

Resident Resources:

Jocelyn Groce | jocelyng@peopleservingpeople.org | 612.277.0238

Unable to make a shift? Call 612.277.0201

Volunteer & Events Manager:

Mallory Evans | mevans@peopleservingpeople.org | 612.277.0256

Volunteer Coordinator:

Tom Golembeck | tgolembeck@peopleservingpeople.org | 612.277.0216

Volunteer Associate:

Erin Devereaux | edevereaux@peopleservingpeople.org | 612.274.7727

Shelter Main Line: 612-332-4500

Center of Excellence Main Line: 612.249.5337

Policies & Practices

NOTE: The term “guest” shall include any person who is currently receiving services from PEOPLE SERVING PEOPLE.

Conflicts Of Interest

Volunteers must avoid all conflicts between their individual interests and the interests of PEOPLE SERVING PEOPLE. Volunteers should conduct themselves in a manner that avoids even the appearance of conflict between their personal interests and those of PEOPLE SERVING PEOPLE.

A conflict of interest situation may arise in many ways, including but not limited to the following examples:

- Employment by a competitor, regardless of the nature of the employment, unless disclosed, while employed or volunteering by People Serving People.
- Acceptance of gifts, payments or services from those seeking to do business with PEOPLE SERVING PEOPLE or doing business with PEOPLE SERVING PEOPLE;
- Placement of business where owned or controlled by an employee or his or her family;
- Ownership of or substantial interest in a company which is a competitor or supplier; or
- Acting as a consultant to a customer or supplier or aspiring customer or supplier of PEOPLE SERVING PEOPLE.
- Relationship with guest.

Volunteers are required to avoid situations which present a conflict of interest or the appearance of a conflict of interest. In any event, volunteers and their immediately family may not accept significant gifts (over \$50) or gratuities of any amount from anyone doing business or seeking to do business with PEOPLE SERVING PEOPLE, including vendors and customers. This would include travel, lodging and entertainment other than ordinary business lunches and dinners. Volunteers with questions about conflicts of interest or potential conflicts of interest should resolve them before they become a problem by consulting with HR.

Disclosing Relationships with Guests

PEOPLE SERVING PEOPLE understands circumstances may exist in which volunteer members have preexisting personal relationships with guests. It is our policy that **volunteers** will immediately disclose these relationships to PEOPLE SERVING PEOPLE and abstain from any action or omission that would constitute special treatment of a guest, resident, or their family. The term “staff member/volunteer” shall include both paid and volunteer staff, and the term “guest” shall include any person who is currently receiving services from PEOPLE SERVING PEOPLE.

PEOPLE SERVING PEOPLE expects staff members/volunteer will comply with the following requirements. Failure to do so may result in disciplinary action.

- A. Staff members/volunteer shall immediately report to their managers any close and continuing relationship with guests, including but not limited to familial relationships and friendships.
- B. Staff members/volunteer shall abstain from any action or omission that would constitute special treatment and recuse themselves from any decision that would represent a conflict of interest.
- C. Managers shall immediately report any staff member/volunteer relationship with a guest to PEOPLE SERVING PEOPLE’s Human Resources Department.
- D. Managers shall avoid placing staff members with disclosed relationships with guests in a position that promotes a conflict of interest.
- E. Staff members shall comply with any additional departmental requirements emanating from this policy and duly approved by PEOPLE SERVING PEOPLE’s Human Resources Department.

Policies & Practices

Fraternization Policy

PEOPLE SERVING PEOPLE recognizes that some of our guests can be vulnerable adults. It is our policy that guests shall in no way be exploited during their stay at PEOPLE SERVING PEOPLE. The term “staff member” shall include both paid and volunteer staff, and the term “guest” shall include any person who is currently receiving services from PEOPLE SERVING PEOPLE.

The following activities by staff /**volunteers** shall constitute exploitation of guests and any staff member participating in these or similar activities shall be subject to immediate termination:

- A. Development of any type of personal involvement, other than a professional relationship, with a current guest or current supportive housing resident. This includes relationships conducted via social media.
- B. Development of any type of personal involvement, other than a professional relationship, with a former guest or former supportive housing resident, within six months of the guest/resident moving out of PEOPLE SERVING PEOPLE. This includes relationships conducted via social media.
- C. Going out with or meeting guests other than in the normal course of job performance.
- D. Purchasing anything from a guest, making any kind of trade with a guest, selling anything to a guest, or assisting a guest in the sale of anything.
- E. Accepting gifts purchased by a guest. Handmade gifts are acceptable, but must be reported to the employee’s manager.
- F. Transporting guests for reasons other than in the case of a medical emergency, or on PEOPLE SERVING PEOPLE-related business. Such trips must be reported to the employee’s manager prior to transporting guest.
- G. We need to treat all guests fairly, no special gifts are allowed.
- H. This is a secular facility and proselytizing is not allowed.

Harassment and Discrimination Prohibited

All volunteers must be allowed to serve in an environment free of harassment or discrimination. To accomplish this, PSP must have the cooperation of its volunteers and employees. If you believe that you or another volunteer have been subjected to harassment or discrimination; due to your race, color, creed, religion, sex, age, nation of origin, citizenship, veteran or marital status, sexual orientation, sensory, physical or mental disability or all other bases protected by law, you should report it immediately to your supervisor or another manager, and to HR. If you are not satisfied with the response, it is your responsibility to take your complaint to at least your department manager.

Sexual harassment may be difficult to recognize in certain circumstances. Unwelcomed sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual’s employment or volunteer service,
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or
- Such conduct has the purpose or effect of substantially interfering with an individual’s work performance or creating an intimidating, hostile or offensive working environment.

Policies & Practices

Harassment and Discrimination Prohibited Continued

We want an open, friendly, non-coercive environment for both male and female volunteers. If you feel that the conduct or statements of any other volunteer may constitute sexual harassment, or may undermine our commitment to equal employment opportunity, you must notify a supervisor. It is your obligation as a volunteer.

Your report will be taken seriously and investigated immediately. We will protect the confidentiality of those involved to the extent that is consistent with our need to investigate and resolve the problem. Disciplinary action, including termination, will be taken against those who violate this policy, and against any others who condone such conduct. You will not be retaliated against by PSP for good faith efforts to comply with this policy.

Safety:

The personal safety and health of each PSP volunteer is of primary importance. The company's objective is a safety and health program that will reduce the number of injuries and illness to an absolute minimum. The goal of the company is zero accidents and injuries.

Volunteers are responsible for wholehearted, genuine cooperation with all aspects of the safety and health program – including compliance with all rules and regulations and for continuously practicing safety while performing their duties.

Rules to be observed include the following:

1. All safety hazards must be reported to your supervisor immediately.
2. All injuries occurring in the workplace must be reported to the employee or volunteer's supervisor immediately. All accidents must be reported immediately no matter how minor.
3. Volunteers must observe safe practices when performing their service. This would include knowing and complying with all safety requirements specific to their jobs.

Mandated Reporting:

If you suspect or have any question about a child being abused financially, physically, sexually or in anyway please speak to your direct supervisor immediately or reach out to any PSP staff.

Drug and Alcohol Policy:

All use, possession, sales purchase, solicitation or transfer of drugs or alcohol by an employee or volunteer anywhere on PSP's premises, including parking lots or while operating PSP's machinery, equipment, or vehicles is strictly prohibited. Volunteers must report to their supervisor any medications that they take (prescription or otherwise) which would affect the performance of their service.

No volunteer shall use or consume, while on duty, any alcohol or controlled substances. Nor shall any volunteer present him/herself to the workplace while having consumed alcohol or controlled substances immediately prior to reporting for duty.

Weapon-Free Workplace Policy

To ensure that People Serving People maintains a workplace safe and free of violence for all employees, guests, and visitors, our organization prohibits the possession or use of dangerous weapons in owned or leased buildings and vehicles. A license to carry the weapon on company property does not supersede company policy.

“Dangerous weapons” include firearms, explosives, knives intended for defense, electroshock devices (e.g. Taser), lachrymatory agents (e.g. mace, pepper spray) and other lethal or less-than-lethal weapons that might be considered dangerous or that could cause harm. Shelter employees are responsible for voluntarily storing weapons in locked lockers behind the Security desk to be reclaimed at the end of the work shift and Center of Excellence employees are responsible for storing weapons in locked lockers during the work shift; illegal weapons are prohibited at all times and under all circumstances.

Searches of Personal Property

People Serving People reserves the right at any time and at its discretion to search all company-owned or leased vehicles and office space, plus packages, containers, briefcases, backpacks, purses, lockers, and persons entering its property, for the purpose of determining whether any weapon is being, or has been, brought onto its property or premises in violation of this policy. Employees who fail or refuse to promptly permit a search under this policy will be subject to progressive discipline, when appropriate.

Enforcement

This policy is administered and enforced by the Human Resources (HR) department. Anyone with questions or concerns specific to this policy should contact the HR department.

Policies & Practices

Pictures:

Taking pictures of any guest is not allowed for confidential reasons and the safety of our guests.

Data Privacy:

Identifying information about PSP guests (including names) must not be revealed, now or in the future. A volunteer must never acknowledge that any person has received services from PSP.

Activity Release:

Volunteers for PSP accept sole responsibility for any injury they may incur during the time he/she is working as a volunteer. PSP and their employees/agents are hereby released from any and all claims or cause of action arising from any accident or injury that may occur during volunteering. This release shall not operate to release PSP from any claims or cause of action which arise from accident or injury which is due to the negligence of PSP.

Respect for guests:

It is our expectation that all PSP guests will be treated with respect by all paid and volunteer staff at all times. Each guest is entitled to respect regardless of their behavior. If a guest is treating volunteers, staff or other guests in a disrespectful or inappropriate manner, a supervisor should be contacted immediately. If this is not possible, please notify front desk staff.

Problem Solving Procedure

PEOPLE SERVING PEOPLE wants you to feel comfortable in coming to us to discuss any problem, questions or concerns that you may have about your volunteer experience. Our "Problem Solving Procedure" offers all volunteers the freedom to discuss anything they wish with your direct supervisor and Volunteer Coordinator or Manager. Whenever you have a problem, it can usually be resolved by following these steps:

- A. Any concern should first be discussed with Coordinator/Managers of your Department who is in a position to handle your concerns.
- B. In the event your problem relate to your Department you may contact the Volunteer Coordinator or Volunteer Manager.

Separation

There are occasion when a volunteer makes the decision to end their volunteer experience at PEOPLE SERVING PEOPLE. Since we depend on volunteers for some of our day to day operations we ask that you give us as much notice as possible for replacement opportunity.

When it is necessary for PEOPLE SERVING PEOPLE to terminate a volunteer, PEOPLE SERVING PEOPLE would notify the Volunteer of the problem area(s) and develop a plan to address the concerns.

A volunteer may be asked to leave immediately for unethical conduct or for violation of policies listed in this manual.

Policies & Practices

People Serving People Dress Code

Because all casual clothing is not suitable for the office, these guidelines will help you determine what is appropriate to wear to volunteer. Clothing that works well for the beach, yard work, dance clubs, exercise sessions, and sports contests may not be appropriate for a professional appearance at work.

Clothing that reveals too much cleavage, your back, your chest, your rear end, your stomach or your underwear is not appropriate for a place of business, even in a business casual setting.

In a business casual work environment, clothing should be pressed and never wrinkled. Torn, dirty, or frayed clothing is unacceptable. All seams must be finished. Any clothing that has words, terms, or pictures that may be offensive to other employees is unacceptable. Clothing that has the company logo is encouraged.

Guide to Dressing to Volunteer at PSP

This is a general overview of appropriate attire. Items that are not appropriate for PSP are listed, too. Neither list is all-inclusive, both are open to change. The lists tell you what is generally acceptable as appropriate attire and what is generally not acceptable as appropriate attire.

Slacks, Pants, and Suit Pants

Slacks that are similar to Dockers and other makers of cotton or synthetic material pants, wool pants, dressy capris, and nice looking dress synthetic pants are acceptable attire. Inappropriate slacks or pants include sweatpants, exercise pants, Bermuda shorts, short shorts, shorts, bib overalls and any spandex or other form-fitting pants such as people wear for biking. All pants must be worn at waist level or above. There should be no visible signs of undergarments. Jeans are acceptable if they are not torn, dirty, frayed, bleached or contain an excessive amount of bling.

Skirts, Dresses, and Skirted Suits

Casual dresses and skirts, that are split at or above the knee but below mid-thigh are acceptable. Dress and skirt length should be at a length at which you can sit comfortably in public. Short, tight skirts that ride halfway up the thigh are inappropriate for work. Mini-skirts, mini-skorts, sun dresses, beach dresses, and spaghetti-strap dresses are inappropriate for the office.

Shirts, Tops, Blouses, and Jackets

Casual shirts, dress shirts, sweaters, tops, golf-type shirts, and turtlenecks are acceptable attire for work. Most suit jackets or sport jackets are also acceptable attire for the office, if they violate none of the listed guidelines. Inappropriate attire for work includes tank tops; undershirts; midriff tops; shirts with potentially offensive words, terms, logos, pictures, cartoons, or slogans; halter-tops. There should be no visible signs of undergarments.

Shoes and Footwear

Conservative athletic or walking shoes, loafers, clogs, sneakers, boots, flats, dress heels, and leather deck-type shoes are acceptable for work. Wearing no stockings is acceptable in warm weather. Flip flop shoes are not acceptable in the office. Closed toe and closed heel shoes may be required in some work areas.

Hats and Head Covering

Hats are not appropriate in the office. Head Covers that are required for religious purposes or to honor cultural tradition are allowed.

For Meal Service: Wear long pants, closed toed shoes, and shirts with sleeves for safety reasons. Hats are allowed in this area.

Policies & Practices

Volunteer with Disabilities

Please contact People Serving People should you need any accommodations.

Timeline:

- Volunteer Orientation & Training: Tour, watch the video, discuss volunteer options, get scheduled for a volunteer position, complete training for specific volunteer position
- First Shift: shadow in specific volunteer area
- Fourth Shift: meeting with direct supervisor
- **Final Shift: must complete an exit interview with direct supervisor and/or volunteer coordinator (please give 2 weeks notice)**

Trauma Informed Care

Understanding Trauma

People Serving People practices a system of trauma-informed care. This care begins with understanding that many people who are experiencing homelessness have experienced trauma in their lives, including sexual domestic abuse, mental illness, or living in poverty.

Homelessness itself is a traumatic experience. Experiencing trauma has significant effects on a person's physical systems as well as social/emotional well-being. Because of this, PEOPLE SERVING PEOPLE expects our volunteers to apply trauma-responsive care practices.

Purpose

- Trauma- the experience of violence and victimization , has been experienced by 51% of the general population
- Trauma-Informed Care begins with understanding that many people who are experiencing homelessness have experienced trauma in their lives
- Experiencing trauma has significant effects on a person's physical systems as well as their social/ emotional well-being
- It is therefore necessary to exercise "universal precautions" to avoid unintentionally causing harm of re-traumatization

Importance

Rates of trauma symptoms are high among people who are homeless- 76 to 100 percent of women and 67 percent of men

Implementation

PEOPLE SERVING PEOPLE expects our volunteers to apply trauma-responsive care practices, which include:

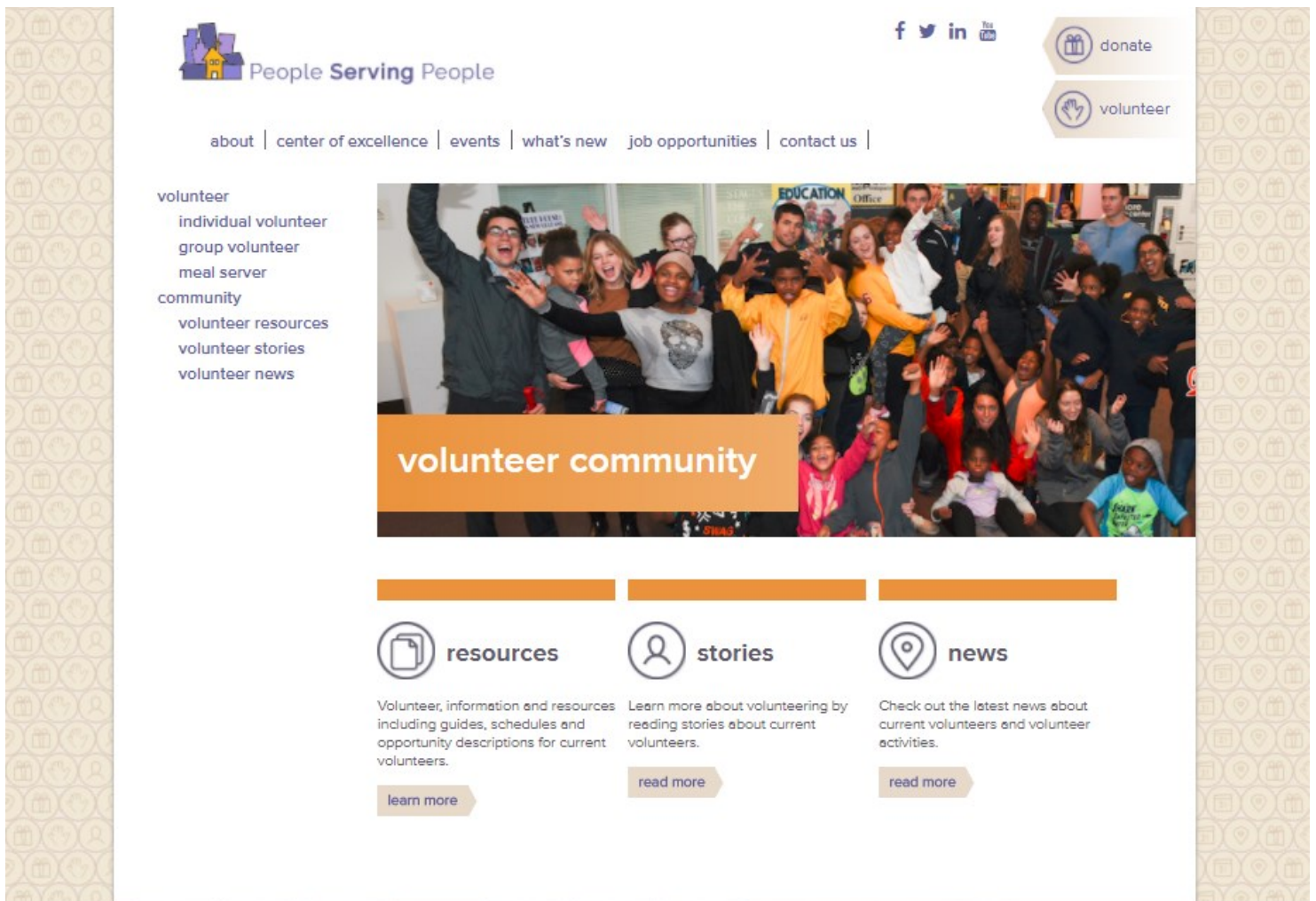
- Safe, calm, and secure environment supportive care
 - Culturally competent practices
 - Consumer voice, choice, and advocacy
 - Healing, honest, and trusting relationships
- Act in a manner to reduce and prevent the occurrence of secondary traumatization
- Be aware of control and power dynamics that could be associated with guest's early trauma
 - Be respectful of guest's space
 - Understand that certain aggressive responses may be trauma-related coping strategies
 - Be compassionate and recognize our guests as people



Volunteer Community Page!

A portion of the People Serving People website is just for our AMAZING Volunteers, YOU!

- **RESOURCES:** Volunteer information and resources including guides, schedules, reading materials, and opportunity descriptions for current volunteers.
- **STORIES:** Learn more about volunteering by reading stories about current volunteers.
- **NEWS:** Check out the latest news and pictures about current volunteers and volunteer activities.



“Being at the front desk was eye opening for me. I had never worked with this population before and now that I have, I hold a much different perspective. PSP is a great organization and I would love to someday come back and volunteer again.”

-Taylor

People Serving People Shelter Details

Location:

614 South 3rd Street, Minneapolis, MN 55415

Parking:

- Volunteers are welcome to park in our lot directly in front of the building.
- Parking space cannot be guaranteed
- Please let the security guard know if you are double parked

Sign In & Security:

- Every volunteer must sign in with security so they are aware of who is in the building at all times. Make sure to wear a volunteer badge.
- Please sign in by using the iPad located at the security desk. Indicate the program you are volunteering in, including your full name and the total hours you will be volunteering before submitting your entry.
- We use this information to log the volunteer hours by area. The reason we track the hours is for grant writing and fundraising purposes.
- If you park in the parking lot, please use the clipboard to write your name and vehicle information.
- Please wear your name badge that is given to you on your first shift
- After being with People Serving People 1 year, you will be given a new badge

Meals:

- If you volunteer during a meal time you are welcome to eat for free:
- Breakfast 7:30-9am, Lunch 11:30-1pm, Dinner 4:15-5:45pm

Center of Excellence Details

Location:

2400 Park Ave South, Minneapolis, MN 55404

Parking:

There is a small parking lot attached to the building on Oakland and 24th. If there is no parking there, there is a large parking on the other side of Oakland, you can enter from 24th.

Sign In & Security:

- When you enter the building you will see a front desk. Please let them know you are here for the Center of Excellence and they will call us to the front to meet you.
- Please sign in by using the iPad located in the classroom. Indicate the program you are volunteering in, including your full name and the total hours you will be volunteering before submitting your entry.
- We use this information to log the volunteer hours by area. The reason we track the hours is for grant writing and fundraising purposes.
- Please wear your name badge that is given to you on your first shift
- After being with People Serving People 1 year, you will be given a new badge

Meals:

If you volunteer during a lunch time you are welcome to eat for free.