



People **Serving** People

VOLUNTEER HANDBOOK



Our Vision:

Healed families. Transformed communities.

Our Mission:

We exist to see families thrive.

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

*Thank you for
dedicating your time
and energy to People
Serving People and to
our guests.
Your help is a vital part
of making our work
possible.*

Introduction

Established in 1982 in downtown Minneapolis, People Serving People is the region's largest and most comprehensive emergency family shelter. We provide a wide array of temporary emergency housing programs and comprehensive on-site services geared to address specific barriers that impact families experiencing homelessness and are vital to their ability to achieve stability. Collaborative efforts with Hennepin County and more than thirty partner organizations provide residents with accessible resources to promote economic and social independence.

People Serving People stands out from other emergency shelters thanks to our broad range of on-site services, designed to address common barriers faced by families experiencing homelessness. Supporting families long-term means we must also address the barriers families face in achieving housing stability and financial independence. Through our Early Childhood and K-12 programs, financial fitness classes, advocacy, case management, and more, we strive to go beyond just meeting families' basic needs, towards helping them thrive in and beyond our community.

The Preschool & Learning Center at People Serving People's Center of Excellence continues our multigenerational work upstream of the shelter system. The Center provides continuity of services for families leaving shelter and enables us to reach families in the community who are seeking high-quality early childhood, school age, and parent engagement programming. The licensed center has a 4-Star Parent Aware rating from the State of Minnesota and is designated a Strong Beginnings site by Hennepin County. We are proud to have low teacher-child ratios and small class sizes.

The Family Prevention Program advances People Serving People's mission by providing housing support for Hennepin County families to maintain housing stability outside of shelter with the goal of preventing the experience, or reoccurrence, of homelessness. Support for families can include financial assistance, ongoing case management, employment assistance, connecting to community resources, and other services.

Our Facilities:

- **Downtown Minneapolis, Shelter Site:** Located at 614 S 3rd 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.
- **Philips Neighborhood, Center of Excellence Site:** Located at 2400 Park Ave S, Minneapolis, MN.

Funding:

People Serving People is funded through the Hennepin County Bureau of Social Services, as well as through the generous support of foundations, private corporations, and individual donors committed to the well-being of our families and their access to housing security.

Volunteer Experience and Expectations:

Volunteers allow People Serving People to provide necessary services to our families. In 2019, People Serving People's volunteers generously contributed 31,500 hours of service, equivalent to about 15 full time staff. *Volunteers make a difference!* We hope you have a positive and meaningful experience and continue to return as a volunteer. If you have questions about scheduling, additional volunteer opportunities, or anything else, please contact Halley Norman at hnorman@peopleservingpeople.org. Some volunteers may have a direct program supervisor—if this is true for you, we will let you know who to communicate with about different issues.

Introduction

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

- 903 families experiencing homelessness received shelter at People Serving People in 2019
- 63% of guests were children and 31% are under the age of 6 years old
- The average age of a child at PSP is 7 years old
- On average there were 334 people at the shelter each day/night.
- 47 days was the average length of stay for a family in 2019
- 6,983 volunteers shared over 31,500 hours as Meal Servers, Tutors, Early Ed Assistance, Readers and more
- Around 200,000 meals were served in 2019
- 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 2019
- 307 school-aged youth received one-on-one tutoring sessions in 2019
- 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, 4-Star Parent Aware Early Childhood Development Center educating and caring for around 40 children under 5 every weekday
- Full-service kitchen serving three meals a day, seven days a week, currently delivered door-to-door to maintain COVID safety
- 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, every day
- Technology Center for job searching, apartment hunting and pursuing education

What People Serving People Offers

- Front desk service supplying basic needs such as diapers, formula, warm clothes, and laundry free of charge
- Evening and weekend children's activities offering field trips, summer programming, and tutors to provide mentorship and homework support
- Employment support to help individuals prepare for and find jobs
- Advocates to provide case management and connect families with resources and services inside and beyond People Serving People
- Financial literacy classes, parent engagement resources, Alcoholics Anonymous meetings, and other optional interest-based programming

Policies & Practices

NOTE: The term “guest” shall include any person currently receiving services From PEOPLE SERVING PEOPLE. The terms People Serving People and PSP will be used interchangeably to refer to the organization People Serving People as a whole.

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
- Acting as a consultant to a customer or supplier or aspiring customer or supplier Of People Serving People
- Relationships with guests beyond what occurs within normal volunteer duties

Volunteers are required to avoid situations which present or appear to present a conflict of interest. Volunteers and their immediate 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 includes travel, lodging and entertainment other than ordinary business lunches and dinners. Volunteers with questions about real 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 volunteers 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 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.

- Volunteers shall immediately report to the Volunteer Coordinator (and their manager if relevant) any close and continuing relationship with guests, including but not limited to familial relationships and friendships.
- 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.
- Volunteer Coordinator or manager shall immediately report any volunteer relationship with a guest to People Serving People’s Human Resources Department.
- Volunteer Coordinator or manager shall avoid placing staff members with disclosed relationships with guests in a position that promotes a conflict of interest.

- Volunteers shall comply with any additional departmental requirements emanating from this policy and duly approved by People Serving People’s Human Resources Department.

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 “guest” shall include any person who is currently receiving services from People Serving People.

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

1. 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.
2. 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.
3. Going out with or meeting guests other than in the course of normal job performance.
4. 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.
5. Accepting gifts purchased by a guest. Handmade gifts are acceptable, but must be reported to the Volunteer Coordinator.
6. Transporting guests for reasons other than in the case of a medical emergency, or on People Serving People-related business. Such trips must be approved by the volunteer’s manager or the Volunteer Coordinator ahead of time.
7. Showing favoritism towards or giving special treatment or gifts to guests.
8. Any and all types of proselytizing are unacceptable under any circumstances — People Serving People is a secular facility and does not permit proselytizing.

Harassment and Discrimination

All volunteers must be able to serve in an environment free of harassment or discrimination. To accomplish this, PSP needs the support and cooperation of its volunteers. As a volunteer with PSP, you are expected to be sensitive and respectful to all members of our community while volunteering. 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 any other protected status, you should report it immediately to your program supervisor or another supervisor, to the Volunteer Coordinator, or to HR. If you are unsatisfied with the response, it is your responsibility to take your complaint beyond your program supervisor to at least your department manager.

People Serving People asks for your support in reporting possible experiences of harassment and discrimination to ensure issues can be addressed as they arise, and to better create a welcoming, supportive work environment for all. Harassment and discrimination are deeply difficult topics, and this policy aims to offer resources both for you to address possible experiences of harassment or discrimination, and to address these issues more effectively as an organization. Our highest priority is that all members of our community (volunteers included) feel safe and supported, but we cannot fully ensure such an environment unless these issues are brought to our attention.

The term “harassment” means unwelcome, demeaning or offensive conduct directed at another employee based on

their membership in a protected class. It can include such things as threats, demands, and requests for sexual favors, teasing, abuse, taunts, insults, heckling, or other similar action. It includes conduct that may not be unlawful, but has been determined to be inappropriate in our workplace.

Sexual harassment in particular 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:

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

People Serving People wants an open, friendly, non-coercive environment for volunteers regardless of gender identity. If you feel that the conduct or statements of any other volunteer, staff member, or guest may constitute sexual harassment, or may undermine our commitment to equal employment opportunity, you must notify your program 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 People Serving People volunteer is of primary importance. The company's objective is a safety and health program that will reduce the number of injuries and illnesses 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 program supervisor immediately.
2. All injuries occurring in the workplace must be reported to the volunteer's program 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 volunteer positions.

Mandated Reporting

If you suspect or have any question about a child being abused financially, physically, sexually or in any way please speak to your program supervisor or the Volunteer Coordinator 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 a volunteer anywhere on the People Serving People premises, including parking lots or while operating PSP machinery, equipment, or vehicles is strictly prohibited. Volunteers must report to their program supervisor any medications that they take (prescription or

otherwise) which would affect the performance of their service.

While on duty, no volunteer shall use or consume any alcohol or controlled substances. Nor shall any volunteer present themselves to the workplace having consumed alcohol or controlled substances immediately prior to reporting for duty.

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 they are 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

Volunteers are expected to treat guests, staff, and their fellow volunteers with respect 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, you should contact your program supervisor immediately. If this is not possible, please notify front desk/Resident Resources staff. If you have concerns about the behavior of other volunteers, please notify the Volunteer Coordinator.

Problem Solving Procedure

People Serving People wants you to feel comfortable sharing 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 their program supervisor and with the Volunteer Coordinator. If problems or questions arise, they can usually be resolved through the following steps:

1. Any problem should first be discussed with your program supervisor, or with the Volunteer Coordinator if you do not have a program supervisor.
2. If your program supervisor is not able to address the issue immediately, it should next be brought to your Department Coordinator or Manager, or to the Volunteer Coordinator, depending on the nature of the issue.
3. In the event your problem relates to your program supervisor or department, contact the Volunteer Coordinator.

Communication and Scheduling

Because staff and guests depend on the support of volunteers day-to-day, we ask that you give as much notice as possible if you anticipate missing a shift or ending your volunteer service. We do understand that conflicts can come up on short notice, but do still ask that you contact staff about your absence, even if it is after the fact, to ensure we can keep up-to-date records and sure we know you are still interested in volunteering.

If you reach a point where you are no longer interested in volunteering or able to make your scheduled shifts, please directly notify the Volunteer Coordinator by email. This includes Meal Delivery/Meal Service and student volunteers.

Termination

If volunteers are in violation of policies listed in this manual, they will first be given the opportunity to address said concerns in collaboration with their supervisor and the Volunteer Coordinator. If the volunteer fails to change their behavior and termination is necessary, the volunteer will be notified directly by the Volunteer Coordinator. A volunteer may be asked to leave immediately or not return due to unethical conduct or violation of policies listed in this manual.

Volunteering Accommodations

If a volunteer has a disability and wishes a reasonable accommodation, they should let the Volunteer Coordinator know as soon as possible, and the Volunteer Coordinator will work with the Human Resources department to see if the accommodation can be met. PSP strives to provide volunteers with the resources they need to be succeed within their position and within the organization, and will work to provide the supports needed to make this possible.

Timeline:

Timelines vary depending on the kind of volunteer opportunity you're interested in – some roles may require minimal orientation and onboarding, while others may require background checks or interviews. Volunteers will typically be required to complete some level of orientation to the organization, followed by orientation to their specific position. Once oriented, volunteers will be able to start their position.

Depending on the volunteer role, some volunteers may be asked to commit to volunteering for a specific length of time. This is most likely in opportunities that are based around the school year, such as tutoring. Other roles, such as meal delivery, may allow volunteers to commit to shorter periods, or commit indefinitely.

If stopping volunteering, volunteers should always inform the Volunteer Coordinator directly, as well as their program supervisor (if applicable).

Weapon-Free Workplace Policy

To ensure that People Serving People maintains a workplace safe and free of violence, 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. tasers), 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. Volunteers 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.

Dress Code

People Serving People's objective in establishing a dress code is to allow for staff self-expression and for all to be able to work comfortably in the workplace. Yet, we still need our employees to be neat and orderly while projecting a professional image for those they interact with. We acknowledge that this professional image may look different from department to department and may change based on what work employees are doing at the time. This information helps explain what generally is and is not appropriate. It is not all-inclusive and is subject to change.

Clothing that reveals too much of your chest, your back, your rear end, your stomach, or your underwear is not appropriate for a place of business, even in a casual work setting. Any clothing that has words, terms, or visuals that may be offensive to other employees is unacceptable. Clothing that has the People Serving People or Center of Excellence logo is encouraged.

Position-Specific Guidelines

Some volunteer positions may require particular kinds of dress depending on the kind of work being completed. If you have questions about what you should wear for your position, please contact the Volunteer Coordinator.

Meal Program – Meal Delivery, Meal Service, etc.

Volunteers in the Meal Program are encouraged to wear casual clothing with comfortable, close-toed shoes. Shirts or jackets with short or tight-fitted sleeves that will not limit movement are encouraged.

Education Program – Early Childhood Development and K-12 Programs

Education Program volunteers are encouraged to wear casual clothing they can move easily in, including when moving up and down off the floor. Volunteers in the Early Childhood Development Program are particularly encouraged to wear clothes they are comfortable getting dirty.

Facilities Program – Building Beautification

Facilities volunteers are encouraged to wear clothing they are comfortable moving in and getting dirty. Depending on the position, Facilities volunteers may be provided with specific clothing or protection gear.

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



People Serving People Shelter Details

614 South 3rd Street, Minneapolis, MN 55415

Parking and Transportation

- Volunteers are welcome to park in our lot directly in front of the building. Parking is available on a first-come, first-serve basis. Please do not double-park. If you're unable to park in our lot, parking is typically available at a low cost on the surrounding streets.
- Our location is easily accessible by public transit, and is blocks away from the Blue and Green Line trains, as well as multiple bus lines, and close to the Nicollet Mall transit corridor.

Sign-In and Security

- Every volunteer must sign in with security so they are aware of who is in the building at all times. If you are provided with one, make sure to wear your volunteer badge.
- You will be asked to sign in at the Security Desk, first on the Security sign-in and then on the Volunteer sign-in. If you are parked in the parking lot, please make sure to note your license plate number. When signing in on the Volunteer sign-in, you will be asked to specify the program you're volunteering with, take your temperature, and answer a number of COVID symptom questions.

Meals

- Breakfast 7:30-9:30am, Lunch 11:30-1:30pm, Dinner 4:30-6:30pm. Depending on availability, you may get to take an extra meal with you at the end of your shift, or eat in the dining hall if COVID allows.

Center of Excellence Details

2400 Park Ave South, Minneapolis, MN 55404

Parking and Transportation

- 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 and 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

Meals

- If you volunteer during a lunch time you are welcome to eat with staff and kids.