

VOLUNTEER ORIENTATION

Rebecca Johnson Apartments

Administrative Offices

2822 W. Jackson Blvd.

773.348.9032

Dolores' Safe Haven

1532 N. Sedgwick Ave.

312.944.8810

Patty Crowley Apartments

1530 N. Sedgwick Ave.

312.944.9227

Teresa's Interim Housing

1532 N. Sedgwick Ave.

312.944.8669



Deborah's Place was started by volunteers and 30 years later, volunteers continue to be an integral part of our organization. There is a wide range of volunteer opportunities throughout our programs, and we work with volunteers to find the right placement for their special talents and interests.

We look forward to building a meaningful and lasting relationship with you!

**If you have any questions about volunteering, please contact
External Relations Manager at 773.638.6538**

Housing Programs

Rebecca Johnson Apartments

90 women live in studio apartments each with private bath and kitchen. Women are provided access to case management, education, health and employment services.

Dolores' Safe Haven

Holistic residential setting for 15 women who are chronically homeless women with several mental illness. Intensive engagement and support services promote healing, recovery and transition to more independent living.

Teresa's Interim Housing

10 women at a time live in dormitory setting them with the goal of assisting with obtaining income and finding appropriate permanent housing within 120 days

Patty Crowley Apartments

39 studio apartments provide permanent housing and support services to women who have been homeless. These fully furnished efficiency apartments with on-site supportive services are the end to homeless for residents

Community –Based Housing

Over 65 women live in apartments in the community maintained by partner landlords. Women are provided access to case management, education, health and employment services.

Our Supportive Programs

Residents of our housing programs as well as off-site women who have moved on from our housing programs have access to a variety of on-site services at each of our program locations.

Education Services

Group activities and one-on-one engagement provide women access to the humanities, life skills training, social-emotional development and basic adult education.

Comprehensive Case Management

Participant directed case management assists women in meeting goals they have established for themselves. Case managers use an asset-approach emphasizing individual strengths so women can be linked to resources to help them reach stability and self-sufficiency.

Employment Services

Assistance with resume-writing, job searches and career coaching helps women to obtain and maintain employment.

Health Services

Through mini-health clinics, Deborah's Place coordinates women's health care and provides referrals to free or low-cost health services. On-site health care and health education reduce health crises that require costly emergency room visits and help women who have not accessed traditional healthcare due to barriers like lack of health insurance, mental illness, substance use and resistance to care.

Therapeutic Services

Counseling, crisis intervention, and art therapy help women to recover from mental illness, addictions, and other trauma

Volunteer Information

The needs of the women we serve are our first priority and govern the activities and services provided by Deborah's Place.

Privacy & Confidentiality

- Respect the privacy of our participants; please do not ask the women personal information, including how they became homeless, their age, their last name, etc.
- Confidentiality must be maintained at all times. Staff will not reveal personal information about the participants, and any information about their identity or circumstances you have knowledge of must remain within the walls of Deborah's Place.
- You may not take pictures of the participants without a signed consent form provided by Deborah's Place.
- Do not give out your personal information including email, phone number, address, etc.
- Notable exceptions to confidentiality, in the following instances speak to a staff member immediately:
 - If you suspect that a child may be currently abused or neglected.
 - If a participant has voiced plans to harm themselves or others.

Interaction with Participants

- Do not engage in a relationship with a participant outside of Deborah's Place.
- Do not invite participants to your home.
- Do not lend money to or borrow money from participants.
- Do not run errands for participants. (e.g. buying cigarettes, snacks, etc.)
- Do not give rides to participants.
- Do not engage with participants on social media outlets including, friending or following. Remember that you are dealing with a vulnerable population.
- Do not use inappropriate language with the participants regardless of whether they use it first.
- Do not engage in argumentative or confrontational interactions.
- Respect personal boundaries. Please do not touch participants without permission.

General Guidelines

- All volunteers interacting with residents **must be 18 years or older.**
- **Drugs and alcohol are prohibited** within the programs of Deborah's Place.
- Be respectful of individual beliefs; do not push religious or political agendas (i.e., praying before meals or campaigning for a specific candidate, etc.) while volunteering.
- Remember that each time you come to Deborah's Place staff will provide a space to store your belongings but cannot be held responsible for any loss.
- **If you cannot attend your volunteer shift, please notify staff at the location as soon as possible, so they may find a replacement.**

Volunteer Opportunities

There are numerous ways to support Deborah's Place! Opportunities to volunteer are available to suit your schedule, abilities, and interests. Whether you're looking for a few hours of giving back with your family and friends, or providing skill building opportunities for our residents, we can work with you to arrange a positive experience.

Meal Service

Category: Individual and Group (2-4 volunteers)

Purpose: Meal service volunteers are needed to assist with lunch, dinner or both. Top chef skills are not required, but welcome!

Location: Dolores' Safe Haven

Time: Lunch is from 11 AM—1 PM; Dinner is from 6 –8 PM.

Key Responsibilities:

- Communicate with location program director or staff on what scheduled meal will be served for the shift, including ingredients.
- Communicate with the program director or staff about dietary restrictions or allergies.
- Volunteers will assist in all areas of the kitchen- preparing, serving the meal, cleaning the kitchen/dining area.
- Properly store leftovers.
- Thoroughly wash and store cooling utensils.

Guidelines:

- **Attire:** Dress in casual, comfortable clothing (jeans, t-shirts, sneakers, etc.) **Open-toed shoes/sandals are not permitted due to safety and sanitation regulations.** Remove all bulky (hanging) jewelry and accessories before volunteer session. Long hair should be pulled back from face. Aprons, hair nets and serving gloves will be provided on site. Please leave valuables at home; we are not responsible for personal items.
- If you feel uncomfortable or are unable to perform a specific task, please inform the shift lead.

If you are purchasing a meal:

- Schedule with volunteer coordinator to ensure staff is aware that a meal will be provided.
- Individuals and groups are responsible for preparing and serving a meal.
- If you for some reason cannot provide a meal on scheduled day, it is vital that program staff is contacted as soon as possible to make other arrangements.
- Consider both vegetarian and meat options for the main course.
- Ask program staff to provide you with meal options if you are unsure of what to serve.
- Provide the main course and sides for participants and volunteers.
- Kitchen will be available for reheating and plating of meal. Please do majority of meal prep prior to arriving on site.
- Meals can be purchased or premade.

Landscaping and Cleaning

Category: Group (10-15 volunteers)

Purpose: Maintain and beautify our spaces for both residents and visitors.

Location: All locations (depending on availability/need)

Time: Please contact volunteer coordinator for shift availability . Plan for 3-4 hour shift.

Key Responsibilities:

- Cleaning indoors: windows, chairs, railing, bathrooms and common areas.
- Landscaping outside: Picking up garbage around the premises, pulling weeds in the warmer months, planting or pruning flower beds.
- Please be prepared to provide cleaning or landscaping tools/ equipment or supplies including, Latex or gardening gloves, trash bags, rags and cleaning supplies such as Windex and all-purpose cleaners.

Guidelines:

- **Attire:** Dress in casual, comfortable clothing (jeans, t-shirts, sneakers, etc.). **Open-toed shoes/sandals are not permitted due to safety and sanitation regulations.** Please leave valuables at home; we are not responsible provide for personal items.
- If you feel uncomfortable or are unable to perform a specific task, please inform shift leader.

Bingo and Games

Category: Individual and Group (5-20 volunteers)

Purpose: Provide a fun, relaxing and rewarding opportunity to engage with Deborah's Place participants.

Location: Rebecca Johnson Apartments and Dolores' Safe Haven.

Time: Contact volunteer coordinator for shift availability. Plan for 2-hour shift.

Key Responsibilities:

- You bring the prizes; we'll the bingo cards!
- Group will be responsible for leading and overall flow of activity.
- Please refer to Deborah's Place online Wish List for prize items.
- Bring enough prizes for each participant to win at least once.
- Assist with calling of bingo numbers, helping participants mark of cards and supervising prize table.
- Other games are welcome such as jeopardy, Uno, card games, checkers.

Administrative Support

Category: Individual

Purpose: Assist administrative staff with day-to-day office duties.

Location: 2822 W. Jackson Blvd.

Time: Please contact volunteer coordinator for shift availability. Plan for 2-hour shift. (depending on availability/need)

Key Responsibilities:

- Perform general clerical duties including photocopying, faxing and preparing mailings.
- File maintenance and shredding.
- Other duties as assigned.

Skill - Based Workshop

Category: Individual and Group (2-4 volunteers)

Purpose: Special skill based volunteers are welcome! Volunteer to share your particular skill and lead an activity at either of our two Learning Centers. Bring your creative ideas! Some topics include: computer literacy, GED prep, job search/resume writing, financial literacy.

Location: Depends on request.

Time: Please contact volunteer coordinator for shift availability. Plan for 1-2 hour shift.

Key Responsibilities:

- Individual volunteers must complete 2-3 meal shifts.
- Volunteer(s) is/are in charge of overall flow and engagement with participants.
- Contact volunteer coordinator for the number of anticipated participants.
- Please provide ample copies of reading materials including, pamphlets, worksheets or other learning tools.

Arts & Crafts

Category: Individual and Group (5-15 volunteers)

Purpose: Work with participants to express themselves creatively while completing a crafty project.

Location: All locations

Time: Please contact volunteer coordinator for shift availability. Plan for 1-2 hour shift.

Key Responsibilities:

- Volunteers are asked to facilitate resident participation in crafting event.
- A “think out-of-box” attitude, creativity, and imagination.
- Create an activity that can be taught to a group.
- Provide ample supplies for all participants.
- Be able to work one-on-one with individuals that need assistance.
- Arts & crafts activities include, knitting, weaving, beading, tie dying, collages, etc.

In-Kind Donation Sorting

Category: Individual and Group (1-15 volunteers)

Purpose: Assist in organizing physical donations.

Location: 2822 W. Jackson Blvd.

Time: Please contact volunteer coordinator for shift availability. Plan for 2-3 hour shift.

Key Responsibilities:

- Volunteers are asked to sort, organize and shelve in-kind donations.
- Unpacking bulk items.
- Sorting multiple boxes.
- Must be able to lift boxes at least 20lbs .

Guidelines:

- **Attire:** Dress in casual, comfortable clothing (jeans, t-shirts, sneakers, etc.). Open-toed shoes/sandals are not permitted due to safety and sanitation regulations. Please leave valuables at home; we are not responsible for personal items.
- If you feel uncomfortable or are unable to perform a specific task, please inform shift leader.



Volunteer Application

Contact Information

Full Name				
Street Address				
City		State	ZIP Code	
Is this a seasonal address (e.g. during the school year) <input type="radio"/> Yes <input type="radio"/> No				
Home Phone		Cell Phone		
Work Phone				
E-Mail Address				
What is the best way for us to contact you? <input type="radio"/> Email <input type="radio"/> Phone <input type="radio"/> Mail				

Availability

When are you available? (Please check all which apply)

<input type="checkbox"/> Sundays from ____ to ____	<input type="checkbox"/> Wednesdays from ____ to ____	<input type="checkbox"/> Saturdays from ____ to ____
<input type="checkbox"/> Mondays from ____ to ____	<input type="checkbox"/> Thursdays from ____ to ____	NOTES:
<input type="checkbox"/> Tuesdays from ____ to ____	<input type="checkbox"/> Fridays from ____ to ____	

Special Skills or Qualifications

Please list any skills or ideas you'd like to tell us about (e.g. bilingual, art skills, marketing, etc.)

Employment/School Information

Name of employer/school	
Job Title/Area of Study	
Does your employer offer any of the following?	
<input type="checkbox"/> Corporate Sponsorships	<input type="checkbox"/> Matching Gifts <input type="checkbox"/> Volunteer Grants <input type="checkbox"/> Unsure, but I will check

Person to Notify in Case of Emergency

Name	
Home Phone	Work Phone
E-Mail Address	

Agreement and Signature

I, _____ have been presented with the Volunteer Orientation Manual and fully understand the responsibilities I hold as a volunteer at Deborah's Place. I understand that the nature of the volunteer activities typically performed may involve physical activity, contact with unfamiliar persons, and other potential risks of injury. Knowing this, I hereby assume the risk involved, such as any accident or injury to a person or property which may sustain in connection with participation as a Deborah's Place volunteer. In addition, I hereby release and discharge Deborah's Place and any of its directors, officers, employees, partners, agents and successors and women served by Deborah's Place from any claims, causes of action, damages liability, or responsibility for any such accident or injury that I may incur as a volunteer.

I further irrevocably grant to Deborah's Place its assigns and successors, my consent and full right to: use my name, photograph, likeness, image, and biography in any and all media publications, advertising and publicity in connection with Deborah's Place related activities and projects.

Signature		Date	
-----------	--	------	--