



**GOOD SHEPHERD
MINISTRIES™**
WELCOME HOMELESS

Volunteering at Good Shepherd Centre

You are scheduled to volunteer at Good Shepherd Ministries, a charity which provides vital services for homeless and disadvantaged individuals in downtown Toronto.

What to expect when you arrive:

- the receptionist will show you where to sign in
- you will have access to a locked room where you can store your personal belongings e.g. coat, backpacks*
- you will be given directions to your assignment

Potential volunteer roles:

- making dorm beds
- folding laundry
- sorting food
- preparing food
- assisting with holiday meal/special event tasks

What we ask of you:

- Please be respectful of all clients, staff, and volunteers at the Centre. The Centre does not tolerate discrimination, ridicule, or intimidation of clients, staff, or other volunteers.
- Student volunteers may not leave the Centre grounds during the duration of their volunteer experience.
- No smoking on premises.
- Always wear closed-toe shoes – rubber soles preferred.
- All volunteers and staff are offered a complimentary lunch at 11:45am. Please only take what you can eat to ensure food is not wasted.

Volunteer Restrictions

- Individual volunteers are required to be a minimum of 13 years old. Volunteers 15 and under must be accompanied by an adult.
- Potential volunteers cannot have used the services of Good Shepherd Ministries within one year of their application. Services include: dining in the Centre; receiving articles from the clothing room; using Good Shepherd Ministries' medical, drop-in, Resettlement, and/or Drug and Alcohol Recovery Enrichment (DARE services).

Volunteer Requirements

- You are required to sign-in and sign-out at every shift to allow staff to track all persons in the building in the case of fire or evacuation.
- Sign-in is also useful in keeping track of volunteer hours for verification; however, volunteers are also responsible for tracking their own hours.
- If you will miss or be late for a volunteer shift, you **must** contact the Fundraiser, Events & Resources (volunteer@goodshepherd.ca or 416-869-3619, ext. 262) or your immediate supervisor
- **Three missed or late shifts without adequate notice may be grounds for dismissal.**
- You must complete the Government Mandated Customer Service Training by viewing the Ministry of Community and Social Services' "How Can I Help?" video. http://www.mcsc.gov.on.ca/en/mcsc/programs/accessibility/understanding_accessibility/videos_stories_tips.aspx
- Send confirmation of completion to volunteer@goodshepherd.ca that you have done so.

Health and Safety

You must wear safe and appropriate non-slip footwear that encloses the foot to provide protection. In some work areas, department-specific policies exist where additional protection is required, e.g. all volunteers working in the kitchen, serving or preparing meals must wear gloves and hair nets at all times.

Emergency Protocol

Fire safety

You are required to sign-in and sign-out at each shift to ensure staff members are aware of all persons on premises.

If the fire alarm is activated, you must proceed to the nearest exit and join staff where a head count will be taken of all clients, staff, volunteers, and guests once they are assembled in the designated safety area. No one will be allowed to return to the building until the "ALL CLEAR" signal has been given.

Crisis Protocol

Good Shepherd Ministries has installed a panic alarm system in the Resettlement and D.A.R.E. (Drug and Alcohol Recovery Enrichment) offices, as well as the medical clinic and clothing room located in the basement.

Staff members or volunteers in Resettlement, D.A.R.E., medical clinic, or clothing room, who experience crisis and need additional support, may alert staff by pushing the panic alarm located under the desk in each of the offices. Staff or volunteers in other areas which are not equipped with a panic button are expected to use the phone to call for assistance.

What is a Crisis?

A crisis is a situation that threatens the well-being of the Brothers, staff, clients, or volunteers in Good Shepherd Centre that must be dealt with immediately. Examples of crisis may include hostile threats, verbal abuse that escalates, disruptive or aggressive behaviour, and destruction of property. It is the responsibility of staff members and volunteers to assess a situation and determine for themselves whether or not a situation is one of crisis.

Codes

The following codes will be announced to mobilize help without alarming or upsetting the individual triggering the crisis.

TOMMY BLUE: help needed

TOMMY RED: help requiring police involvement

Volunteer Procedures for Codes

As soon as you determine that a crisis is happening and you need support, push the panic button. If you can make a safe exit from the area, this should be a priority. When a panic button is pushed, the security alarm at the front desk will sound and indicate the location of the activated panic button.

Upon activation, staff at the front desk will announce the code “TOMMY BLUE” or “TOMMY RED” followed by the location. For example, if anyone in DARE (Drug and Alcohol Recovery Enrichment) Program activates an alarm, the code would be “TOMMY BLUE TO DARE.”

The page (Code) will be repeated twice.

When a page is announced, all staff members are expected to proceed to the identified location. Volunteers will remain in their area until further notification is provided.

Volunteer Codes of Ethics

All volunteers are expected to uphold Good Shepherd Ministries’ mission, vision, and values while adhering to Good Shepherd Ministries’ volunteer guidelines & code of conduct, confidentiality agreement, and health and safety policies and procedures.

Good Shepherd Ministries – Toronto believes that the work, dignity, and individuality of every person are sacred and therefore:

- No one will be discriminated against on the basis of race, religion, language, age, disability, national origin, marital status, gender, sexual orientation, socio-economic background or circumstance.
- Duties, obligations, and responsibilities will be fulfilled with integrity. The highest possible quality of service is expected.

- Clients will be served in a conscientious, respectful, and efficient manner.
- Report to Supervisor or Fundraiser, Events and Resources any area of concern regarding the physical, psychological, and social well-being of clients and colleagues, any circumstances in their environment which could jeopardize their health and safety.
- Volunteers must refuse any gift, favour, or hospitality from clients which could be interpreted as seeking to influence or to obtain preferential treatment.
- Under no circumstance are volunteers to engage in personal relationships with clients, this may include offering money, rides, counselling, or any form of a romantic relationship.
- All information regarding clients, staff, volunteers, and benefactors will be held in confidence. Information will not be disclosed without authorization except as mandated by law; or to prevent a clear and immediate danger to the client or other.

Thank you for giving back to the community by helping the homeless and disadvantaged. We look forward to your visit!

*** While a secure area is provided, Good Shepherd Ministries is not responsible for any lost or stolen items. We recommend that small valuables be left at home or carried on your person.**