

St. John Center



Volunteer Manual

Revised March 2023

Table of Contents

Our Mission, Vision and Values	3
Tribute to Our Volunteers and Volunteer Coordinator Contact Information	4
Staff List	5
Helpful Hints	6 – 7
Volunteer Job Descriptions	
Phone Desk	8 – 14
Mail Room	8 – 9
Sign-In	9 – 11
Coffee Room	11 – 12
Laundry Room/Shower	12 – 14
Responses to Commonly Asked Questions	14
Health and What We Do	15 - 16
Policies	
Sexual Harassment and Misconduct Policy	17 – 19
Policy on Transgender Individuals	19
Safety Policies	20 - 23
St. John Center Emergency Procedures	23 – 28
Volunteer Confidentiality Policy	28 – 29
Conflict of Interest Policy	30
Information and Representation Requests Policy	30
Volunteer Privacy Policy	30 - 31
Volunteer Confidentiality Agreement	32

Our Mission, Vision and Values








Mission

St. John Center is on a mission to help people experiencing homelessness address barriers to self-sufficiency and housing so that they may leave homelessness for good. By providing shelter, social services, supportive housing, and serving as a hub with partner agencies, St. John Center is where those experiencing homelessness seek help, find hope, and move forward.

Vision

Our vision a city where all people experiencing homelessness have the resources and support they need to leave homelessness for good.

Values

-  We believe in the dignity of every human being. We strive to call each person by name. We recognize that homeless individuals have experienced a high level of trauma, so we strive to be a refuge and a safe haven.
-  We strive to be a useful space, providing the best possible opportunities for those experiencing homelessness to continue their path toward greater self-sufficiency.
-  Volunteers are valued as an integral part of St. John Center's mission.
-  We value partnerships with other agencies in order to be useful to clients and resourceful with limited space and funds.
-  We believe housing is a right.
-  We strive to foster a workplace that supports continuous learning, applying new skills, research, and evidence-based practices to our work.
-  We operate with the understanding that people rarely become homeless because of just one issue or incident, but rather people become homeless because of both personal circumstances and systemic issues. We take seriously our role as advocates for the homeless and embrace opportunities to educate the community about the causes of, and solutions to, homelessness.



Tribute to Our Volunteers

St. John Center opened its doors in April 1986 as Louisville recognized the need for a safe space for people experiencing homelessness to find refuge and resources. SJC provided services like restrooms, showers, phones, mail service and coffee. Since opening, volunteers have been an integral and vital part of St. John Center.

Volunteers help create the intentional, inviting atmosphere of St. John Center. Along with staff, they get to know guests by name, recognizing people as individuals and engaging in conversations and interactions that give guests dignity and respect.

St. John Center volunteers fill vital roles and help guests complete basic tasks so that staff are able to provide more individualized, in-depth case management with those seeking assistance.

Volunteers provide hundreds of hours of work each month, allowing SJC to be the best stewards of our funding sources and ensure a positive impact on shelter guests.

St. John Center volunteers provide so much in-kind service - valued at more than \$98,000 a year – that Louisville Metro Government counts on St. John Center to help the collective of HUD funded agencies meet the total requirement for matching contributions. Without it, the city's Essential Solutions Grant funding would be in jeopardy.

St. John Center's doors could not remain open without volunteers.



Volunteer Coordinator Contact Info

Shannon Frey

Services and Volunteer Coordinator

Phone: 502-568-6758, ext. 139

Cell phone: 502-322-3846

Email: sfrey@stjohncenter.org

Fax: 502-568-9457

Address: 700 E. Muhammad Ali Blvd. Louisville, KY 40202



Staff List

Alexander, James
Brown, Shalonda
Buckler, Sarah
Curry, Decorick
Dorton, Carrie
English, Jessie
Foster, Cortney
Franklin, Ella
Frey, Shannon
Fulkerson, Jim
Gardner, Keesha
Gordon, Wright
Foster, Cortney
Franklin, Ella
Hay, Amanda
Howard, Dawn
Howard, Jean
Jacobs, Ashley
Johnson, Anthony
Jones, Brooke
Maddox, Ronda
Martin, Ra'Shann
Martin, T.J.
Martin, Tristaun
McAdams, Brian
Morris, Karen
Mullins, Nikki
Nixon, Vernon
Noonan, Mary Luke
Parmenter, Tom
Sanders, Rebecca
Stallard, Kevin
Sutton, Robert
Walsh, Jane
Young, Jenn

Housing Case Manager
Human Resources Manager
Housing Director
Custodian
Lead Peer Outreach Worker
Grants Coordinator
Day Shelter Manager
Safety and Services Aide
Services and Volunteer Coordinator
Community Relationship Coordinator
Services and Data Specialist
Safety Manager
Day Shelter Manager
Safety and Services Aide
Housing Case Manager
Director of Finance
Housing Case Manager
Finance Coordinator
Safety and Services Aide
Housing Case Manager
Housing Case Manager
Executive Director
Outreach Manager
Safety and Services Aide
Outreach Worker
Grants Administrator
Housing Specialist
Outreach Worker
Associate Director
Housing Counselor
Outreach Worker
Housing Peer Specialist
Peer Support Outreach Worker
Director of Mission Advancement
Special Events Coordinator

Helpful Hints

1. Please arrive on time and sign in for your shift after entering the shelter.
2. Alert the Volunteer Coordinator and notify him/her of any schedule or contact information changes.
3. Wear a volunteer name badge, allowing guests to learn their name and visitors to know who they can approach for assistance.
4. Please leave all valuables at home or safely secured in vehicle.
5. Respectfully decline to give money or gift cards to any guests at any time for any reason, or bring in individual presents for particular guests that can be seen as playing favoritism by others.
6. Consult with the Volunteer Coordinator, Associate Director, or Executive Director concerning any questionable actions or procedures of a St. John Center staff member, or other volunteer, without saying anything to others.
7. Alert a staff member if they observe or encounter a guest using inappropriate language or actions that could endanger the safety of others.
8. Dress appropriately, being neat and clean without being “showy” in appearance or attitude.
9. Refrain from reading, making/receiving personal phone calls, or using electronic devices, so attention may be focused on our guests while remaining alert to the activities of the shelter and help to maintain a safe environment.
10. For own safety, do not give rides to guests anywhere at any time for any reason.
11. Maintain a professional relationship with guests by not sharing address and/or telephone number, nor inviting guests to ones home for work or other activities. At no time should a volunteer connect with a shelter guest via social media. This includes “friending” on Facebook or Instagram.
12. St. John Center is not a medical facility; guest questions or assistance with medication management or health issues should be referred to a medical professional.

13. Respect diversity in all forms at St. John Center by creating a welcoming environment for people from all backgrounds and ways of life. Withhold judging comments and examine your biases. Religion and political discourse are personal matters, so refrain from public prayer with guests unless first invited to do so, and withhold political opinions.
14. Recognize when it is time to take a break from volunteering in order to practice self-care and to prevent burnout. Volunteers are valued and appreciated. Choosing to take a break is highly respected and assures a warm welcome when they feel ready to return.
15. Refrain from taking photos/videos of the shelter guests, staff, or other volunteers without verbal or written permission.

Volunteer Job Responsibilities

Phone Desk

(8AM-4PM, Daily)

- **When answering the phone, please, say, “This is the St. John Center. May I help you?”**
- **If a guest receives a phone call, page them by taking the following steps:**
 - Put the caller on hold by pressing the red “Hold” button.
 - Dial 170, press send, wait for tone, then page person
 - Repeat the page, if the guest does not respond to the first page.
 - When the guest arrives to the desk, press RESUME, then TRANSFER, dial 125 or 116, wait for ring, client answers, press TRANSFER and hang up.
 - If the guest does not answer the pages, please, respect his confidentiality, and only tell the caller that the guest did not answer the page, but that you can take a message for them.
 - If the caller leaves a message for the guest, write the date, the guest’s first and last name, and put the message in the designated envelope by the sign in. Then write “phone message” next to name on the sign in list.
- **If a staff member receives a phone call, transfer the call to their office by taking the following steps:**
 - Check the list of staff names and extensions that is posted by the phone.
 - Press the “Transfer” button, and then press the correct extension for the staff member, then hit “transfer” a second time, and hang up phone
- **For multiple calls: put call on hold, answer second call. Use arrow keys to locate first call, press resume. Press transfer to transfer call, dial extension, wait for ring, when person picks up, hit transfer. Use arrow keys to locate second call, follow procedure above.**
- **A guest must present their ID or TB card to borrow the following items: one section of the newspaper, sewing kit, dictionary, scissors, games, such as chess or a board game, or any item that would need to be returned.**

Mail Room

(8AM-4PM, M-F; 8AM-2PM, Sat; 8AM-12PM, Sun)

- **When a guest picks up mail, an ID must be presented to receive it. If the person does not have an ID, staff must verify.**

- If someone calls asking if they have mail, do **NOT** give out any information over the phone to the caller. The guest must come into St. John Center with his picture ID to pick up his mail.
- **When the mail arrives it first needs to be alphabetized, then checked against the daily log and any names not currently active on the list and/or denoted as “barred” should be put in a separate pile and put in box in the employment office. Staff members’ mail should be given to staff member on floor duty. After all of the mail has been sorted, please denote the date on the guest mail, and then file in the respective mail drawer. Any client who has 3 or more pieces of mail in the drawer it should be bundled with a rubber band.**
- **Place large envelopes in the bins in alphabetical order; boxes may be stored in the cabinet.**

Sign-in

(8AM-4PM, except Wednesday until 2PM)

- **Each time a guest enters St. John Center for the day, please do the following:**
 - Ask him for his *first and last names* and to *show you an ID*.
 - Ask where he *stayed the previous night*, change if different.
 - Check if there are any alerts, such as *“see staff”, “barred”, “has an apt.”, etc.*, on the daily roster. If the guest is barred for any reason he cannot come in without first talking to a staff member.
 - *Highlight* his name and the whole line on the daily roster.
 - Ensure the guest is wearing a mask, and if not, please offer one to them.
- **If the guest has not been to the St. John Center during the last 60 days, the computer automatically removes his name from the daily roster, so, a new intake will need to be completed by a staff member. Have him take a seat in the waiting room and a staff member will complete an intake as soon as possible. Please write his name and time of entry on the clipboard located at the front desk.**
- **The guest may sit in the waiting room until a staff member attends to him. Please inform him of the expected wait time.**
- **Guests are always strongly encouraged to get a yearly TB test but they are not required to have one to enter St John Center. As a way to encourage guest to maintain a current TB test, they may use the TB card as an ID to identify themselves on entering St John Center, at the laundry room to get a towel for a shower or to check out the newspaper, etc at the front desk. It cannot be used as an id to receive mail or have their phone charged at the laundry room; in those cases they must have a picture ID.**

- If there is any information in the “Alert” or “Barred Status” columns share that with the guest. If the guest has any disagreement with any information shown refer to a staff member.
- Alert a staff member immediately if a guest’s safety is compromised or is overly disruptive.
- When a law enforcement officer enters the St. John Center, refer to a staff member. Volunteers may not confirm or deny if a guest’s name is on the roster.
- When donations arrive to the St. John Center, ask a staff member for assistance. Offer the donor a Thank You / donation receipt form and complete. The donor receives the yellow copy. Keep the white copy for St John Center. Return white copy to folder.
- When someone enters the St. John Center and requests to speak to a guest, have the person wait at the front desk while the guest is paged that a visitor is waiting for them at the front desk. If the guest does not respond, do not give out any information about the guest. If the visitor leaves a message for the guest, write the date, the guest’s full name, and the message on a note pad and put in an envelope.
- When a staff member is requested, ask the phone volunteer to call the staff member’s office extension to alert them that they have a visitor waiting at the front desk and page if no response.
- When the mail arrives it first needs to be alphabetized, then checked against the daily log and any names not currently active on the list and/or denoted as “barred” or “APT” should be put in the brown accordion folder on the phone desk. Staff members’ mail should be given to staff member on floor duty. After all of the mail has been sorted, please denote the date on the guest mail, and then file in the respective mail drawer. Any client who has 3 or more pieces of mail in the drawer it should be bundled with a rubber band.
- Anytime a package comes in, ask for a staff member to sign for it.
- Place large envelopes and packages in the box under the phone desk, and be sure to put the guest’s name on the list on the counter above the box.
- If a package is too large to fit in the box, give to a staff member.

Coffee Room

(8AM-10AM)

- Ideally, there are two volunteers in the coffee room. The responsibilities are to be shared between the two. Please remember to wear gloves at all times.
- Ensure the coffee machine is on (middle light will be red). Once the coffee and filter are present, push the button to turn on the green light and start the coffee brewing.
- The sugar, creamer and artificial sweetener containers need to be filled.
- Pull out mugs to have a supply ready to use.
- Make sure that the can of plastic bags are placed on the window ledge.
- Empty the dishwasher if cycle has been completed. Directions to operate the dishwasher are located on the wall above the dishwasher. **DO NOT HANDWASH MUGS.**
- Check the busing bins for dirty mugs. Make sure a clean empty busing bin is displayed for used mugs and a pitcher is present for unused liquids.
- If you cannot locate a requested item, ask a staff member for assistance, and notify staff if any supplies are running low.
- **In serving the coffee, do the following tasks:**
 - Ask the guest if he would like sugar and/or creamer. Put no more than 2 or 3 teaspoons of each per cup. They may help himself to the artificial sweetener.
 - Ask them to reuse both the mug and the stirrer while at the St. John Center for the day, then put the mug in one of the busing bins when finished.
 - If someone brings their own container, regardless of the size, only pour about 8ozs of coffee.
- **During your shift, do the following tasks:**
 - Keep the 4 coffee carafes filled and ready to use.
 - Use a busing bin collect coffee mugs from the tables and around the center.
 - Load the dishwasher, add soap and run when it is full.
 - Refill the sugar, creamer, artificial sweetener, coffee cups, coffee stirrers, etc., as needed.
 - Wipe down the counters, keeping them clean of sugar, coffee, etc.
 - Keep the sink clean and free of coffee grounds.
 - Refill the container of plastic bags on the window ledge, as needed.
 - Place coffee grounds in the bin on the opposite the sink.

- **At the end of your the shift, have the following tasks completed:**
 - Load and run the dishwasher.
 - Refill the sugar and creamer containers.
 - Clear the counter space to the right of the coffee machine, placing the items on the back counter.
 - Make sure the counters are clean of sugar, coffee, etc and straighten up the counter.
 - Put a clean empty busing bin and pitcher on the shelf outside the coffee room to be used through the afternoon.

Laundry Room/Shower

(8AM-12PM)

- **There are five showers, including the wheelchair accessible shower.**
- **When a shower is ready for a guest, page him:**
 - On the phone press the “170” then send; wait for a beep, then page.
 - Say the guest’s name slowly and clearly, and announce that there is a shower available for them now.
 - If the guest does not respond, page him one more time.
 - If the guest does not respond to the second page, cross his name off the list and call the next person on the sign-up list, following the above procedures.
- **When a guest responds to the page, do the following tasks:**
 - When a guest goes to the shower, **write the time** he entered the shower **next to their name** on the sign-up sheet. There is a 15 minute limit per shower.
 - When a guest returns from the shower, **after** they place the towel and wash cloth in the laundry basket underneath the door and cross the name off the sign up list.
 - The **last call** for a shower should be made **by 11:45 a.m.** so the guest will be finished and return the towel and wash cloth by 11:00.
- **During your shift, please:**
 - Respond to guests needs for personal care items, such as cotton swabs, deodorant, lotion, etc., by giving them these items to use from the basket of personal care items or in the cabinet.
 - Razors are given daily upon request.
 - Guests are asked to use items, such as deodorant, aftershave/cologne, foot powder, etc., while at the laundry room door. They need to use the item and return it immediately.

- Replenish the basket of personal care items as needed with most items being found in the cabinets. If you cannot locate a requested item, ask a staff member for assistance, and notify the Volunteer Coordinator if any supplies are running low.
- The First Aid cabinet has items that may be given to guests as requested. We do not distribute any aspirin, ibuprofen, etc.
- Launder, dry, and fold towels and wash cloths, as needed, following the instructions displayed on the washer:
 - At the end of the drying cycle, fold all of the towels and wash cloths, and put them away on the shelves.
 - If there are less than seven towels in the basket do not start another load but leave them for the next day.
 - No personal items of the guests are to be laundered.
 - It is recommended that you put on gloves to handle all dirty towels and wash clothes.
- **At the end of your shift, do the following tasks:**
 - Make sure that the personal care supplies have been replenished in the basket.
 - Straighten up the area.
 - If you are working the 10AM-12PM shift, make sure that:
 - Any loads of laundry that need to be washed and/or dried have been started.
 - ALL supplies have been neatly put away in their appropriate place.
 - The staff member who is on Floor Duty at 12PM needs to be made aware of anyone still in the shower and the status of the laundry.
 - Any unclaimed phones or devices are taken to the Phone Desk volunteer.
- Cell phones/electronics may be charged each day, 8AM-11:45AM, in the laundry room only. To charge, client must hand in a **charger, device and PICTURE ID:**
 - Write the name and time in the log.
 - Rubber band the ID to the phone/device and plug it in.
 - The device can only be returned to the one on the picture ID.
 - At 11:45AM page for anyone with a device charging to come and pick it up.
 - If all plugs are full and a phone has been charging 30 minutes or more it should be unplugged.

Responses to Commonly Asked Questions

Shelter guests may ask you questions about what is available or how to proceed regarding the services we offer them. Some common questions and accurate answers to them are:

- **“Who can help me get an ID? Who can write a homeless verification letter for me?”**
 - Answer: *See frontline staff. This occurs daily from 9AM-11AM.*

- **“Who can I talk to about housing?”**
 - Answer: *The Common Assessment Team is your first stop. Refer to the schedule to see when they are here this week. You can sign up to meet with a housing counselor at the front desk, and we encourage you to attend our weekly housing group.*

- **“Who can help me with disability?”**
 - Answer: *Legal Aid comes to St. John Center every Wednesday and Friday morning. Sign up at the front desk.*

- **“I’m new here. How do I get signed in?” or “I haven’t been here in a while, and I am not on the list any more. How do I get back on the list?”**
 - Answer: *Staff will complete an intake for you.*

- **“Who do I see about getting clothes?”**
 - Answer: *The Schumann Center provides clothing, we do not. SJC can only offer clothes in an absolute emergency (incontinence, no shoes, etc.) See staff for assistance. We also have vouchers to Goodwill on Broadway.*

- **“Can I get a bus ticket?”**
 - Answer: *We do not offer bus tickets.*

Health

Because diseases can be contracted anytime you are working with the public, volunteers at St. John Center are very strongly encouraged to get their Hepatitis A vaccine as well as an annual Tuberculosis test. If a volunteer finds it financially hard to pay for these tests please turn in the receipt and St John Center will reimburse the cost.

As a way to prevent the spread of disease you are asked to always wear rubber gloves when working in the coffee room, clearing coffee mugs and trash from the tables, handling dirty towels in the laundry room, etc.

What We Do

St. John Center has provided day services for persons experiencing homelessness in the Louisville area since 1986. St. John Center helps our houseless neighbors address barriers to self-sufficiency and housing so that they may leave homelessness for good. By providing shelter, social services, supportive housing, and serving as a hub with partner agencies, St. John is where many may seek help, find hope, and move forward. Persons without housing who are eighteen years of age or older, may receive services at St. John Center. Open seven days a week from 8:00AM-4:00PM., the St. John Center serves an average of 136 guests daily.

Three complimentary programs offer homeless men consistent opportunities to move along a continuum of care from crisis to stability, from homelessness to self-sufficiency:

1. The **Emergency Day Shelter and Social Services Center** provides access to hot showers, restroom facilities, personal hygiene products, hot coffee and cold water, local and long distance telephone service, mail service, and fax service. Also available to homeless clients are the following: notary public services, job and housing referrals, general clothing items (socks, underwear, hats and gloves), assistance completing food stamp applications and disability claims, assistance acquiring birth certificates, identification letters for established clients, financial empowerment and debt reduction information, and housing counseling. In 2021, St. John Center served 2,069 different people who visited the day shelter 39,688 times, an average of 136 per day.
2. The **Permanent Supportive Housing Program** helps men obtain and maintain safe, decent, affordable housing by subsidizing rent and providing the daily or weekly support of a case manager. To date, St. John Center maintains 100% capacity in all of its permanent supportive housing projects.

3. **Street Outreach** extends care and community to homeless men, women, and children living on the streets in our city. In January 2019, we teamed up with Uniting Partners for Women and Children (UP) to ensure that no one is beyond the reach of the resources we can offer. Outreach workers visit our homeless neighbors in abandoned buildings, under overpasses, sleeping in tents or tucked away in alleys. The Outreach Team connects them to overnight shelters, healthcare, recovery services and other essential services that will lead to permanent housing.

Sexual Harassment and Misconduct Policy

Because St. John Center seeks to provide a safe and affirming environment, we do not tolerate sexual harassment or misconduct on the part of our staff, volunteers, or guests. The following policy is prepared with concern for welfare of the alleged victim, the alleged perpetrator, and vulnerable adults who may be the potential victims of sexual harassment and misconduct.

According to the Equal Employment Opportunities Commission, Sexual Harassment is sexual attention that is:

1. **UNWELCOME** because someone is treated in a way that is sexual, unlooked for and unwanted.
2. **HARMFUL** to an employee or employer because it affects the victim's personal and /or emotional health and ability to do a good job, and because it affects the workplace in general.
3. **ILLEGAL** because the US government and courts have clearly stated that sexual harassment is against the law.

Sexual harassment is often related to power on the job. Someone may use his or her position to force another person to do something he or she does not want to do. Sexual Harassment can be:

1. **PHYSICAL** and include touching, holding, grabbing, hugging, kissing, "accidental" collisions, other unwanted physical contact, and in worst cases, physical assault and rape.
2. **VERBAL** and include offensive jokes and language, threats, comments, and/or suggestions of a sexual nature.
3. **NONVERBAL** and include staring at a person's body, leaning over someone at a desk, offensive gestures or motions, circulating letters or cartoons, and other sexually oriented behavior.

SEXUAL MISCONDUCT is also related to power relationships in the work environment. Any sexual interaction, either consensual or forced, which may jeopardize the working environment of the St. John Center, is considered sexual misconduct. The following guidelines are in place at the St. John Center:

1. Staff members and volunteers of the shelter should under no circumstances engage in sexual activities or sexual contact with current guests, whether such contacts are consensual or forced.
2. Staff members who function as supervisors for other staff or volunteers should not engage in sexual activities or contact with those they supervise or other colleagues over whom they exercise professional authority.
3. Staff members and volunteers should avoid engaging in sexual relationships with colleagues when there is a potential for a conflict of interest.

Reporting sexual abuse, harassment, and/or misconduct:

1. If, at any time, you believe you have been subjected to any of the behaviors defined above, you have the responsibility to communicate directly with the alleged perpetrator. You may want to enlist the assistance of another staff person. **You should clearly state that the behavior in question makes you uncomfortable and you would like it to stop.**
2. For any number of reasons, you may not be comfortable speaking directly with the person exhibiting the offensive behavior, or the action(s) in question and it may not end with your request that they do so. In these cases, **you should inform the Executive Director or Associate Director of the St. John Center of the interaction(s).** The St. John Center requires that you do this verbally and by providing a written incident report.
3. Once you have filed an incident report, the **Executive Director or Associate Director will engage in a series of fact-finding procedure**, including but not limited to:
 - a. Meeting with both parties involved in the incident separately and, if necessary, together.
 - b. Asking both parties to provide written statements regarding the incident.
 - c. Asking for written information from other staff members, only when necessary.
4. Once the Associate Director or Program Director has completed these procedures, he/she will take action including, but not limited to, the following scenarios:
 - a. When possible, the Executive Director or Associate Director will attempt to resolve the incident through discussion with both parties.
 - b. If the Executive Director finds that sexual abuse, harassment or misconduct has taken place, he/she will take disciplinary action against the offending party

ranging from a written reprimand to discharge of the staff member or volunteer, or barring of the guest of the St. John Center.

- c. If the Executive Director finds that sexual abuse, harassment or misconduct has not taken place; he/she may choose to dismiss the report. However, if the Executive Director finds that a false report has been filled with malicious intent, he/she may take disciplinary action against the reporting party ranging from a written reprimand to discharge of the staff member, volunteer or barring of the guest of the St. John Center.
5. If either the alleged victim or the alleged perpetrator believes he/she has been dealt with unjustly, or questions the results of the St. John Center's procedure, the alleged victim or the alleged perpetrator has the option of filing a grievance with the St. John Center's Board of Directors.
6. The St. John Center seeks to immediately and sensitively resolve any incidences of sexual abuse, harassment or misconduct. At any time, a staff member, volunteer or guest who believes he/she has suffered sexual abuse, misconduct or harassment has the option of reporting the incident or incidences directly to the state authorities. It is likely that the state authorities will require that you follow the St. John Center procedures.

St. John Center Policy on Transgender Individuals

St. John Center strives to be an inclusive community, so our policies are developed to assure that all of our guests are served to the best of our ability. There have been several transgendered individuals utilizing our services recently, some presenting as female. Understandably, this has created some confusion, especially when they are permitted to use the staff restroom in the storage area. To help clarify our effort to serve our guest equally here is our policy on transgender individuals:

St. John Center serves homeless men, including those individuals who identify as transgender. In order to serve transgender individuals well, St. John Center will make accommodations to help ensure personal safety, create a culture of respect, and engage clients about specific needs that may be met at St. John Center or better met at another agency.

In addition to our efforts to be of service, HUD also requires any agency receiving equal assess money from HUD to serve transgender individuals without questioning their gender identity.

Safety Policies

Law Enforcement

At times, law enforcement officials from the Louisville Metro Police Department, the Sheriff's Department, the FBI, etc. may come into the St. John Center searching for one of our guests. Whenever a law enforcement official enters the building, staff is to be notified immediately.

It is St. John Center's policy to cooperate with law enforcement officials, and staff ensure that we collaborate accordingly.

Crisis Management

If a guest exhibits threatening, disorderly, or inappropriate behavior and will not exit the premises, a staff member should call 911 immediately to summon assistance. If physical violence occurs, staff must be alerted immediately. At no time should a volunteer intervene or break up a fight, nor should they restrain any individual. Volunteers are not to call 911, unless instructed to do so by a staff member.

If a staff member needs to alert other staff members and volunteers that he/she needs assistance with a volatile client in his/her office, the staff member will use the intercom to announce, "Please, hold my calls. This is (staff member's name). All staff, please, hold my calls." Upon hearing this announcement, staff members, not volunteers will respond and take the appropriate safety measures.

When a guest shows signs of physical distress related to a fall, a seizure, a medical emergency, etc., a staff member should try to communicate with him to discover the nature of his problem, if he is able to speak. If it is determined that medical attention is needed immediately, a staff member should call EMS as soon as possible. Volunteers are not to call 911, unless instructed to do so by a staff member.

Staff members have been trained in basic first aid treatment and CPR and should make the guest as comfortable as possible while waiting for EMS to respond. If the guest's name is known, a staff member or a volunteer should write his full name, Social Security number, and date of birth, along with any known medical conditions and medications, on a piece of paper to provide to EMS. A staff member should then complete an Incident Report.

Volunteers are not to use restraint or take physical action when de-escalation is needed. See staff if you have questions or concerns regarding the de-escalation process.

If a volunteer feels uncomfortable walking to his/her car following a shift, please consult with a staff member to ask for an escort.

How volunteers can personally mitigate risk:

- Wear a mask
- Do not bring valuable items into the shelter
- Maintain boundaries with clients
- Bring concerns to volunteer coordinator as needed
- Wear rubber gloves when necessary
- Show respect to clients and other volunteers at all times
- If you are feeling unwell, please cancel your volunteer shift

How St. John Center mitigates risk:

- Offers volunteer trainings throughout the year, including de-escalation and boundaries
- Operates with properly trained and equipped staff in case of emergency (CPR, Narcan administration)
- Fully orients volunteers, including shadowing and cross training at each volunteer station
- Responds quickly and appropriately to concerns brought forward by volunteers

St. John Center Environment

St. John Center is a very busy environment. Our mission is to serve homeless clients - not just the well-behaved homeless clients, and not just the sober homeless clients. Lowering our barriers for entry allows us to serve a greater number of people in need and is in line with the mission of our agency. What this means for St. John Center:

- We do not require clients to have a TB test for entry, and their TB test does not have to be updated annually.
- If a client breaks a rule, they are barred for a short period. A shelter guest might be asked to go for a walk or leave for the day. They will be welcomed back the next day. If the infraction was more serious, they might be asked to leave for a week or more.
- We allow clients to have support animals with proper documentation.
- The milieu is often quite loud.
- Shelter guests who are struggling with mental health symptoms might be outwardly displaying them – talking to themselves, becoming easily agitated, or showing emotions such as crying or yelling.
- Shelter guests who have used a substance are able to stay at the day center, as long as their safety or the safety of others is not in jeopardy.

This approach requires a lot of flexibility from everyone - volunteers have to be aware of our policies, staff need to be aware of potential security issues, and the clients have to be more patient with one another. Low-barrier does not mean that we are a lawless shelter. We still

take safety concerns very seriously, especially if threats are made or physical altercations happen.

There may be times during your volunteer time in which you are uncomfortable and your personal safety feels threatened. You are encouraged to talk to the volunteer coordinator and/or anyone from upper management about your concerns. Your safety comes first, and SJC will take steps to ensure a safe environment. We strive to balance the safety of staff, interns, and volunteers with the safety and individual needs of the shelter guests. There may be times when you complete work off-site or are advised to avoid physically being at the shelter due to security risks.

Our hope is that you feel empowered to say what you need during your time here – this may include an escort to/from your car, guidance from staff on how to handle requests or advances from clients, or advice on boundary-setting.

Trauma-Informed Care

Trauma-Informed Care is “a strengths-based framework that is grounded in an understanding of, and responsiveness to, the impact of trauma, that emphasizes physical, psychological, and emotional safety for both providers and survivors to rebuild a sense of control and empowerment.”

At St. John Center, the staff and volunteers strive to incorporate trauma-informed care practices into the daily operations and interactions with the guests. We value this evidence-based approach to providing care and services for all of our guests, based on the Core Principles of a Trauma-Informed Culture:

- Safety: Ensuing physical and emotional safety; do no harm.
- Trustworthiness: Maximizing trustworthiness, making tasks clear, and maintaining appropriate boundaries.
- Choice: Prioritizing consumer choice and control over recovery.
- Collaboration: Maximizing collaboration and sharing of power with consumers.
- Identifying what a person can do for themselves, prioritizing skill building that promotes recovery; helping consumers find inner strength to heal.

The following examples are a few of the ways that the staff and volunteers employ trauma-informed care practices at the St. John Center:

- The staff and volunteers establish physical and emotional safety by speaking to the guests calmly and respectfully and respecting the personal space of each guest. There are also private offices where guests may speak to a staff member privately, when needed, and we validate their feelings and experiences.

- The case managers utilize the Vulnerability Index to help determine the degree of trauma that a guest has experienced and to assess their needs.
- The staff and volunteers create a safe environment by monitoring the guests' behavior and being aware of escalating situations, having safety plans in place for the staff, guests, and volunteers, and employing de-escalation techniques.

St. John Center Emergency Procedures

Should there be an emergency at St. John Center, please follow these procedures. Know that there is a staff crisis team which meets monthly to plan for, evaluate, and improve emergency procedures.

Emergency Contact Numbers

In case of an emergency: call **911**.

Non-emergency police line: **502-574-7111** (for mental health support, ask for the Crisis Intervention Team)

Fire station: 235 E. Jefferson St.: **502-574-1561**

Police: Jefferson County Sheriff's Office, 531 Court Place: **502-574-5400**

Hospital: University of Louisville Hospital: **502-562-3775**

University of Louisville Police: **502-852-2402**

Emergency Equipment Locations

Fire alarm: front entryway; **fire alarm pulls:** front door entrance, side door entrance, break room, new addition back door, 2nd floor fire refuge

Fire extinguishers: ramp, laundry room (front of door), breakroom, stairwell hallway, choir loft copier room, new addition back door, 2nd floor fire refuge

First aid kit: front desk (drawers to the right of phones)

Personal protective equipment (PPE): sterile gloves located in laundry room; wasp spray in each office and at front desk, coffee room, laundry room; door hooks in each office; outreach and PSH teams have field supply kits (include masks, gloves, foot booties, disinfectant spray, antibacterial sanitizer, first aid kit, Narcan, wipes, incontinence pads)

Emergency communication equipment: shelter intercom system, personal cell phones of staff, emergency text alert system for all staff

Narcan: Office 6

Flashlights (11): Office 6

AED: Office 6

Volunteer/Staff Contacts: Office 6, in the front flap of the volunteer sign-in binder

Fires

The Crisis Team will assess and communicate which exits are safe for use and will direct traffic as long as it is safe to do so. Depending on the size of the fire, they will direct people as needed to call 911, obtain the fire extinguisher and/or to pull the fire alarm. Evacuation procedures will be executed.

Natural Disasters: Tornadoes and Earthquakes

In the event of a tornado, the crisis team will lead all staff, volunteers, and guests. They will inform people of the event at hand, ask everyone to shelter in place, and encourage people to move to the safest locations available: 1) in offices when possible; 2) under desks, doorframes, and tables.

The crisis team will send out an all-text alert to all staff if a natural disaster warning is given. Staff in the field should shelter in place as best as possible; if in a car, staff should find a secure location as quickly as possible to shelter. Staff in the field should do their best to communicate with their direct supervisor and/or staff at SJC as to their location and well-being.

The crisis team will also stay abreast of weather alerts/emergency responders and notify everyone when an all-clear has been given.

Utility Failures

In the event of an electrical failure, the crisis team is responsible for alerting everyone in the building as to the failure and leading proper procedures. A member of the crisis team will contact LG&E to report the outage and receive an estimated repair time. The crisis team will locate flashlights and distribute them throughout the shelter for safe lighting. The laundry room and showers will be shut down immediately. A staff member will remain near the shelter ramp to support clients in staying in designated guest spaces in the shelter. All staff in the shelter at the time of the outage are asked to remain on the floor to assist with shelter security and support guests. An all-staff text will be sent out by a member of the crisis team to alert any staff out of the building at the time of the event.

If the power is off more than 1 hour, the crisis team will meet quickly and determine whether it is best to shut down the shelter for the remainder of the day. An all-staff text will be sent out by a member of the crisis team to alert any staff out of the building at the time of the decision. The volunteer coordinator contacts any scheduled volunteers for the remainder of the day to notify them of the event.

Should evacuation be necessary, the Crisis Team will assess and communicate which exits are safe for use and will direct traffic as long as it is safe to do so.

In the event of a water shut-off, the crisis team is responsible for alerting everyone in the building as to the failure and leading proper procedures. A member of the crisis team will contact Louisville Water Company to report the outage and receive an estimated repair time. The laundry room, showers, and coffee room will be shut down immediately. A member of the crisis team will place shut down notification on all bathrooms, the laundry room, the coffee room, and the water fountain.

If the repair time is greater than 30 minutes, the shelter will be closed. An all-staff text will be sent out by a member of the crisis team to alert any staff out of the building at the time of the event. Staff may be sent home at the decision of the EOC. The volunteer coordinator contacts any scheduled volunteers for the remainder of the day to notify them of the event.

Should evacuation be necessary, the Crisis Team will assess and communicate which exits are safe for use and will direct traffic as long as it is safe to do so.

Bomb Threats

Bomb threat procedures are posted at the front desk phone station. Staff are trained on bomb threat call procedures. Instructions about how to handle a bomb threat are located in the volunteer binder at the front desk. Should a client make a verbal threat, the staff member who heard the threat should assess the seriousness of the statement and talk it over immediately with a co-worker. If the threat is assessed to be valid and possible, the staff member should call 911. If the threat is assessed to be solely verbal, it should be detailed in the daily report to all staff. Everyone should shelter in place until police arrive and evaluate the threat.

Active Shooter

If an active shooter is detected, the Crisis Team will assess and communicate the most effective safety plan. In descending order of action, the options are:

- I. Escape/Evacuate: if a safe path is available, run. If the route is safe, follow the evacuation plan. Always try to escape or evacuate even if others insist on staying. Encourage others to leave with you but don't let their indecision slow down your escape. Try to prevent others from entering the danger zone. Keep your hands visible for law enforcement. Call 911.
- II. Shelter/Hide: if you can't escape, find a place to safely hide and be silent. Turn out lights; lock doors; cover office windows; silence your cell phone ringer. Stay low to the ground but don't sit down; be prepared to move. Gather items to use for self-defense. Identify other methods of evacuating should the opportunity to escape occur. Render first aid to the injured if safely able to do so. If unable to evacuate, remain in place until an all-clear is announced by law enforcement. If safe to do so, call 911.

- III. Fight: as a last resort, act with aggression and use improvised weapons to distract and/or disarm the shooter. All staff offices and the front desk are supplied with wasp spray for this purpose. Throw objects at the threat's head; aim for the eyes. Work together as a team if others are present. Upon use of a distraction device, immediately attempt to escape or take down the assailant-shooter. Commit to action as your life is at risk. Remove the weapon from the shooter's reach and safely hide it – do not handle it.

The Crisis Team will assess and communicate which exits are safe for use and will direct traffic as long as it is safe to do so.

Medical Emergencies

Between security, floor duty and frontline staff, shelter guests are regularly assessed regarding safety, including medical emergencies. Universal precautions should always be used and especially followed during medical emergencies. Should a **client** appear to be having a medical emergency, staff should intervene immediately.

Clients in need of food to balance blood sugar levels or for any other medical reason should be given snacks from the emergency snack cupboard.

Clients needing minor first aid should be assisted by staff with supplies from the first aid kit. Clients with general medical concerns that are not acute crises should be referred to Phoenix Health Center next door. If it is helpful to escort a guest to Phoenix by foot, a staff member or volunteer can do so.

Clients wanting to call 911 should be assisted by staff as to their medical needs. If a client is unable to make it to the hospital on their own and is having a medical emergency, 911 should be called. A staff member should make the call, alert other staff/volunteers that paramedics are on their way, and assist in directing paramedics once they arrive on site.

If a client collapses, has a seizure, or has a medical crisis in which they are unable to speak for themselves, staff should call 911 immediately. If multiple people are present, one person should remain with the client, another should prepare to direct paramedics, and another should assist in supporting other shelter guests in maintaining a safe shelter environment by creating space for the client in crisis.

Any biohazardous materials should be handled using universal precautions and as detailed in the biohazards manual.

Critical incident procedures should be followed for any medical emergency. Salesforce should also be updated with the critical incident.

Should a volunteer or staff member have a medical emergency, procedures above should be followed. The Volunteer Coordinator (volunteer emergency) or supervisor (staff emergency) should, if necessary, contact the person's emergency contact.

CPR, AED and Bloodborne Pathogen Training is conducted annually with all staff. Narcan training is conducted annually with all staff.

De-escalation

St. John Center operates as a trauma-informed agency, assuming that every person entering the building has experienced trauma. As such, St. John Center commits to regular and ongoing training regarding de-escalation to provide a safe, low-barrier space for people to access. De-escalation techniques are talked about regularly in one-on-one and group supervision, at frontline staff meetings, and immediately following any incident.

When a situation becomes escalated, staff come out of their offices to monitor the situation. One staff person (closest/best relationship with client/security) takes the lead on engaging with the situation, asking other staff for assistance as needed. Generally, guests in a verbal altercation can be separated by two staff members asking them to talk it through separately. Escalated clients should always be guided toward the door to continue processing, unless the outdoor environment is deemed unsafe.

St. John Center staff do not perform restraints, holds, or solitary isolation of clients as de-escalation techniques.

If necessary, staff should lock the front door and allow guests to leave through side doors until law enforcement arrives.

Bar guidelines should be followed if needed, including updating Salesforce, the daily list at the front desk, and ensuring any critical incidents are included in the end-of-day all-staff daily report email.

Warning system: If a staff member needs assistance with a volatile client in their office, the staff member uses the phone intercom (170) and states, "Please hold my calls. This is _____, all staff please hold my calls." Available staff are to proceed to that office to assist with the client. Safety in being alone with a client in your office: offices are equipped with door hooks which, when placed on the outside of the door hinges, prevent the door from closing fully.

Safety in being alone with a client in your office: offices are equipped with door hooks which, when placed on the outside of the door hinges, prevent the door from closing fully.

Evacuation Plan for 700 E. Muhammad Ali Blvd.

The Crisis Team will determine when evacuation is necessary. Exits are clearly marked with lit red "EXIT" signs and include: front doors, side door (staircase/ramp, handicapped accessible),

side door (break room), and back door. Evacuation routes are posted throughout the shelter. The Crisis Team is responsible for assessing and communicating which exits are safe for use. Staff can help with shelter guests' safe exit so long as it is not a detriment to the staff member's safety. A crisis team member, if possible, should get the volunteer sign-in binder out of office 6; in the front flap is an up-to-date list of all volunteer and staff contact information (maintained by Volunteer Coordinator).

All staff, volunteers, and guests should gather at the gravel parking lots next to Phoenix Health Center (712 E. Muhammad Ali Blvd). Each director is responsible for accounting for their team. The volunteer coordinator contacts any scheduled volunteers for the remainder of the day to notify them of the event.

The Crisis Team, at the discretion of the EOC, is responsible for issuing the all clear after consulting with appropriate emergency responders.

Communication

Should a shelter-in-place event occur, staff will know it is safe to emerge either when notified individually by emergency personnel, or by hearing announced over the shelter intercom system, "All clear, all clear, all clear" by a staff person. The crisis team will ensure that back office and upstairs staff then receive the all clear message in person.

Any concerning client situations, violent situations needing de-escalation, and emergencies are de-briefed as soon as possible after the event with all involved staff and a supervisor. Pertinent follow-up information is communicated through the all-staff daily report email. Staff teams (shelter, outreach, and housing) may further debrief in team meetings and issues are also brought up and addressed at weekly staff meetings.

In the event of a disaster, the Executive Director or Associate Director will inform each director of the latest information and next steps. Each director will ensure that staff in their department are aware of the issue and current plans by communicating with them via phone. If a director is unavailable, the Executive Director or Associate Director will assume responsibility for notifying staff. Should an emergency render enough staff unavailable to operate SJC functions effectively, the EOC will make a call as to how services will be pared down, including if SJC needs to fully shut down for any period of time.

The Executive Director and Associate Director will inform each director with the latest information and next steps that need to be communicated to any volunteers and/or donors.

Volunteer Confidentiality Policy

Confidentiality of Client Information Policy

I understand that St. John Center (SJC) uses and will use proprietary and confidential information and that such information may include but is not limited to: information regarding clients and prospective clients, the services clients obtain or inquire about using, financial information of clients and SJC, client health information, client housing and camping locations, personnel contact information and any other information that is not made readily available to the public.

Specifically, I agree that:

1. I will not reveal the identity, services received, reason for seeking services, or destination of anyone who requests assistance from SJC unless authorized by a staff member.
 - a. I will not confirm or deny that a client is seeking services at St. John Center.
 - b. I will not give out information regarding guests over the phone, including information about guest mail. All guests must present a picture ID in order to receive their mail.
 - c. If someone comes into the center or calls and asks if a guest is, or has been, at St. John Center, I will only offer to page to see if the guest is available. If the guest does not come forward, I will only inform the caller/visitor that the guest did not respond to the page. If the individual wishes to leave a message, I will put it in an envelope with the guest's name and date of the message, and will file it in the guest mail drawer.
 - d. Should law enforcement or another agency's staff inquire about a guest, I will not provide information directly, but will instead connect that individual with staff.
2. I will not participate in any discussion that reveals Confidential Information pertaining to SJC guests while off duty, including on social media, and will discourage any such discussions by others. I will not share identifying characteristics or outcomes regarding guests and I will not use guest information as a venue for storytelling.
3. I will not take pictures or videos of guests, staff, or other volunteers without written and verbal consent, and will discourage such behavior and notify staff if it is occurring.
4. I will share Confidential Information about clients only when vital to staff inquiries, and then only with staff. I will respect the anonymity of all staff and volunteers by not disclosing their personal information to anyone without expressed prior consent.

5. I will not make use of any Confidential Information for my own benefit or for the benefit of anyone other than SJC.
6. Upon termination of my volunteer relationship with SJC or at any time upon SJC's request, I will promptly provide any materials that may contain Confidential Information.

Conflict of Interest Policy

St. John Center requires that all employees and volunteers avoid circumstances raising conflicts of interest or the appearance of a conflict of interest between themselves and SJC. I agree that I will disclose any circumstance giving rise to an actual or an appearance of a conflict of interest between myself and SJC. I also agree that I will not conduct my work for SJC or personal activities in any manner that would obstruct the activities and services or adversely affect the public image of SJC.

Information and Representation Requests Policy

I understand and agree that I am not authorized to speak on SJC's behalf and that only the Executive Director (or their appointee) is authorized to speak on behalf of SJC to the public. I understand and agree that any requests for information or representation regarding SJC must be referred to the Director. These requests include, but are not limited to: tours of SJC, media inquiries such as newspapers or television stations, calls for speakers, use of the SJC logo, and solicitation for volunteers, participation in community or local governmental activities or sponsorships. Any inquiries regarding employees' work histories or volunteers' histories must be referred to the Director.

Volunteer Privacy Policy

St. John Center values your willingness to participate and support SJC efforts to provide for those that are lacking stability and in need of other support services. We are committed to protecting your privacy as volunteers play a critical role in our success.

Protecting Your Privacy

St. John Center takes great care to ensure that your information is only used by those authorized agents of SJC and in accordance with your preferences.

St. John Center does not sell, exchange, or rent your personal information to any organization or individual. SJC will not give your personal information to any other organization or individual other than that necessary for the operations of SJC services and activities.

Information regarding your attendance and hours donated are collected to create aggregate statistics, which are used for grant writing, donation solicitation and organizational reporting. These statistics as documented in such documentaries will not include any personal identifying information.

If you have not volunteered with SJC for a period of time, we may consider you as “inactive” and you may have to complete a new set of application, contact and waiver forms. We keep personally identifying information in a reasonably secure place.

St. John Center Obligations

St. John Center will not use personal information in any way other than described in this policy. SJC requires employees, agents and contractors who have access to personal information to protect information consistent with this policy.

Please be aware that online forms to volunteer or sign-up for a mailing list may not be encrypted.

No Liability

Security measures taken by SJC’s employees may not prevent all loss, misuse or alteration of information. SJC is not responsible for any damages or liabilities relating to such failures.

Privacy Policy Questions or Concerns

If you have questions or concerns regarding this privacy policy, please contact the Volunteer Coordinator.



Acknowledgement of Volunteer Manual, Policies and Procedures

I agree to abide by all of SJC's policies and procedures, including those presented in the Volunteer Orientation session, volunteer manual and policy or procedure updates. I acknowledge that I have reviewed the SJC's policies and procedures.

If I need to cancel a shift, I will call 502-568-6758 to inform staff that I am unable to serve.

I understand that some of the activities performed by the volunteers of SJC involve risk of injury.

As a volunteer at SJC, there may be times when I am asked to complete specific administrative tasks. These may include, but are not limited to:

- Entering daily visits of day shelter guests in Salesforce
- Running the daily list for the day shelter through Salesforce/Xcel
- Entering services in the Homeless Management Information System
- Entering/Exiting clients from programs in the Homeless Management Information System
- Scanning documents into SJC's electronic network
- Filing paperwork related to agency finances, client documents, and other administrative issues

I understand that this information is confidential. Under no circumstances should I view information not related to the task I have been directed to do. I will not share any information with anyone outside of the organization. I will not share any passwords, login, or other security information with anyone outside of the organization.

Failure to follow these guidelines will result in my termination as a St. John Center volunteer.

Date

Volunteer Name, Printed

Volunteer Name, Signed

Volunteer Coordinator