



Talbot Interfaith Shelter

Shelter 🏠 Stability 🏠 Support 🏠 Success

VOLUNTEER HANDBOOK and POLICY MANUAL

Vision Statement

Our vision is that no one in our community will ever have to spend a night on the streets, in a car or in the woods because he or she cannot find housing.

Mission Statement

TIS is dedicated to ending homelessness on Maryland's Mid-Shore by providing Shelter, Stability, Support and a path to Success for families and individuals in need.

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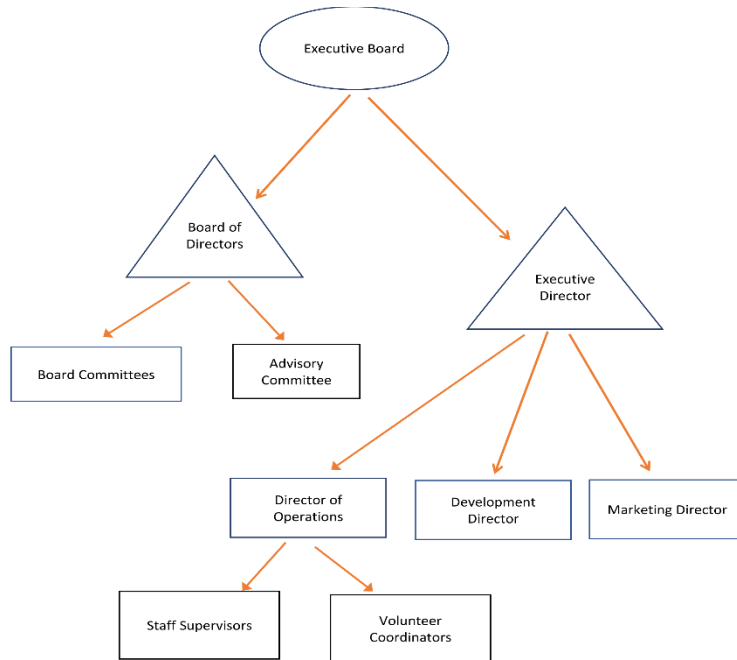
THE PRINCIPLES THAT GUIDE US

- TIS is an interfaith organization sponsored and operated cooperatively by different religious faith groups and other groups who respect the individuality, confidentiality, and privacy of guests. Each member of the community is invited to volunteer in this effort.
- TIS believes that all men, women, and children have an inherent right to adequate housing that is safe and secure.
- TIS is open to individuals of all races, genders, ethnic backgrounds, nationalities, sexual orientations, gender identifications and religions.
- TIS provides a safe and secure environment that is smoke, alcohol, and drug free. Guests are accepted on the basis of their ability to meet these standards, and the ability of the Shelter to meet their needs with the Shelter's resources.
- TIS establishes policies and procedures that create an appropriate environment for both guests and volunteers.
- TIS is committed to working cooperatively with other private and public agencies to facilitate guests' access to appropriate services for help in resolving their hopelessness

OPERATION OF TALBOT INTERFAITH SHELTER

The Talbot Interfaith Shelter (TIS) is a shelter program serving homeless individuals from Talbot County and surrounding areas. It is operated by staff and volunteers from local faith-based communities and other concerned citizens 365 days a year. There are 31 volunteer teams that provide morning supervision, the evening meal and evening supervision one day per month, and another group of volunteers who staff Easton's Promise during the day. TIS is open at Easton's Promise, 107 Goldsborough Street, daily.

A volunteer Board of Directors oversees the operation of Talbot Interfaith Shelter, ensuring adequate funding for the S4 Program. TIS is affiliated with many community service organizations, some of which are: The Neighborhood Service Center, The Housing Commission of Talbot, Talbot County Health Department, Talbot County Department of Social Services, For All Seasons, Mid-Shore Mental Health Systems, Inc, the Hunger Coalition, Talbot Healthy Families, the YMCA of the Chesapeake, Crossroads Community, local law enforcement agencies, Veterans Services and other community organizations. Copies of the Bylaws of Talbot Interfaith Shelter are available by contacting the Executive director, Julie Lowe at julielowe@talbotinterfaithshelter.org



Talbot Interfaith Shelter Board 2019 – 2020

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TALBOT INTERFAITH SHELTER POLICIES

SHELTER POLICIES

The objective of TIS policies is to create an environment that is safe, secure, and fair for our guests and potential guests.

- All volunteers, paid staff, participating congregations, and guests must accept our guiding principles, policies, and regulations, and consent to a background check.
- TIS has a policy that does not place a limit on the length or frequency of stays in the shelter for qualified guests.
- TIS is not a mental health and/or addiction treatment/recovery operation. We are not currently able to shelter persons who have been recently released from substance abuse rehabilitation or inpatient mental health treatment programs. We require persons released from these programs to be in outpatient counseling for 6 months prior to possible admission to TIS.
- Qualified guests are accepted into TIS on a first come, first served basis. Whenever a guest voluntarily leaves the shelter, the vacated space will be given to the next person in line. No space is held open for the departing guest. If this guest returns to the shelter at a later date, he or she is considered a new applicant who must go through the intake process again.
- Only TIS guests, employees, volunteers and persons on official business are permitted in TIS at Easton's Promise shelter
- Supervisory volunteers must be 18 years of age or older.
- Children may accompany their parents or guardians on their volunteer shift. Groups of children are limited to six children. They must be supervised at all times by an adult.
- Background checks must be conducted every three years on all employees of TIS, Volunteer Team Coordinators and Evening Supervisors.
- All staff and volunteers are required to receive training/orientation concerning sexual harassment. Sexual harassment by any guest, employee or volunteer directed in any form toward a guest, employee, or volunteer is strictly forbidden. TIS has a Sexual Harassment Investigation Guide to use if any complaints are made. (See page 14)
- An Evacuation Plan for 107 Goldsborough Street will be posted in each bedroom and in the front hall.

GUEST POLICIES

Guests' Responsibilities:

- Submit to a background check prior to interview
- Be interviewed in person by Director of Operations and Executive Director
- Sign a *Disclaimer of Any Liability for TIS Staff and Volunteers*
- Sign a *Waiver for Medications/Valuables*.
- Complete a *Health Information Record*.
- Complete a Release of Information form, and agree to be entered into the HMIS System.
- Agree to comply with the house rules of TIS and sign the Guest agreement.
- Attend classes as required by the Director of Operations.
- Guests must sign in and out in the appropriate book each time they come and go.

Drugs and Alcohol:

- Guests may not enter under the influence of alcohol or non-prescription drugs, or with either in their possession. A Breathalyzer test and instant urine drug screen may be administered at initial check-in. Additionally, random alcohol Breathalyzer tests and drug tests may also be administered.
- If a guest is determined to be under the influence of or in the possession of alcohol or drugs, the guest will be required to gather his/her possessions and leave the shelter immediately.
- Guests must undergo random drug tests and Breathalyzer tests when deemed necessary by shelter supervisors. Collection of all samples must be observed by a Supervisor.
- Any guest with a substance abuse history needs to be clean for at least 6 months and to be in a program, whether it is a medically assisted clinic or AA / NA, and to attend TIS' 'Staying Quit' classes.
- TIS encourages attendance at AA / NA meetings and substance abuse counseling.

Background Check:

- All guests will be checked against the National Sex Offender Registry and the Maryland Judiciary Case Search prior to admission. If a potential guest has lived outside of Maryland, a National Case Search will be performed. No guest will be allowed to stay who has pending charges, who has been convicted of any sex offense, who has an open arrest warrant, any violent crime convictions, or who has been released from prison within the last 6 months or who is serving a portion of their prison term under house supervision.

Smoking:

- There is a designated smoking area in the rear of the property. This is the only place that smoking is allowed.

Weapons:

- No weapons of any kind will be permitted in the shelter. This includes toy guns.

Telephones:

- Cell phone use is not permitted during mealtimes or quiet times.
- Volunteers' telephones are not for guest use. No long-distance calls may be made on the house phone without prior authorization.

Health:

- Guests must report any illness to staff person on duty.
- Guests must report food allergies to staff person on duty.

Children:

- Children under the age of 18 are welcome if accompanied by a legally authorized caregiver or guardian. Parents under the age of 18 are welcome.
- All children ages birth to 17 years old must be supervised at all times by a parent or legal guardian. A volunteer, employee, or guest should never be alone with a child.
- TIS does not provide day care for children whose parents are occupied during the day.

Behavior:

- TIS reserves the right to deny admittance to any person whose behavior is deemed unsuitable.
- This is a group setting. Shelter guests are asked to be considerate of other guests and keep noise / music to reasonable levels.
- Guests must not use profane language.
- Guests must treat all others with respect and courtesy.
- Stealing is not permitted. Borrowing others' belongings without permission is considered stealing and will not be tolerated.
- Guests are not permitted to allow others into the shelter.
- Pets/animals are not allowed in the shelter.
- Conflicts must be reported to the Director of Operations immediately.

Shelter Structure:

- Guests must be in the shelter house by 5:15 pm, unless a documented work schedule precludes this. This must be cleared with management.
- Guests may not visit another guest's room.
- Guests with vehicles must park in the municipal lots following the posted rules of the lots on which they park. Guests are not permitted to return to cars after 5:30 pm.
- Lights-out time is 10:30 pm. There will be no loud talking/audible music/cell phone use after 10:30 pm.
- TV videos and programs must be appropriate (G-rated). If any material is found to be offensive, the program(s) will be terminated.

Clean Areas:

- Bathrooms are to be kept clean, neat, and orderly at all times. Guests will be asked to clean the bathroom regularly.
- Each guest is to maintain a clean, neat bunk area.
- All guests must participate in keeping common areas of the house clean and in other duties as assigned.
- Regular room inspections will be made; some unannounced.
- TIS staff may enter any room at any time deemed necessary.

Belongings:

- Each guest is responsible for his or her own belongings.
- All equipment, furniture and materials belong to TIS and are available for guest use only while they are in residence at Easton's Promise.
- Washer and dryer are available for guest use. Each guest or family will be assigned a weekly wash day.
- Storage onsite is limited to 2 bags / containers per person
- No staff person / volunteer is responsible for any guests' belongings.

- A lock box must be used to safely store prescriptions.
- All needles and syringes **MUST** be secured in a lock box.

Violation of Rules:

1st offense—verbal counseling, may be denied admittance for 1 night

2nd offense—verbal and written counseling, may be denied admittance for 2 nights

3rd offense—may be denied admittance altogether

Some minor offenses may warrant warnings first.

Some offenses may warrant immediate and permanent dismissal.

If rules are violated, guests will be asked to gather personal belongings and leave the shelter immediately. If necessary, police will be called to help handle the situation.

VOLUNTEER CODE OF CONDUCT (To be agreed to by all volunteers)

- It's nice to hear your name, so it's good to learn the names of our guests.
- Personal questions can be tough to answer, so don't put guests in awkward positions by asking personal questions. If guests want to talk, give them the chance but don't pry.
- We all like to keep some things to ourselves. All information about guests is confidential! Don't discuss guests' situations with other people.
- Everyone can use a little privacy. Unless in an emergency, volunteers should not need to visit guests' bedrooms. If it becomes necessary, please knock first.
- Sometimes we need to spend time alone. Respect guests' needs for quiet times alone or with family.
- Volunteers are expected to respect the dignity of every human being...guest, staff and other volunteers alike. Confidentiality is paramount.
- We understand and care for our children; allow guests to do the same. Avoid contradicting guests' instructions to their children. Always ask parents' permission before giving things to children.
- Parents need a break. You may offer to tutor, play with, and plan activities for interested children while their parent(s) take a break. (Never be alone with a child! Ensure that another adult is present)
- Adult guests should be treated like adults.
- Be courteous and respectful to all shelter guests and other volunteers; maintain a cheerful and positive attitude.
- Proselytizing is not acceptable within our interfaith culture.

COORDINATOR/SUPERVISOR TRAINING PROGRAM

Volunteer Team Coordinators will receive training pertinent to the house and property, guest rules, and volunteer expectations and job descriptions. Volunteers will receive appropriate training just prior to their dates of service and / or at bi-monthly orientations. (Contact Director of Operations, Fran Doran, for schedule 410-253-5414) This training will include a review of the Sexual Harassment Policy (page 14), and the emergency evacuation plan in case of fire or other disaster (posted in the house).

TALBOT INTERFAITH SHELTER OPERATIONAL GUIDELINES

The Shelter operates under the guidance of the Director of Operations employed by the TIS Board of Directors. The following guidelines identify tasks, personnel and timing for shelter operations. TIS employs Overnight Supervisors. Morning, Daytime and evening supervision are provided by volunteers.

INTAKE, CHECK IN AND ONSITE RESPONSIBILITIES

DIRECTOR OF OPERATIONS

Duties involved with Intake

- respond to all requests for admission and conduct a background check prior to interview
- interview potential guests, along with Executive Director
- review the House Rules with potential guests at interview
- complete all admissions documentation and make determination of eligibility

Duties involved with Check in of new guests

- review referral and make final approvals
- notify Volunteer Team Coordinator of changes in numbers and composition of house population
- complete on-site breathalyzer and drug test for new guests

Other Duties

- communicate with staff as the house population changes
- be available as the contact person for any onsite emergencies
- supervise the Overnight Supervisors
- ensure the house and property are kept in good condition
- manage payroll communications with Board Chair and bookkeeper

VOLUNTEER TEAM COORDINATOR RESPONSIBILITIES (Staff or Volunteer Position)

- secure and schedule volunteer Team Leaders who are responsible for providing volunteers for morning supervision (7-10 am), daytime supervision (10 am -1 pm and 1 - 4 pm, dinner preparation and delivery, and evening supervision (6:45-11 pm) one date per month
- communicate with Director of Operations about necessary volunteer training, the number of meals required, changes in schedule, need for supplies, and any questions that arise
- be available by phone and email to answer questions and to assist with any problems identified by evening or morning Supervisors, or in the event a volunteer does not report for their shift (in turn, advise Director of Operations as appropriate)
- secure replacement volunteers in the event the Team Leader is unable to fill a shift

ON SITE ACTIVITIES SCHEDULE

Morning Volunteer Supervisors

7:00 AM – 10 AM

- must sign in upon arrival
- communicate with Overnight Supervisor about pertinent information
- be prepared to answer the door and receive donations and answer questions
- deny entry to any unscheduled visitors
- communicate with 1) Director of Operations or 2) Executive Director for any needed tasks, and any issues concerning guests, visitors, house

Daytime Volunteers

10am-1 pm and 1-4pm

- must sign in upon arrival
- communicate with outgoing volunteer on any pertinent updates
- be prepared to answer the door, receive donations and answer questions
- deny entry to any unscheduled visitors
- communicate with 1) Director of Operations or 2) Executive Director for any needed tasks, and any issues concerning guests, visitors, house

Dinner Volunteers

5:15 PM

- must sign in upon arrival
- prepare meal at home or at the shelter site, or purchase from a restaurant and deliver.
- ensure dinner is on the table by 5:30
- enjoy the evening meal with our guests, if desired
- guests will clean up. If there are volunteer dishes/utensils to be returned, please request they be cleaned first

Evening Volunteer Supervisors

6:45 – 11 PM

- must sign in upon arrival
- will be briefed by staff of the house population and any specific instructions upon arrival
- may participate in evening activities such as TV, games, reading, homework, puzzles, etc.
- ensure residents are in their rooms at 10:00; quiet time at 10:30
- DENY ENTRY / EXIT to anyone in the front or back door after 7pm. If someone comes requesting shelter, slide the business card of the Director of Operations (Fran Doran) through the mail slot in the front door and ask them to call Fran in the morning. If the person does not go away, call 911 and then call Fran at 410-253-5414 to alert her of this action

IMPORTANT SAFETY AND SECURITY INFORMATION

- If a guest or (guests) behaviors are unacceptable and against shelter rules, ask guest(s) to cease offensive behavior. If it continues, ask guest to go to their room. Call Fran at 410-253-5414.
- If behavior is dangerous or if guest refuses to leave call police -911- immediately; if there is a medical emergency call 911 immediately. Then call Fran at 410-253-5414.
- Do not exchange personal information (email addresses, phone number, etc.) with guests. Do not allow guests to use your cell phone.
- Be aware of the interfaith nature of our shelter and avoid any inclination to evangelize.
- Use normal precautions to prevent the spread of germs guests including frequent hand washing and use of hand sanitizer to minimize spread of infectious diseases. This is especially important during flu season.
- Volunteers should be alert to any demonstrations of sexual harassment and report this immediately to the Executive Director and/or to the Director of Operations.
- An emergency evacuation plan will be provided and posted.

Volunteer Supervisor:

Calls 911 (from house phone) if:

- there is an emergency.
- any guest becomes unruly, belligerent, or threatening.
- any guest talks of harming themselves or others.
- any situation seems to warrant it.

Calls the Director of Operations if:

- 911 was called.
- if there were any rule infractions, altercations, or sickness.
- there is any instance of perceived liability to TIS.
- any expense could be involved.
- the volunteer feels compelled to give something tangible to a guest. Giving money is strictly prohibited. If a need is perceived, please speak to Fran first. There may already be a plan in place.

Fran Doran, the Director of Operations (410-253-5414) or designee may be reached by phone at any time. You should report all serious incidents requiring 911 calls to this individual. You may also call if you have any questions about how to proceed in cases of emergency. If you cannot reach Fran, call Executive Director Julie Lowe at 410-310-2316.

PHYSICAL AND EMOTIONAL HEALTH GUIDELINES

Physical Health

- If a volunteer is very sick, they should not be in our shelter. This is necessary to protect the health of other volunteers and guests.
- If a guest exhibits symptoms of serious illness, including severe cold or flu, they should be referred to the emergency room.
- Our guests are physically vulnerable -- perhaps because of their previous living conditions or lifestyle, because they are living in close quarters in our shelter, and because they are with us at the height of cold and flu season. We can do some things to help prevent illness. Staff should use disposable gloves when handling clothing, bedding, or personal items of guests. Encourage our guests to:
 - Cover their cough, coughing and sneezing into their sleeve, not their hands.
 - Wash their hands frequently or use hand sanitizer.
 - If feverish, coughing, sneezing or vomiting, guests should stay in their room. Serious coughing or signs of flu should be noted and referral to the emergency room made.
 - Use tissues and dispose of them in a trash can immediately after use.
- Volunteers should use disposable gloves if contact with body fluids becomes necessary. As simple as this guidance is, IT MAKES A DIFFERENCE.

Emotional Health

Our guests are vulnerable not only physically but also emotionally. Homelessness causes trauma. Their feelings can range from relief to despair, gratitude to irritation, hopefulness to anger and frustration. All of these are normal reactions to what they have been experiencing. Here are some guidelines:

- Listen. That can be harder than it sounds. Let guests talk.
- Be welcoming to everyone, guests and other volunteers alike.
- Treat guests as ‘regular people’.
- Focus on what can help them feel secure and safe.
- Provide guests with information about available resources.
- Let them decide what to talk about.
- Don’t make judgments about their life and choices.
- Leave the counseling to the professionals.

SHELTER EQUIPMENT

The following list of equipment will be provided by TIS.

Volunteer Sign In Sheets:

An up-to-date and correct accounting of volunteer hours is important to our fundraising efforts. Please do whatever you can to make sure these forms are kept current by signing in for each shift you fill.

First Aid Kit:

The first aid kit is clearly marked and mounted on the wall in the kitchen to the left of the freezer. Gloves are to be used to prevent spread of disease and should always be used when bodily fluids are involved in a spill or other event. Disposable plastic gloves and hand sanitizer are available in several locations in the house.

Telephone:

Easton's Promise landline number is 410-690-3120, and will be used to contact volunteers and guests. No long distance calls are to be made on this line.

Sexual Harassment Policy

The Talbot Interfaith Shelter believes that you should be afforded the opportunity to work in an environment free of sexual harassment. Sexual harassment is a form of misconduct that undermines the employment relationship. No guest, employee or volunteer, either male or female, should be subjected verbally or physically to unsolicited and unwelcomed sexual overtures or conduct.

Sexual harassment refers to behavior that is not welcome, that is personally offensive, and that debilitates morale and therefore, interferes with work/living morale.

Behavior that amounts to sexual harassment may result in disciplinary action, up to and including dismissal. TIS maintains a formal investigation procedures for potential violations

Definition

The Talbot Interfaith Shelter has adopted, and its policy is based on, the definition of sexual harassment set forth by the Equal Employment Opportunity Commission (EEOC). The EEOC defines sexual harassment as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- submission to such conduct is made either explicitly or implicitly a term or condition of your employment or volunteer status
- submission to or rejection of such conduct by you is used as the basis for employment or volunteer decisions affecting you
- such conduct has the purpose or effect of unreasonably interfering with your work performance or creating an intimidating, hostile or offensive environment.

Employer's Responsibility

Talbot Interfaith Shelter wants you to have a work environment free of sexual harassment by management personnel, by your coworkers/volunteers and by others with whom you must interact in the course of your work as a volunteer or employee. Sexual harassment is specifically prohibited as unlawful and as a violation of the Talbot Interfaith Shelter's policy. The Talbot Interfaith Shelter is responsible for preventing sexual harassment in the workplace, for taking immediate corrective action to stop sexual harassment in the workplace and for promptly investigating any allegation of work-related sexual harassment.

Complaint Procedure

If you experience or witness sexual harassment in the workplace, report it immediately to the Executive director or Chair of the Board of Directors. You may also report harassment to any other member of the Talbot Interfaith Shelter's management. All allegations of sexual harassment will be quickly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of that investigation.

Retaliation Prohibited

The Talbot Interfaith Shelter will permit no employment- or volunteer-based retaliation against anyone who brings a complaint of sexual harassment or who speaks as a witness in the investigation of a complaint of sexual harassment.

Written Policy

You will receive a copy of Talbot Interfaith Shelter's sexual harassment policy when you begin working or volunteering.

Penalties

Sexual harassment will not be tolerated at the Talbot Interfaith Shelter. If an investigation of any allegation of sexual harassment shows that harassing behavior has taken place, the harasser will be subject to disciplinary action, up to and including dismissal from duties.

IMPORTANT TELEPHONE NUMBERS

Emergency Police – 911

Emergency Fire – 911

Easton Police Department (non-emergency)– 410-822-1111

Julie Lowe – Executive Director – 410-310-2316

Fran Doran – Director of Operations- 410-253-5414

Joyce Scharch – House Manager / Volunteer Team Coordinator-410-310-0821

On-Site Telephone (land line)– 410-690-3120

JOB DESCRIPTIONS--STAFF

Director of Operations:

Is at least 21 years of age and completes a background check.

Conducts or arranges for background checks on all shelter volunteers and staff. Maintain up to date records.

Ensures the shelter is operating safely for guests, volunteers, and staff.

Works with volunteer teams to ensure that all TIS rules and policies are understood and followed.

Oversees the shelter schedule and resources including assuring that proper amount of supplies are in place.

Supervises supervision staff and payroll.

Ensures all equipment and supplies are available to shelter hosts.

Maintains and evaluates inventory and makes recommendations concerning supplies and equipment.

Supports Volunteer Team Coordinators, volunteers, and paid overnight staff.

Conducts check-in process, to include alcohol and drug testing.

Serves as point of contact for potential new guests, conducts intake interviews, and is present onsite to check in new guests.

Is available on call if problems arise, working with paid staff, volunteers and the community to resolve issues.

Ensures that guests, volunteers, and paid staff are treated with dignity and respect.

JOB DESCRIPTIONS—VOLUNTEERS

Monthly Volunteer Team Leader:

Is at least 18 years of age and completes a background check.

Schedules volunteers for her/his team's monthly date of hosting.

Provides as many volunteers as necessary during that Team's hosting period.

Ensures all members of the Team submit the required forms and authorization for background check.

Fills agreed upon volunteer positions, which includes Evening and Morning Supervisors, and Dinner Volunteers.

Coordinates with the Director of Operations for the training of their volunteers.

Talks about the program with members of his/her congregation or group. Solicits their support with donations and involvement with the shelter.

NOTE: TIS will provide assistance to any Volunteer Team for volunteer responsibilities it cannot assume.

Morning and Daytime Volunteer (7 am-10am; 10 am-1 pm; 1-4 pm):

Is at least 18 years of age and has satisfactorily completed a background check

Arrives on time and requests update from Overnight Supervisor

Signs in the volunteer sign in book

Knows who is in the house, in case of emergency (check guest sign in sheet)

Is prepared to answer the door and receive donations, field questions, refer to Director of Operations when necessary.

May use TIS wifi to work on laptop, tablet, etc. May work on puzzle or read books from TIS library.

Dinner Volunteer(s):

Arrives at designated Host Site by 5:15 PM with prepared meal, or arranges for dinner to be delivered by 5:15 by a local restaurant. Dinner volunteer could also come early to prepare the meal in the kitchen of Easton's Promise, or drop off a meal during the day to be reheated by TIS staff and guests.

Dinner is served promptly at 5:30. Volunteer(s) may eat with the guests, if able. This is a great time for fellowship.

Guests are responsible for clean-up after the meal.

Evening Volunteer (6:45-11 PM):

Is at least 18 years of age and has satisfactorily completed a background check.

Arrives on time (6:45 pm) for their scheduled shift.

Receives a briefing from staff on who is in the house and any other pertinent information.

May socialize with guests during the evening, if appropriate. Can help youth with homework, if desired. Ensure that another adult is in the room at all times when volunteer is with a minor.

Ensures no one enters or exits the house by either door after 7 pm, unless pre-arranged, or in the event of an emergency.

Ensures Guests are in their rooms by 10 pm.

GENERAL EVACUATION PROCEDURES

(Specific guidelines will be available onsite)

1. All guests, volunteers, and employees should be educated about this evacuation procedure
2. All emergency exits are identified and remain lit during a power outage
3. The volunteer and staff supervisors maintain awareness of, and a count of, all persons in the shelter
4. If there are mobility-impaired people in the shelter, procedures are established for assisting them in exiting.
5. A gathering place is identified outside, at least 50 yards from the building and away from access required by emergency responders. Advise all guests and volunteers to meet in the Chesapeake Bay Properties parking lot on the corner of Harrison and Goldsborough Streets. (2 doors toward town from Easton's Promise, same side of Goldsborough Street)
6. If emergency occurs, 9-1-1 is immediately called
7. Guests are allowed to quickly gather a coat or blanket if time permits and weather dictates – but nothing else
8. If 2 supervisors are present, one supervisor leads everyone to the gathering place; the second will be the last one out of the building after assuring everyone has exited. If only one supervisor is present, he/she instructs the guests where to assemble and stays until last to ensure everyone is out of the house.
9. Roll call is quickly taken at the gathering place
10. Supervisor notifies emergency responders of results of roll call – emergency responders need to know immediately if there is a possibility of someone remaining in the building.

VOLUNTEER TRAINING

There will be several volunteer orientations throughout the year. Monthly Volunteer Team Leaders (VTL) are to coordinate with Operations Manager to schedule the training for their volunteers prior to the shelter opening. This training will include topics covered in the Volunteer Handbook. The VTL may provide copies of the Handbook to the volunteers prior to the training for their review. TIS will provide assistance / materials as requested for the training sessions.

At the training, the staff will also distribute Volunteer Registration forms and Background Check forms for the volunteers to complete and turn in at the end of the session unless these are already on file. The VTL should set up a checklist with volunteer names and the completed forms to account for everyone who has participated in the training. It is extremely important for all volunteers to complete a volunteer registration form and an authorization for background check. The VTL should keep a running tally on dates of background checks and request new ones to be done for their volunteers at every 3 year mark.



Volunteer Registration and Consent for Background Check

Please return this form, along with a **COPY OF YOUR DRIVERS LICENSE** to PO Box 2004, Easton, MD 21601

Full Name _____ SSN (Optional) _____

Drivers License # _____ Drivers License State _____

Home Phone _____ Cell Phone _____

Email Address _____

Affiliation (Team or date) _____

Check the areas in which you would like to volunteer:

_____ Volunteer Team Leader* (organizing a team and being responsible to staff the volunteer shifts and provide dinner for your date each month)

_____ Morning Shelter Volunteer* (be present in the house 7:00-10:00 AM)

_____ Daytime Shelter Volunteer* (be present in the house between 10 and 4 pm—shifts can be broken up into 10 am – 1 pm and 1 pm – 4 pm)

_____ Evening Shelter Volunteer* (be present in the house from 6:45-11:00 PM)

_____ Dinner Volunteer (bring or have delivered by 5:15 pm a meal for the current population of guests and staff. May eat with guests if able.)

Please note any special skills or qualifications you have that may be helpful to the Talbot Interfaith Shelter, i.e.: computer skills; data entry; tutoring; building maintenance; event planning, etc.

Authorization for Background Check:

In connection with my volunteering for Talbot Interfaith Shelter, I authorize TIS and their respective agents to solicit information about my personal information, which includes checking personal references, criminal history, local law enforcement records, and previous employment/educational background. This request for information is authorized by signer for all necessary jurisdictions. This releases the aforesaid parties from any liability and responsibility for collecting the above information. I understand I have the right to obtain a free copy of this Consumer Report if; (1) Any adverse action/decision is made based on the information in the consumer report, & (2) If the request is made in writing within 60 days of the adverse action. I believe to the best of my knowledge that all information I have provided is accurate true and correct and that I fully understand the terms of this release. While the information contained in the reports provided has been obtained from public records data sources deemed reliable, its accuracy cannot be guaranteed due to potential human error in the actual recording of the record. Since this information is not owned by Inquiries, Inc. and since public records data on any one individual, group of individuals, company, or companies can be contained in more than one repository, Inquiries, Inc. can only rely on its accuracy from the public records data sources presently available at the time of the search. This information is furnished for your exclusive use and accepted by you without any liability on the part of Inquiries, Inc. its sources, officers, agents or employees. Furthermore you agree to indemnify Inquiries, Inc, its sources, agents, and employees of any liability for the use of this information and shall agree that the right to obtain and the purpose for this information, for your exclusive use, is fully within the appropriate law or laws which apply to the permissible purpose of retrieving background information on an individual's criminal records history, and / or workers compensation claim history.

1. Are you a U.S. citizen? <input type="checkbox"/> Yes <input type="checkbox"/> No Country: _____		2. Do you hold dual citizenship? <input type="checkbox"/> Yes <input type="checkbox"/> No List: _____	
3. Have you ever held a security clearance? <input type="checkbox"/> Yes <input type="checkbox"/> No Type: _____		4. Have you ever been convicted of a crime? <input type="checkbox"/> Yes <input type="checkbox"/> No <i>If Yes, explain on Back</i>	
5. Are you currently required to register as a sex offender? <input type="checkbox"/> Yes <input type="checkbox"/> No <i>If Yes, explain on Back</i>		6. Have you ever been convicted of a felony or has a court required you to satisfy conditions of probation so that a felony conviction would not be entered on your record? <input type="checkbox"/> Yes <input type="checkbox"/> No <i>If Yes, explain on Back</i>	
7. Have you ever been discharged or asked to resign from a position? <input type="checkbox"/> Yes <input type="checkbox"/> No <i>If Yes, explain on Back</i>		7. By what other names are you known, or have you been known in the past?	
8. Date of Birth: _____		Place of Birth (City/State) _____	
Country _____			
9. Current / Previous Address Please fill in your addresses for the past 5 years, starting with your current address. Add additional sheets if necessary.			
Street Address			
City		State	
Postal Code			
MM/YY – MM/YY:		Street Address	
City		State	
Postal Code			
MM/YY – MM/YY:		Street Address	

Signature Certification and Authorization: I certify that the information on this document is correct and complete to the best of my knowledge and belief. I am also authorizing the release of information to any party for the purpose of verifying information I have provided.

Signature: _____ **Date:** __/__/__

Witness: _____ **Date:** __/__/__

Please return this form, along with a **COPY OF YOUR DRIVERS LICENSE** to PO Box 2004, Easton, MD 21601

If you have any questions, contact Executive Director Julie Lowe at 410-310-2316 or at julielowe@talbotinterfaithshelter.org.

Thank you very much, and welcome to “Team TIS”!