

Volunteer Handbook

Aid and advocate for those
surviving homelessness



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Welcome Message

Thank you for choosing to serve with us. Our mission is to assist individuals experiencing homelessness while preserving their dignity, self-worth, and safety. Every volunteer plays a vital role in creating a welcoming, respectful, and structured environment. This handbook outlines expectations, procedures, and policies that all volunteers must follow.

Hours of Operation:

Sunday 12:30pm- 2:30pm

Tuesday 11am-2pm

Wednesday 11am-2pm

Friday 4:30pm-6:30pm

On these days, we see 50+ people by serving a hot meal, allowing access to our clothing closet, and providing basic needs such as toiletries, hand warmers, deodorant, etc.





Values Mission

Values

- Dignity for every guest
- Respect for all people
- Safety for guests, volunteers, and property
- Accountability in all actions
- Compassion with structure

Mission and Intent

- Our mission is to serve individuals experiencing homelessness by providing a safe and welcoming environment rooted in compassion, dignity, and respect. We strive to meet people where they are- recognizing that many of our guests may be navigating mental illness, addiction, trauma, or other life challenges. We are committed to loving fiercely, serving humbly, and creating space where every person is seen as fully human and worthy of care.
- We are committed to unconditional love paired with mutual respect. We approach every guest not as a problem to be fixed, but as a person to be known and loved. Our language, tone, and actions matter deeply. We are intentional and cautious in how we speak- choosing words that affirm dignity, reduce harm, and foster trust.
- We treat our guests as we would our friends- with kindness, patience, and understanding while also maintaining clear and healthy boundaries. Respect is expected from everyone within our facility, including both guests and volunteers, so that the space remains safe and welcoming for all.
- Volunteers are expected to uphold these values by:
 - Speaking with care, gentleness, and respect
 - Avoiding judgment, labels, or assumptions
 - Honoring boundaries and organizational guidelines
 - Seeking support from a Team Lead when unsure how to respond
- Our intent is to create an environment where people feel safe, valued, and respected —where compassion leads, dignity is protected, and every interaction reflects the belief that love and respect can coexist with structure and accountability.

General Rules

Volunteer Expectations

All volunteers are expected to:

- Treat every guest with dignity and respect
- Follow all organization rules and board guidance
- Maintain confidentiality at all times
- Stay in designated volunteer areas
- Report concerns immediately to a board member or lead volunteer
- Enforce rules calmly and consistently and create clear boundaries
- Never argue with guests
- All volunteers must be 18 years of age or older



Guest Expectations

- Clean up after themselves (inside and outside the building)
- No sleeping or loitering outside after dark
- No fighting or arguing
- No smoking, vaping, or alcohol inside the building
- No pets in the building
- No children under 18 in the building
- Stay in designated areas
- Keep belongings with them at all times
- If one volunteer says “no,” guests may not ask another volunteer for a different answer
- Respect property, volunteers, other guests, and neighbors



Volunteer Duties



**LOVE
HAS NO
CONDITIONS**

Snack Bag Room Duties

Food Organization

- Put all food donations away
- Group like items together
- Rotate stock (newest items in the back)
- Restock tubs
- Clean out refrigerator (ask for guidance)
- Maintain approximately 50 snack bags for next opening
- Provide needs list to board member or lead volunteer

Snack Bag Assembly

Each snack bag should include:

- 1 drink
 - If water, include a flavor packet when available
- 2 different types of meat
 - If plain tuna or chicken, add a mayo packet
- 1 pudding
- 1 peanut butter cup
- 1 applesauce cup
- 1 fruit cup
- 1 Poptart
- 1 peanut butter cracker packet
- 1 sweet treat
- 1 bag of chips
- 2 Nutrigrain bars
- 1 bag/packet of crackers
- 1 silverware packet

Hang completed snack bags on rack.

Volunteer Duties

Clothing Room Duties

Clothing must be:

- In style
- Clean
- In good repair without stains
- Free of stains or unintentional rips
- Working zippers
- Buttons intact

Special Notes

- White pants are not practical
- White shirts in limited amounts
- Shoes must be in excellent condition (check interior and soles)
- Underwear and socks must be new
 - Exception: heavy winter socks in excellent shape
- Keep only a few dress clothes for interviews and funerals
- Be selective if we have excess of a size or item
- When in doubt — do not keep it

Items not kept:

- Bag and send to Teen Challenge
- Trash if not usable

Non-Clothing Items We Keep

- Suitcases
- Backpacks
- Reusable bags
- Practical purses
- Blankets
- Pillows
- Bedding
- Towels

Children's Clothing

All children's clothing in good condition should be kept for Impact One More.

Place items in the basket in their hallway.

Volunteer Duties



Clothing Room Duties

Clothing Distribution Process

- Each guest receives an index card with their name
- Volunteer writes date and items given
- Guests may receive:
 - 2 complete outfits once per month (4 weeks from previous date)
 - Other needed items as available
 - Underwear and socks at discretion of board or lead volunteer
- Only one guest in clothing area at a time
- Limit shopping time to 10–15 minutes
- Encourage guests to try on shoes
- If needed size/item is unavailable:
 - Write name, item, and date on dry erase board

At end of shift:

- Provide needs list to board member
- Straighten clothing stacks
- Remove out-of-season items
- Label bags for Teen Challenge and place in hallway

At Street Level, we are committed to preserving the dignity and self-worth of every guest who enters our clothing closet. We want each person to have a respectful “shopping” experience where they can look through shirts, pants, and other available items and make choices that fit their needs and personal style. However, this experience must take place within healthy boundaries to ensure fairness, organization, and stewardship of our resources. For this reason, while guests may browse clothing items with volunteer guidance, socks and underwear must be distributed directly by a volunteer. This helps us maintain inventory control, ensure proper distribution, and uphold the structure that allows us to serve everyone with consistency and respect.



Safety Confidentiality

Safety

- Never physically intervene in a fight
- Notify the board member or lead volunteer immediately if conflict arises
- Do not search personal belongings
- Do not transport guests in personal vehicles unless discussed with board member or lead volunteer
- Do not give personal contact information
- Do not give money directly to guests

Confidentiality and Media Policy

Our guests deserve privacy and protection.

Volunteers may learn personal information about guests including:

- Names
- Background information
- Medical situations
- Family situations
- Legal matters
- Personal struggles

This information must remain strictly confidential.

Volunteers may NOT:

- Discuss guest information outside the facility
- Share stories identifying guests
- Post about guests on social media
- Take photos of guests
- Share photos of guests
- Record video of guests

Photos or media may only be taken with:

1. Permission from the organization
2. Consent from the guest

Violation of confidentiality will result in immediate dismissal from volunteering.