



MICA H HOUSE

Volunteer Handbook



MISSION

To provide a safe and nurturing environment for families and individuals experiencing the crisis of homelessness.

WELCOME

Thank you for choosing to make a difference in the lives of families and individuals experiencing homelessness in our community. We are excited that you have chosen our agency to dedicate your time and skills. Volunteers are a vital piece of MICAH House programs, and your involvement helps us remain successful in our program delivery and day-to-day operations. We hope your volunteer experience increases your awareness of the services we provide and the people we serve. The following information includes details about our organization and the roles and responsibilities of our volunteers. Welcome to MICAH House, and thank you for your support!

ABOUT

For almost 40 years, MICAH House has been a haven for families and women who are experiencing the crisis of homelessness. We have grown ever since our first guest was served in 1986 to now meeting the needs of more than 700 individuals annually through extensive integrated services and a safe shelter to call home.

From infants to adults, we are committed to developing and delivering the best services while ensuring each individual is given the opportunity to thrive.

Our agency offers a wide range of services including adult education and case management. Services were designed to maximize independence and stability, while promoting privacy and respect to aid in the transition to permanent housing.

SERVICES

Our facility is located on the Charles E. Lakin Human Services Campus and provides 23 family rooms and 26 beds specifically for females. The shelter provides a temporary and stable environment while assisting individuals in gaining employment, permanent housing, and addressing trauma.

Services include:

- Individualized case management
- Employment, budgeting, and parenting education classes
- Onsite medical and dental clinic
- Computer and internet access
- Three meals and one snack daily
- Basic needs (every day and professional clothing, hygiene items, baby, etc.)

HOURS OF OPERATION

MICAH House is a 24/7 facility, and we rely on our volunteers to help us keep moving forward! Volunteer shifts are available on our website under the “volunteer” tab.

Donations are accepted at the east entrance of MICAH House Monday through Friday between 1:00 to 5:00 PM

COMMUNICATION

We strive to maintain open and honest communication between our clients, staff, and volunteers. You are encouraged to ask questions regarding programs, policies, challenges, and responsibilities. With task-related questions, please contact the MICAH House staff member supervising your volunteer activities. For program or organizational-related questions, please contact the development department.

STAFF AND VOLUNTEER RELATIONS

Paid staff and volunteers come together at MICAH house to work toward achieving the mission, goals, and objectives of the organization. Everyone contributes in significant ways, and volunteers are seen to complement the work done by our staff. Volunteers do not replace or displace paid positions. We value the experience and insights of both paid staff and volunteers, and encourage candor about our organization, processes, and programs.

MEDIA

If approached by the media to provide a statement about MICAH House or your experience with our organization, please defer any response to the MICAH House Philanthropy Director or Executive Director. This policy prevents any misinformation and allows for consistency in MICAH House communications with the public.

ATTENDANCE AND PUNCTUALITY

MICAH House relies on its volunteers to operate efficiently. We appreciate volunteers who are regular in attendance and punctual in arrival for their scheduled hours. If you are unable to attend a scheduled work day or if you will arrive late, please contact the shelter with as much notice as possible.

Volunteers should call MICAH House at least 24 hours in advance to schedule their service time and complete an accurate timesheet of worked hours that includes arrival time, departure time, and tasks performed.

SAFETY

Volunteers should establish and maintain boundaries when interacting with clients. For the safety of both volunteers and clients, disclosing personal information or having a personal relationship with any client is not allowed. Please refrain from giving gifts, money, or rides to clients during volunteer service hours at the shelter. We appreciate your cooperation!

PHOTOS AND VIDEOS

Volunteers are prohibited from taking photos or videos of clients and any identifying information of those at the shelter. Volunteers are permitted to take photos that do not include clients, children, or other identifying information, but we request that this is kept to a minimum. Ex: Volunteer group may take a group photo in the kitchen; individual volunteer asks staff to take their photo while working in pantry, etc.

COMMUNITY SERVICE

MICAH House welcomes community service volunteers from civic groups, schools, community assistance programs, and the judicial system. Community service volunteers are responsible for maintaining an accurate timesheet and ensure it is signed at the beginning and end of each day by a MICAH House supervisor or duly appointed person. Hours that are not recorded or signed off at the end of each day of service will not be counted. Three or more absences from scheduled volunteer days will be grounds for dismissal from the MICAH House community service volunteer opportunities.

Please note: Community service opportunities are unavailable for those who have charges of assault, abuse, and/or theft.

Community service volunteers must sign in and out at our volunteer sign-in area located at the front desk. MICAH House does not recognize breaks or lunches to be considered community service time. Only actual time worked will be credited for community service. For appropriate placement within our organization, MICAH House reserves the right to know the offense related to court-ordered community service. In all other respects, court-ordered community service volunteers will be treated and held accountable to the same standards as all other volunteers.

CONFIDENTIALITY

The safety and confidentiality of our clients is of the utmost importance. As a volunteer, we request you maintain this policy in the shelter. Information regarding clients and staff should not be shared outside the facility.

DISCRIMINATION AND HARRASSMENT

MICAH House admits guests regardless of age, race, religion, ethnicity, sexual orientation, disability, or social status. Discrimination against staff, volunteers, or clients is not tolerated.

DRUG FREE ENVIRONMENT

MICAH House prohibits the possession, sale, or use of alcohol and illegal drugs in the work place. Smoking tobacco on campus grounds is also prohibited.

GRIEVANCE POLICY

Under this policy, a grievance is defined as any event, condition, rule, or practice which the volunteer believes violates their civil rights, treats them unfairly, or causes them any degree of unpleasantness or unhappiness on the job. A grievance may also deal with an attitude or an opinion or statement held by a staff member or fellow volunteer.

Volunteer grievances are of great concern to MICAH House, regardless of whether the problem is large or small. To provide prompt and efficient evaluation of, and response to grievances, MICAH House has established a procedure for all volunteers. It is our policy to give full consideration to every volunteer's opinion. There will be no discrimination against or toward anyone for his or her part in presenting a grievance. All grievances are handled confidentially.

The grievance procedure is:

1. If urgent action is needed, notify your supervisor or the Community Development Specialist immediately.
2. Attempt to discuss your grievance with your supervisor or Community Development Specialist to resolve the problem.
3. If you are unsatisfied, submit your complaint in writing to supervisor or Community Development Specialist.
4. A response should be made within five business days.
5. If you are not satisfied within five days of how your written complaint was handled, you may appeal by submitting your written complaint to the executive director. If the complaint is with the executive director, then submit it to the board president.
6. The Executive Director or Board President should respond within five business days.
7. If you are still unsatisfied, you may ask that your written complaint be taken to the MICAH House Board of Directors. Within 30 days, the MICAH House Board will act on your grievance, affirming or denying your request or choosing to investigate further. The MICAH House Board's decision is final.

PHONE AND EQUIPMENT USAGE

Computers, internet access, telephone lines, and other electronic communication systems are primarily for staff use only. Should a volunteer need to use these resources, please request permission from staff.

SECURITY

Volunteers should use the main entrance of MICAH House, located on the west side of the building. Please ring the buzzer inside the first set of glass doors and the front desk will allow you inside.

Volunteer sign-in sheets are very important to our organization. All volunteers must sign in and out on the sheet located at the front desk. If you are a long-term volunteer with regularly scheduled volunteer hours, you are responsible for maintaining an accurate timesheet located in the tech office in the hub.

DRESS CODE

Volunteer dress code is casual, so get comfy! If you are volunteering in the kitchen, please wear closed toe shoes for your safety.