The ministries of Hesed House only exist through the generous volunteering of time by over 90 faith communities, numerous groups and 6,000+ individuals.

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General Volunteer Information

Applications
All individual volunteers must complete and submit an individual volunteer application prior to serving at Hesed House. Applications can be found online at http://www.hesedhouse.org/volunteer-application/

All groups interested in volunteering must complete and submit a group volunteer application prior to serving at Hesed House. Applications can be found online at https://www.cervistech.com/acts/console.php?console_id=0216&console_type=group&ht=1

Volunteer opportunities are sent to potential individual volunteers or group leaders with new profiles in our system on a weekly basis (for the first two weeks after a new volunteer profile is received). Volunteers responding to the opportunities are accepted on a first-come, first-served basis. The Volunteer Department will contact volunteers with other available opportunities based on time availability and interest categories. All first-time volunteers and groups should read this manual and watch the volunteer orientation video at http://www.hesedhouse.org/volunteer/

Please note:
• Individual volunteer spots generally fill up 2-3 weeks in advance
• Volunteer groups generally fill up 6-8 weeks in advance
• Holiday volunteering: see below

Age Requirements
Volunteers must be 12 years old or older. We require a guardian to be present with any volunteer under the age of 18.

Background Checks
For the safety of children at Hesed House, all volunteers engaging in our children’s programs must undergo a Federal and DCFS background check. Forms can be obtained from the HR or Volunteer Department. Hesed House may accept a copy of a background check conducted in the last three years. Volunteers should not begin service prior to background clearance.

*Holiday Volunteering
Hesed House has numerous volunteer opportunities available throughout the holiday season. However, please note that these positions generally fill up months in advance.
For further information about the different holiday needs, please contact the Volunteer Department.

**Safety Issues and Concerns**

**Volunteer Sign-in**
Volunteers at Hesed House should always sign into a program when they arrive. This is not only per health department requests and in case of emergencies, but also because it helps us with volunteer tracking and grants!

**Volunteers Conducting Tours**
Due to privacy and safety issues of our guests, we ask that volunteers do not conduct tours of the facilities during program without the permission of staff on duty. We ask that if children are in the tour, that the group do a PADS only tour. We also ask that tours are not conducted through TLC without prior approval. Thank you for your understanding.

**Volunteers Allowing Guests to Enter PADS after hours**
After the curfew time (10:00 p.m. in PADS), it is imperative that only staff allow the entrance of guests into the program.

**Volunteers and Transporting Guests**
We advise you to not transport a guest anywhere in your personal vehicle. Please seek out a staff member if a guest is seeking a ride somewhere from you. To join our Transportation Ministry, which works with our case management staff to provide transportation to medical appointments, court dates, job interviews, etc., please contact Director of Volunteers, Bruce Bachmeier, at volunteer@hesedhouse.org.

**Volunteers and Personal Items or Information**
Hesed House volunteers should never give personal information such as addresses or phone numbers to guests of Hesed House. Also, volunteers should refrain from bringing valuables (electronics, money, etc.) with them to volunteer.

**Volunteers should report concerns**
For the safety of guests, volunteers and staff at Hesed House, volunteers should report any concerns they might have to the staff or director in charge. Your feedback is important.
Do’s and Don’ts for Shelter Volunteers

PADS makes every effort to ensure that your volunteer experience is safe, secure, and meaningful. Here are some guidelines to keep in mind during your time in the PADS program. Your careful consideration and implementation of these guidelines will safeguard you, your co-workers, co-volunteers and our guests.

**DO** socialize with the guests.
**DO** remain friendly and attentive with the guests.

**DO** arrive on time and Sign-in. (**important to sign-in! Please see “Volunteer Sign-in” above)**
**DO** notify your church or community group coordinator, or the volunteer department at 630-914-6429 if you cannot make your shift.

**DO** alert staff at any sign of mounting tension.
**DO** be aware of the panic alarm locations, body fluids kits and fire escape and tornado warning procedures.

**DO** keep guests out of the kitchen.
**DO** see that children are accompanied by a parent at all times, including in the restrooms.

**DON’T** give out your last name, telephone number, address, or other personal identification to guests.
**DON’T** carry valuables or much money with you to the shelter.

**DON’T** give or lend money to guests.
**DON’T** provide transportation to guests without staff permission and participation.

**DON’T** clean up body fluids (especially blood) unless assisted by staff.
**DON’T** acknowledge that a guest is at the shelter. If someone is inquiring about a specific person, take their information and offer to deliver the message.
PADS AM (And More) Program
9a.m.-3p.m. Tuesdays, Wednesdays, Thursdays
9am-3p.m. Saturdays and Sundays

Overview
The PADS AM (And More) program takes place five days a week. The program is generally filled by individual volunteers during the weekdays and by volunteer groups and individuals on the weekends.

Duties
Weekend groups typically supply the meal for 120 guests and are in charge of preparing, serving, and cleaning up after the meal, which is served at noon. Individuals during the week and on the weekends help assist staff with tasks such as guest registration, opening lockers, passing out toiletries from the volunteer store, laundry, and some light cleaning.

New Volunteers
First time weekday PADS AM volunteers should read this manual and watch our volunteer orientation video at www.hesedhouse.org/volunteer. First-time volunteers can receive a tour of Hesed House through the volunteer department, where they can ask any questions they may have. After the first time serving, the volunteer can communicate and schedule regular volunteer days through the volunteer department.

First-time weekend PADS AM volunteers should read this manual and watch our volunteer orientation video found at www.hesedhouse.org/volunteer. First-time volunteers can also receive a tour of Hesed House through the volunteer department or PADS AM staff, where they can ask any questions they may have. Open weekend dates are available on a first come, first serve basis. If open dates arise, the volunteer department may send out an e-mail to volunteers.

Volunteer Duties
Typical volunteer duties during the PADS AM Program include helping to prepare and serve lunch, opening lockers for guests, registering guests, passing out toiletries in the volunteer store, light cleaning and other duties as assigned.
PADS OES (Overnight Emergency Shelter) Program

7pm-7am Every Day

Overview

The PADS OES (Overnight Emergency Shelter) program takes place every evening. The program is generally filled a year in advance by volunteer teams from local churches and community groups through their PADS OES coordinator. The volunteer teams provide the dinner for about 200 guests, 100 sack lunches and breakfast for about 200. When a breakfast shift cannot be provided, we look for other consistent breakfast shift (shift #3 only) groups.

The PADS OES Program has three shifts:

Shift #1:

6p.m.-11p.m.

Typical volunteer duties during the first shift include helping to prepare and serve dinner, registering guests, recording bed assignments, opening lockers for guests, passing out toiletries in the volunteer store, monitoring the dining room and sleeping areas, light cleaning and other duties as assigned.

Shift #2:

11p.m.-3a.m.

Typical volunteer duties during the second shift include registering late-admits, providing dinner to late-admits, preparing sack lunches, supervising the sleeping areas in PADS, performing wake-up calls, opening lockers for guests, cleaning and doing laundry.

Shift #3:

3a.m.-7a.m.

Typical volunteer duties during the third shift include preparing and serving breakfast, supervising the sleeping areas in PADS, performing wake-up calls, opening lockers, passing out toiletries in the store and light cleaning.
Children’s Programs

*Note: A background check must be completed and cleared for volunteers working in children’s programs.*

**Harvesting Hope**

Harvesting Hope is a children’s play therapy program. It takes place on Tuesday and Thursday evenings from 6:30 p.m.-8 p.m. during the school year. Interested volunteers should submit an individual volunteer application.

**After-School and Summer Camp Programs**

Depending on if we have a professional partnership which provides the structure and leadership needed for these children’s programs, volunteers can apply to be plugged to our after-school or summer camps. Children’s programs at Hesed target education, relationships, and exercise. *Adult groups that can run on-site, week-long camps at Hesed are often good fits for the summer.*

Our ideal times for the after school program are Monday through Friday from 3:30 p.m.-5:30 p.m during the school year. For our summer camp, the ideal times are Monday through Friday from 10am to 3pm. Volunteers will assist the program coordinator with the children and are encouraged to help bring new programs to the children. Past programs have included:
- Art Day
- Math House
- Community Reading Club

**TLC Child Care Call List**

If you would like to be considered for our Transitional Living Community’s Child Care Call List, please let us know! TLC child care volunteers are an enormous help to our guests who are taking classes, going on job interviews, or making it to medical or other appointments. Child care volunteers must be over 18 to be considered. Applicants must be experienced with childcare, responsible and understanding in character, and have regular availability in their schedule.

**TLC Tutor/GED Tutor**

If you have a background in teaching elementary or high school students and would like to tutor a child, please let us know! Tutors must be over 18 to be considered. An interview and background check will need to be completed for each tutor. Applicants must be responsible and understanding in character, and have regular availability in
their schedule, in order to create a consistent schedule with the child. There also may be GED or other tutoring opportunities for some of our adult guests.

**Clothes Closet**

**Overview**

The Clothes Closet runs on Monday and Thursday from 5 p.m. to 7 p.m. The Clothes Closet fulfills the Hesed House mission to “clothe the naked.” It is completely free for guests and is filled with new and gently used clothes donations. Volunteers help sort clothes and are there to run the closet in an orderly manner and support guests as they search for their clothing needs.

**Volunteer Duties**

There are three different times volunteers are needed to assist with the Clothes Closet:

- **Monday morning sorting: from 9a.m. to 11a.m.** We need 2 to 5 volunteers to help sort through clothing donations and put them in the appropriate area in the closet. The clothes closet is not open to guests at this time.

- **Monday evenings from 5p.m. to 7p.m.** We need 3 to 5 volunteers to help run the Clothes Closet! Super volunteers will be there to assist new volunteers. Tasks include assisting guests in finding clothes, recording and helping to bag what is received, and re-sorting.

- **Thursday evenings from 5p.m. to 7p.m.** We need 3 to 5 volunteers to help run the Clothes Closet! Super volunteers will be there to assist new volunteers. Tasks include assisting guests in finding clothes, recording and helping to bag what is received, and re-sorting.

**Special Service Individual Volunteers**

**Overview**

Volunteers with special skills can provide regular or one-time services throughout the year. They should be scheduled according to their availability as well as the availability of the guests. The best outcomes for attendance tend to be when special events take place during open program hours.
**Volunteer Duties**

The duties will vary with each volunteer. Expectations, time frames and safety issues should be addressed with the special service volunteer prior to serving. Please fill out a volunteer application at [http://www.hesedhouse.org/volunteer-application/](http://www.hesedhouse.org/volunteer-application/) and follow up by e-mailing Bruce at volunteer@hesedhouse.org with your idea for a special service project!

**Examples**

Past special service volunteer activities have included:
- Offering free haircuts to guests
- Putting on a “spa day”
- Organizing sports & games

**Special Service Volunteer Groups**

**Overview**

Groups interested in service projects will be contacted after submitting the group volunteer application. The projects vary throughout the year and will be determined for the time the service group can volunteer.

**Volunteer Duties**

The duties for projects will vary according to the demographics and ability of the service group. Youth groups can be assigned cleaning, organizing and yard work. Older groups can take on more extensive assignments such as painting and building maintenance.

Generally, groups contribute the necessary supplies in order to complete the service project.

Adequate supervision is necessary for youth groups. We require one adult to be present for every five youth (ages 12-18 only) that volunteer.

**Volunteer Department**

The Volunteer Department will check with TLC staff, PADS staff and the Facilities Director for available projects for service groups. Suitability of the tasks will be determined on a group by group basis. Please continue to check [www.hesedhouse.org/volunteer](http://www.hesedhouse.org/volunteer) as well as [http://www.volunteerfoxvalley.org/](http://www.volunteerfoxvalley.org/) for new volunteer opportunities.
HESED HOUSE FIRE PROCEDURES

In case of fire, **EXTREME CAUTION NEEDS TO BE TAKEN TO ENSURE EVERYONE’S SAFE EXIT FROM THE BUILDING.** Err on the side of caution when handling a fire emergency.

**BEFOREHAND:**

- **KNOW THE LOCATION OF FIRE ALARMS AND EXTINGUISHERS.**
- **KNOW WHAT EXITS ARE AVAILABLE FROM DIFFERENT PARTS OF THE BUILDING.**
- **FIRE EXITS MUST NEVER BE BLOCKED** either by bodies looking for sleeping space, personal belongings (including bicycles on the stairs), or items used by any ministry.
- Fire Exits should be checked frequently and immediately cleared.

**EVACUATION:**

WHEN A FIRE ALARM SOUNDS (whether or not it is a false alarm), volunteers/staff need to make sure that everyone immediately leaves the area in an orderly manner. All doors and windows must be closed. People must not try to gather personal belongings, but may take the blankets from beds as some protection from weather. The Hesed Staff or lead volunteer coordinator should talk with Fire Department personnel once the building is cleared.

**USE ALL EXITS AND GO DIRECTLY OUT THE NEAREST DOOR AND ACROSS THE PARKING LOT.** The meeting point will be along the fence line on the south side of the parking lot.

People need to move away from the building, allowing plenty of room for emergency vehicles. Try to keep everyone together (a difficult task) in case there are questions about who did/did not get out of the building.

**DO NOT ALLOW ANYONE TO RETURN TO THE BUILDING UNTIL SOMEONE IN AUTHORITY INDICATES THAT THE EMERGENCY IS OVER.**
HESED HOUSE TORNADO PROCEDURES

TORNADO WARNING RECEIVED

When the weather is threatening, staff will listen for tornado warnings on the weather radio. When a warning siren is heard (a tornado has been sighted), all persons in the building will be notified to quickly move to designated tornado shelter areas. Everyone in PADS must immediately move to the 1st floor Women’s Sleeping Room and/or the 1st floor Women and Children’s Sleeping Room using the stairwell on the west side of the dining room.

Persons outside (in the parking lot or on the property) should be told to come inside during the warning period.

METHOD OF EVACUATION TO TORNADO SHELTER AREAS

Staff/Volunteers should spread out with adequate supervision throughout the PADS bathrooms, dining room, and sleeping rooms. Without spreading panic, instruct everyone to go downstairs to the 1st Floor Women’s and 1st Floor Women and Children’s Sleeping Rooms. Some persons, especially children, may need assistance in following instructions.

From Soup Kitchen-PADS-PADS A.M. area, the evacuation route is:

Down the stairway on the west side of the dining room and into the women’s sleeping area.

A volunteer and/or staff should be the last one down, checking the building from the men’s sleeping room all the way down, including the washrooms. The outside dining room door should be locked.

Everyone should remain away from windows and glass doors until the tornado warning is lifted.

RETURN TO MINISTRY AREAS

Once the Weather Service has announced the “all clear”, everyone may return to their area of the building. The return route should be the Reverse of the evacuation route. Again, adequate supervision along the way will assure an orderly transition.
HESED HOUSE POWER FAILURE PROCEDURES

In case of an unexpected power failure, the following procedures should be followed:

- Locate lanterns, flashlights and candles and check batteries. Staff can access the box kept in copier room.
- Emergency lighting in the building will provide safety-level lighting for about 45 minutes to one hour. Don’t use other lights (lanterns, etc.) until the emergency lights fail.
- Phones will be useless during a power failure. If volunteers are around and have cell phones, ask them to keep one handy for emergency use.
- Sewage back-up will occur if too much water is used in the building. No showers or dishwashing. Flush toilets only when absolutely necessary. Anything that goes out our drains will eventually return via floor drains if these practices are not observed. 1st floor staff should locate mops, rags and squeegees to contain sewer back-up.
- Movement of guests/residents should be minimal for everyone’s safety. Encourage low-level activities (cards, puzzles, etc.) to keep people occupied.
- Freezers and refrigerators must be kept closed to preserve temperatures.
- Don’t assume that folks will remember what they are supposed to do: not flush, no showers, no refrigerators, etc. Remind them and have others monitor.
- Smoking is banned inside. Make provisions on a limited basis for folks to smoke outside or in an area where smoke will not overwhelms everyone.
- Alarms will go off and need to be silenced. Staff should know the procedure for this.
- Heat will not work making it difficult to keep the building warm. Keep doors closed as much as possible. Check for open windows. DO NOT USE OVENS/STOVES FOR HEAT! Make sure adequate blankets are available. People should have access to coats, hats, etc.

WHEN THE POWER IS RESTORED:

- Gather lanterns, flashlights, etc., and return them to a secure place.
- GRADUALLY restore power or use of power, especially for motorized equipment that causes major power draws.
- Report any equipment problems or building safety problems to staff.