



CLACKAMAS
SERVICE CENTER

Volunteer Handbook



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How to get in touch

Staff Member Phone numbers/email

Debra Mason, Executive Director: 503-929-1601 / debramason@cscoregon.org

Rob Shryock, Volunteer & Client Support Coordinator: 503-560-6178 /
robshryock@cscoregon.org

Kayla Colvin, Food Management Assistant: 971-312-4547 / kcolvin@cscoregon.org

General email inquiries: info@cscoregon.org

Main phone number: 503-771-7914

Online: cscoregon.org

Facebook: ClackamasServiceCenter

Twitter: @cservicec

If you're not receiving regular emails or physical mail from CSC, you can request to be added to our mailing list by contacting info@cscoregon.org.

Reporting

At Clackamas Service Center, we believe strongly that if you see something, you should say something. If you are debating to yourself whether something is report-worthy, it probably is.

Should you need to make a report about a volunteer or client's behavior (or something as simple as a spelling error on a sign) you can make a report to a staff member in person or to info@cscoregon.org, an email box shared amongst staff but not visible to volunteers.

Reports about staff behavior should be directed to CSC's Executive Director, Debra Mason. She can be reached at debramason@cscoregon.org or 503-929-1601.

You can make an anonymous (or non-anonymous) incident report at:
<https://docs.google.com/forms/d/1mtpAIBDH86Qq5d-nUwG4SnNdd1JEkN2oX3996SS0aWU/viewform>

We will keep written records of reports, but reports will be kept confidential from all except staff and board members, and from any staff and board members who are the subject of a report.

How CSC works

Clackamas Service Center Mission Statement

CSC's mission is to provide basic life assistance, transitional support and resources to individuals, families, and children who are homeless or at risk of homelessness in Clackamas and Multnomah communities. CSC's vision is to reduce the effects of poverty, help individuals in our community move out of poverty, and to be a connector of services with partnering agencies. CSC's long-term plan is to build a hub (CSC) and spoke (partnering agencies) organization to accomplish this vision.

Below: CSC hub and spoke vision.



Organizational Vision

Clackamas Service Center was founded in 1971. It was sustained early on by three women who pooled together their bingo winnings (\$1000) to address a need they saw in the community. The organization was known as the Kendall Center, renamed Clackamas Service Center in 1997. Since its founding, CSC has remained a small, scrappy organization dedicated to addressing the moving target of systemic poverty and homelessness.

Clackamas Service Center recognizes the importance of food to the lives of our clients, whether homeless or not. Even our clients who are eligible for SNAP benefits and able to obtain them still struggle with a large amount of food insecurity. As such, food is at the center of what we do.

Our status as a site that provides food to people in need enables us to serve as a hub for other services, particularly in the context of Portland, where many services focused on helping the impoverished are inaccessible in an ever-gentrifying downtown. Today, we

partner with 8 different agencies to provide critical services, including medical, dental, and humanitarian services. Our services are open to anyone who needs them at no cost.

Shape of our organization and where volunteers fit in

Clackamas Service Center relies on partners and volunteers to run many of its services. Coordinating all of this is a small staff (Currently two full-time employees and a one part-time employee) and a board of directors. The staff's role is to coordinate services and troubleshoot problems, while volunteers and partnering agencies handle the day-to-day.

Most CSC volunteers assist with our food program, either with meals, food boxes, doing interviews for food box intake, or picking up donations from local grocery stores. As mentioned, the food program is central to what we do, but we also rely on volunteers to run much of the operational details with minimal staff oversight. As such, volunteers are essential to our mission.

Volunteers also enable CSC to expand the services we are able to provide. At CSC, volunteers provide haircuts, help with local homeless outreach, support programs like Community Basket, and assist in operation of the shower cart.

Overview of our clients

Clackamas Service Center serves a variety of clients. We recognize at least four groups with distinct needs based on our surveys of our clients. These groups often overlap.

- I. Homeless clients: Many of our homeless clients live close by on the Springwater Trail, although others come from as far out as 130th and Foster, west towards Milwaukie, or south all the way to Oregon City. Some of our homeless clients tend to spend a lot of time at the center, and access a wide variety of services. Most are age 30-55. Many of the “familiar faces” you may see are chronically homeless, and have been part of the homeless community in the area for 15-20 years, or more. Many are tied to this part of town by family or habit. They tend to come from broken homes, often the children of addicts or abusers. Many struggle with addiction, others with mental health issues, some with both, some with neither.
- II. Homeless female clients: A substantial portion of CSC’s homeless clients are female – some surveys showed as much as 40%, which is much above the average proportion of homeless women in an unhoused population. Our female clients often became homeless due to fleeing domestic violence situations.
- III. “Housed” clients: The majority of clients we see for food boxes do not identify as homeless. These clients tend to make more limited uses of our other resources, usually using food boxes and a few other services.
- IV. Senior clients: About a quarter of our clients are low-income seniors who rely on our services to make ends meet. Some are unhoused and others are housed.

Current Volunteer Opportunities

This is a short list of current volunteer opportunities. Full job descriptions are available on our website or on request by emailing info@cscoregon.org.



Cooking Meals

Shifts: Monday-Friday

Lunch 8 a.m. – Noon – Cooking and serving

Dinner 1 p.m.-6 p.m. – Cooking and serving

Lunch 10 a.m. – Noon – Serving only

Dinner 4:45 p.m. – 6:30 p.m. – Serving only

Description: Help prepare and serve a nutritious and filling meal for 50-120 people and clean up afterwards. The ideal volunteer knows their way around a kitchen, but more importantly, is diligent, detail-oriented, and committed to providing people experiencing homelessness with good food and kindness.

You do NOT need a food handlers card, but must complete a short (14 minute) Oregon Food Bank training, including watching a video and reading a pamphlet on non-discrimination, and confirm to the volunteer coordinator that you did so.

Food Box Preparation

Shifts:

Monday-Friday

9 a.m. – 1 p.m. (or any part) – Sorting donations and preparing produce boxes.

1 – 3:30 p.m. (2-4:30 on Fridays) – Helping assemble food boxes.

Description: Our food box crew helps turn thousands of pounds of uncategorized donations into up to 45 custom-made, healthful food boxes a day for people living in poverty. Ability to lift 30 lbs required.

Front Desk/ Interview

Shifts:

Monday-Friday

9 a.m. – 1 p.m. (or any part) – Administrative support and working at front desk.

1 – 3:30 p.m. (2-4:30 on Fridays)– Food Box Interviews and working at front desk.

Description: Front desk/interview volunteers assist with center operations, including answering phones, doing basic administrative tasks, and acting as the “front desk” for client questions. In the afternoon, they do “interviews” to help clients receive a custom made food box.

Shower Monitor

Shifts: Tuesday/Thursday, 9 a.m. – 12 p.m.

Description: Assist in facilitating the operations of the shower cart.

Donation Pick-Up Driver

Shifts: Morning/Early Afternoon Monday-Friday (varies)

Description: Pick up donations from local grocery stores and food sources and bring them back to CSC using CSC’s cargo van. Requires driver’s license, ability to lift 30 lbs., and van training.

Volunteer Hairstylists

Shifts: Anytime between 10 a.m. – 5 p.m. Monday-Friday,

Description: Provide volunteer haircuts to people in need. Haircuts help improve our client’s self-esteem and increases their ability to access services and employment. Must be a licensed hair stylist.

Other Volunteer Opportunities

Shifts: Anytime between 10 a.m. – 5 p.m. Monday-Friday, depending on task

Description: Help support CSC’s operations with your unique skills! We currently need volunteers who have the following interests / skills to help assist in our operations:

- Cleaning
- Resource Referrals for our clients (requires knowledge of resources for homeless people in the area)
- Providing security during meals.
- Data entry (requires basic word and excel information)
- Other (ask Rob!)

Special Categories of Volunteers

Short-term volunteers

If you only want to volunteer for one or two shifts, you can skip some of training. At a minimum, you must complete and sign the written volunteer training, the food box training and video if applicable, and have a short “interview” with the volunteer coordinator. If you decide you want to stay on longer afterwards, we ask that you attend a full training.

Volunteer Groups

If you lead a group of volunteers – for example, a church group – you may choose a “leader” who is responsible for ensuring all volunteers complete training. The leader is responsible for ensuring other members of the group complete the written training, sign a waiver, and complete Oregon Food Bank mandated training. The leader is responsible for sharing with the volunteer coordinator a list of who is serving on a monthly basis (preferably by maintaining information in a shared google document) and by forwarding on completed trainings to the volunteer coordinator.

Clients who volunteer

Clients of CSC are allowed to volunteer. We ask that CSC clients:

- Use the normal process for accessing services.
- Use care to ensure that they do not abuse their volunteer position, for example, providing preferential treatment to friends.

Clients who wish to help out in limited ways – like cleaning up after dinner – do not need to go through the volunteer training process.

Clackamas County Community Service

CSC has a special process for onboarding those doing community service in Clackamas County. Talk to the volunteer coordinator to learn more. For other counties, community service workers go through the normal volunteer process and are responsible for keeping track of the specific terms of their service.

We do not guarantee a certain number of hours for community service workers, and we treat the work as a job – community service workers must show up on time and be productive and respectful to work at CSC.

Job-Specific Notes

Kitchen / Food Box Safety

- Never place food on the floor, even if it is inside a crate.
- Refrigerate and freeze foods needing refrigeration and freezing ASAP.
- Follow signs for instructions on using cans – if a can seems unsafe to use, check the sign. When in doubt, throw it out
- Please wash your hands and wear gloves before handling food.
- Avoid cross-contamination by changing gloves and washing hands before and after handling raw meats.
- Always keep food hot or refrigerated – don't leave it at room temp for a long period of time (>30 minutes)
- Follow posted signs.
- Please insure all food you refrigerate is dated and put into plastic containers with a lid – DON'T just put foil on it. Don't put pots and pans in fridge (somebody else might need them, and its not sanitary)
- Never serve anything you wouldn't eat.
- One person should keep a meal count and write that count on the paper provided in the kitchen.
- If you are sick, STAY HOME (and call in to let us know!)

FIRES

- Pilot lights should always be lit – if they are not light them or get a staff member. Do not light them if there is a strong smell of gas.
- Never throw water on a grease fire – use our chemical suppression system, turn off the gas, and use the available fire extinguisher. Call 911 if the fire is not IMMEDIATELY extinguished.

Front Desk / Food Box Interviews

Login

Username: reception


Password: frontdesk

IPAD login

Username: interviewer

Password: interview

How to get there: Type “application.csc” into any browser connected to the “CSC wifi” network. Press “continue” when given the security notification.

Resolving bugs: Is something broken? Most bugs can be solved by “refreshing the page”. Choose this icon at the top of the screen and the page will reload.  The “refresh” icon is located on the right side of the bar where you type the page address in.

Using the Queue

The queue can be used to have one person at the front desk create a virtual “line” rather than making people wait. Simply add people to the queue, then call the next one listed in the top right, then click their name to remove them from the queue.

How to Give a Food Box

1. Search for the person in the food box system (date of birth is the best way to find people)
 - a. If the person cannot be found, If you can’t find a client, remember you can also search by address, or try different spellings of their name. If they are not there, create them in the system. If they are homeless, do not enter an address. Do not enter a mailing address, only use the place that they live.
2. Confirm that the person’s address information and family information is correct.
3. Make sure the person fills out the USDA compliance sheet completely.
4. Check to be sure that the person HAS NOT gotten a food box in the last 30 days, fresh box in the last 14, more than 4 emergency boxes a calendar year, or a clothing room visit in the last 14 days. (Whichever is applicable)
5. Fill out the food box form and submit. Remember to ask about food allergies (labeled “Nutritional information.”)
6. Remember to periodically check to see if people’s boxes are ready.

Working with Unhoused and Housing-Unstable Clients

All of CSC's volunteer positions involve at least some direct interaction of clients. Volunteers should expect this as part of the work. Working with people with a high incidence of drug addiction, mental illness, homelessness, and extreme poverty is not always easy, but it also is rewarding – and safe – if you follow a few simple guidelines.

1. Be Kind, Respectful, and Straightforward

We call the people we work with “clients”, and in that vein, you want to provide good “customer service.” Be kind and respectful, trying to meet client’s needs as thoroughly as possible. This kind of attentive, professional behavior helps clients feel valued and humanized. Don’t overpromise – we can’t fix everything that’s wrong with people’s lives. Be honest with people about what you do and don’t know – you can always ask staff questions if you don’t know the specifics about a given service!

2. Create good boundaries for yourself, and respect others’ boundaries.

Unlike in customer service, you can always feel free to say “no.” Assert the difference between what you can help people with and what you can’t. You don’t have to make a pot of coffee just because a client asks you for coffee, for example. Respect the boundaries set up by others, both physical and emotional – don’t force people to engage with you in a way they are uncomfortable with.

3. Remember that you are a small part of your client’s life. (Don’t be a superhero)

If you find yourself thinking or worrying too much about a specific client when you are not volunteering, you have likely broken this rule. Our clients have such large problems that it can be tempting to try to help everyone with everything they ask for, to go above and beyond for everyone, to take on the pain of other’s as your own. This can lead to what is called “Vicarious Trauma”, when you become so involved in someone else’s trauma that it also impacts you. Remember that there is a whole community of service providers out there to help people. Don’t try to be a superhero – just be a regular, competent, helpful individual – our clients will appreciate it just as much, if not even more.

4. If it makes you uncomfortable, report it.

At CSC, if somebody’s behavior is making you uncomfortable – if they are calling you names or racial slurs, treating you aggressively, etc. – please report this to staff immediately so we can respond appropriately. Helping guide our clients through what behaviors are acceptable and what are unacceptable is a service to them in the long run.

Importantly, unless you feel extremely comfortable doing so, you should generally not try to engage with clients who are upset or being aggressive. Unless you have been trained in de-escalation practices, or have strong experience in this area, it is very likely you will make things worse, not better. CSC always has a staff or paid security person onsite, and we are trained to help with these situations.

Services Information

This section is useful for answering basic questions by phone.

Clothing Room - As of 3/20/16, the clothing room is open Tuesday/Thursday 1-3 p.m. Please refer to a bulletin for up-to-date information.

Clients using the clothing room may receive as many clothes as they need, within reason.

On days the clothing room is open, clients may receive clothing along with their food box. Please ask all clients who are here for food boxes if they need clothing. When ordering the food box, please choose one of the “+CR” options. Clients must also fill out a 1/3 sheet “clothing room pass”, extras are available in the front of the filing cabinet. Please make copies if we are running low.

Diapers – People in need of diapers can pick them up during food box hours. If they can't be here during food box hours, we can sometimes arrange an alternate time.

Diapers are located on top of the refrigerators downstairs and are sorted by size. You can easily check if we have diapers of a certain size available.

People do not need to provide any information other than a name and signature to get diapers. There is no hard limit to how often someone can get diapers, since we have not had any issues so far.

Dental Services – Dental services are available roughly monthly, but there is no regular date. Appointments are recommended, although we can sometimes take walk-ins. We should schedule dental emergencies only. The van can only do extractions and fillings. We only start making appointments 1-2 weeks in advance of the clinic to avoid cancellations. Medical Teams International provides the clinic, they can be reached at 503.624.1026.

Expungement Clinics – Expungement Clinics can help people get old criminal offenses expunged from their record, to help them get jobs or an apartment. People interested should directly contact legal aid -503-224-4086.

Expungement success rates are low for our clients, but encourage people to show up anyway. Even if they cannot successfully expunge a record, legal aid can provide accurate information about records and help people plan for how to address them.

Haircuts – Haircuts are open to all and first-come first-served. We do not have a space to wash hair but people can use the mop sink if they are comfortable with that.

HIV/AIDS Testing – Open to all, it takes twenty minutes.

Mail Room – Anyone can use CSC as a mailing address. We can provide a letter saying that they are using CSC as their address, but they can just start using our mail room. We return unopened mail after 30 days (or discard it) so it is imperative they check every 30 days.

Needle Exchange – Needle Exchange is open 2-5 p.m. They can provide naloxone (life-saving anti-opiate drug that can save people from opiates) and HIV/AIDS testing, although they limit this to their regular clients. Do not offer Needle Exchange as a source of HIV/AIDS testing, instead, direct them to Cascade AIDS. Services are drop-in.

Outside In – Outside In provides medical to anyone in need. They do a “triage” system so the highest-need clients are seen first. This means non-urgent issues may take a while to address. Excluded clients can still see Outside In downtown unless Outside In also bans them. Outside In is a primary care facility, emergency issues should be handled by an emergency room, not by Outside In, unless the person’s life is in immediate danger.

Showers – Showers are open to all adults, 1st come 1st served. A towel is provided that must be returned, as well as fresh underclothes when available.

Social Security Assistance – Central City Concern’s “BEST” program has a person on site to assist with social security disability applications. Intended for people who have barriers to completing the disability application, whether it’s a severe mental issue, homelessness, or the like. BEST’s clients have dramatically higher success levels on getting disability. Rob can do the initial intake for this if need be, but we prefer they talk to BEST first.

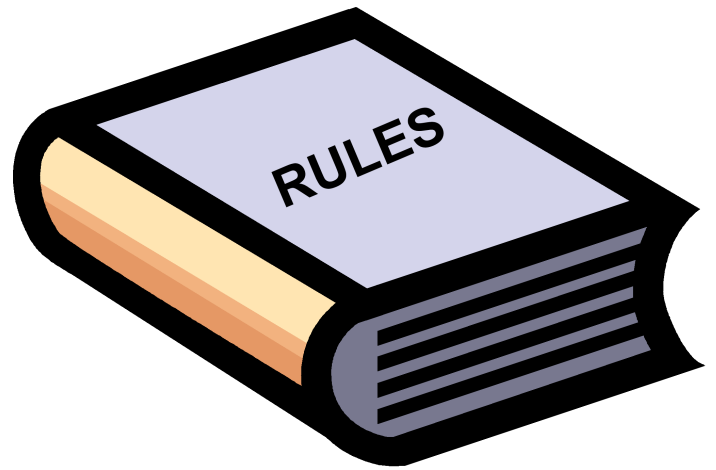
Warming Shelter – We are able to open as a warming shelter when approved by the county, or a limited number of days at our own discretion. Generally, we open when the weather.gov low temperature for Milwaukie, OR, is forecast to be 32 degrees or less as of noon. We will post if we are open, people should NOT assume we are open or not based on what they see themselves.

Rules and Expectations

Rules that apply to everyone (clients and volunteers)

Clackamas Service Center does not allow:

- **Drugs or drug use** on the property, including marijuana and alcohol.
- Buying or selling **anything** on center property.
- **Off-leash animals** anywhere.
- Any animals in the dining hall, except service animals.
- Threats; violent, loud, or discriminatory language.
- **Fighting or violence.**
- Any action that creates an **unsafe environment.**
- **Littering or abandoning property.** Anything left unattended anywhere, including on neighboring property, may be thrown out.
- **Trespassing**, including: being here after hours, sleeping on property, going downstairs or in the kitchen without permission, going behind the medical van.
- More than one person at a time in the bathroom.
- **Harassing CSC's neighbors**, sleeping, littering, or using drugs on their property or on Cornwell Street.



Community Responsibility:

If violations of rules become so troublesome in a short period of time that it affects the operations of CSC, the center may close to the public for a short period of time to address these issues.

Volunteer-Specific Rules

1. You cannot be under the influence or in possession of any Controlled Drug and/or Alcohol.
2. The same rules that apply to the clients, in terms of conduct, generally apply to you.
3. No taking advantage of your position as a volunteer to favor certain clients.
4. Please ask a staff member before taking food for any reason.

5. You may use any client service as long as you go through normal processes. Please give priority to clients first for using services.
6. Follow all posted signs.
7. Hands must be washed and gloves worn prior to the handling of any food.
8. Don't be in the volunteer or staff space when you are not on shift unless you have a specific reason. (I.e. meeting with staff member)
9. Don't intervene in arguments or fights between clients or between clients and volunteers, instead find a staff member, or call 911 yourself if appropriate.
10. Don't touch clients without their permission (even a hug – just ask first!)
11. Please respect confidentiality of client information in the CSC database as well as personal information shared with you by clients.
12. All volunteers must respect all clients, volunteers and staff of the CSC.
13. CSC reserves the right to terminate your volunteer status at CSC at any time for any reason for any length of time.

Expectations & Dress code

Please be at your shifts or let us know that you can't be. One of the only ways to actively hurt CSC as a volunteer is to not show up and not call.

Please wear closed toed shoes or boots to avoid potential accidents. Please wear appropriate clothing that you don't mind getting some dirt or food on.

Confidentiality

All information in CSC's client database, as well as any documents containing personal information about volunteers, staff, and clients, is strictly confidential. Sharing this information to anybody outside of CSC – or with any other volunteers or staff for malicious purposes – is strictly forbidden.

Clients may choose to share personal information with you in confidence. Please respect our clients by not sharing their information unless they have given you permission to do so, or unless you believe sharing such information is important to the immediate safety of a person or persons.

Screening, Dismissal, and Background Checks

CSC reserves the right to not accept volunteers, to dismiss volunteers, or suspend volunteers, for any reason. The same goes for you – if you are an at-will volunteer. If volunteering here isn't working out, just let us know! CSC is not for everyone.

Some volunteer roles at CSC require background checks. We recognize that many of our volunteers are in recovery and may not have a perfect record. Our expectation is that volunteers be willing to discuss their record in a confidential conversation with a staff member. Any volunteer found to have a sex offense on their record will not be allowed to volunteer at CSC in any capacity (even for roles that do not require background checks)

Harassment, Discrimination, Child, and Abuse Prevention Policies

Harassment

Clackamas Service Center is committed to the idea that volunteers, staff, and clients have the right to access CSC's service in an environment free from discrimination or harassment.

Harassment includes any unwelcome or unwanted advances, including sexual advances, unwelcome requests or demands for favors, verbal abuse or teasing, or creating a intimidating, hostile, abusive, or offensive work environment.

Please report harassment or discrimination as detailed on page 3. Discrimination can also be reported to the USDA (see below)

Discrimination

In accordance with federal law and US Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability.

To file a complaint of discrimination, write USDA Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington, D.C., 20250, or call 800-795-3272. USDA is an equal opportunity provider and employer.

Child & Abuse Prevention Policies

CSC considers it essential to our mission that children volunteering or visiting CSC are safe. Minors volunteering at CSC must have a parent, guardian, or person serving in loco parentis sign their volunteer waiver. Minors under 16 must volunteer with a parent, guardian, or person serving in loco parentis.

Adults serving with a minor must accompany them into any room they go into, excepting the restroom. Minors should never be alone with one adult in a room. Adults should observe and model clear boundaries with children. Any time of inappropriate conduct with children (teasing, violation of boundaries, etc.) is grounds for dismissal.

Any inappropriate conduct (on any matter) should be reported to staff, as detailed on page 1. As an organization that works with many vulnerable people, including seniors and the mentally handicapped, we are committed to address all forms of harassment and predatory behavior.

As detailed in our background check policies, no person convicted of a sex crime shall volunteer at CSC. (Though it should be noted not all volunteers are background checked, see "Screening, Dismissal, and Background Checks")

Emergency procedures shortlist

Client is aggressive, threatening, or violent

There are many sorts of “aggressive client” situations. If a client is being aggressive towards you or others, we prefer that you find a staff member or security volunteer. We are trained in conflict resolution, know the clients, and can mediate situations. This can be accomplished by pressing the “panic” button or finding us in an office.

If the situation is one that may create an immediate threat to somebody’s safety (i.e. somebody brandishing a knife at somebody else) consider calling 911 immediately. Please note that if an aggressive person notices you calling 911, they may direct aggression towards you - it is best to be at a distance and have “backup”. Generally if a person is aggressive, it is safest to keep your distance, avoid making eye contact, stand at a 45 degree angle to the person, and generally communicate that you are non-threatening.

Client is unresponsive / not breathing

If a client is nonresponsive and not breathing, it is imperative that 911 be called as quickly as possible AND that CPR be started. Just doing CPR is useless if 911 is not called. Many of our staff and volunteers are CPR trained. Outside In may be contacted, but they are NOT an emergency services provider and should not be considered a substitute for 911.

Client nonresponsive in bathroom or shower unit.

If a client is nonresponsive in the bathroom, it is a possibility someone has overdosed. People can die in minutes of an overdose. Inform staff immediately, staff members have a key to the bathroom; there is also a “key baton” in the kitchen. If the person is unconscious, call 911 as soon as possible. Outside In may be contacted, but they are NOT an emergency services provider and should not be considered a substitute for 911.

Fire in the kitchen

In the event a fire breaks out in the kitchen, active the wet chemical suppression system and try to put it out, turn off the gas if possible, and use the fire extinguisher to attempt to control the fire. Call 911 if the fire is not put out immediately.

Community Resources

Where to find resources

Rose City Resource Guide - Available typically at the front desk.

Clackamas County Community Resources – One pager list of Clackamas County Resources. Available often at the front desk or by googling “Clackamas County Community Resources”

CSC Resource Binder – Available at the front desk.

CSC Bulletin – Usually available at the front desk, ask Rob if we are out.

211 Info – 211info.org or by calling 211 (or text 898211)

Frequently asked services shortlist

Bus Tickets – Transition Projects (limited)

Employment Assistance – SE Works

Mental Health Services – Centerstone, Cascadia

Propane/Firewood – Love Inc.

Utility Assistance – 211 or consult Rose City Resource Guide

Training Resources

Deescalation Training – Rightresponse.org

Domestic Violence Response Training – Cwsor.org (\$)

Free Mental Health Training - <https://www.gettrainedtohelp.com>

Guide to using Macs for Windows Users - <http://www.makeuseof.com/tag/quick-guide-using-mac-windows-users/>

Oregon Food Bank Food Safety Video -

https://www.youtube.com/watch?v=0vE_lloeAy8&feature=youtu.be

Additional food training pamphlet – Available from Volunteer Coordinator upon request

Volunteering with Chronically Homeless Individuals Toolkit -

http://www.handsonnetwork.org/files/resources/toolki_chronically_homeless_9july13.pdf

Thanks for reading!
Please feel free to ask if you have questions!