



CLACKAMAS
SERVICE CENTER

Volunteer Handbook



This copy belongs to: _____

(This handbook was updated on November 11, 2016 – latest version can be found on cscoregon.org/volunteer)

Contents

- I. How to get in touch – *Page 3*
 - a. Phone list
 - b. Who to report issues to
- II. How CSC works – *Page 4-5*
 - a. Mission statement
 - b. Organizational Vision
 - c. How volunteers fit in
 - d. Who our clients are
- III. Current Volunteer Opportunities – *Page 6-7*
- IV. Guide to working with unhoused communities – *Page 8*
- V. Information on CSC services – *Page 9-10*
- VI. Rules & Expectations – *Page 11-15*
 - a. Rules that apply to everyone
 - b. Volunteer-Specific Rules
 - c. Screening, Dismissal, Background checks
 - d. Child policies & Abuse prevention policies
 - e. Emergency Procedures
 - f. Resources

How to get in touch

Staff Member Phone numbers/email

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

Rob Shryock, Operations Manager: 503-560-6178 / robshryock@cscoregon.org

Julie Peterman, Administrative and Fundraising Assistant: juliep@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. Should you not feel comfortable communicating with staff, Mark Beirwagen, Board President, can be reached at beirwagenm@yahoo.com.

Any reports can 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

Clackamas Service Center (CSC) improves the safety, stability and health of Clackamas and Multnomah county residents by offering food and other supportive resources to reduce hunger and increase self-sufficiency. Our core values are **respect, inclusion, health, community leadership, accountability, operational excellence, and sustainability.**



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.

Individuals and families in Clackamas and Multnomah counties who may be struggling with poverty, hunger, and housing insecurity know and trust CSC as the premier hub of responsive, demand-driven services and additional supportive resources that improve safety, stability, and health as clients take steps to achieve their goals of self-sufficiency. CSC’s nimble and adaptive model leverages a lean yet highly qualified staffing structure, onsite programming and client services, mobile outreach, partners, supporters, professional networks, and volunteer resources to achieve reciprocal impact for our shared community and all who call it home. Our vision is also referred to as the “hub and spoke” (see diagram above) because we use the concept of being a hub for food to offer a variety of other supportive services.

Shape of our organization and where volunteers fit in

Clackamas Service Center relies on partners and volunteers to run or provide the work many of its services. Coordinating all of this is a small staff 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 – operating with relative independence, while being accountable to staff, and often serving as the “face of the organization” to clients.

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

And How to Sign up

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



Cooking Meals

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, nutritious food and kindness. This shift is about 4 hours long.

You do NOT need a food handlers card, but must complete a short (14 minute) Oregon Food Bank training, and confirm to the volunteer coordinator that you did so.

Serving Meals

Description: Help serve a nutritious and filling meal for 50-120 people and clean up afterwards. The ideal volunteer is personable and interested in serving people. This is a great opportunity for groups and lasts 1.5-2 hours.

You do NOT need a food handlers card, but must complete a short (14 minute) Oregon Food Bank training, and confirm to the volunteer coordinator that you did so.

Food Box Preparation & Recieving

Description: Our food box crew helps turns thousands of pounds of uncategorized donations into up to 15-40 custom-made, healthful food boxes a day for people living in poverty. Tasks include receiving and sorting donations, assembling food boxes, and cleaning. Ability to lift 30 lbs preferred. Shifts can be 2.5-6 hours.

Front Desk

Description: Front desk volunteers are at the front lines of CSC – they conduct food box interviews, help clients access services on and offsite, and take the lead on basic administrative tasks including answering phones. This is the ideal task for somebody seeking a substantial, involved opportunity in the social services world. Shifts can be 2-4 hours, plus additional mandatory monthly meeting (one hour)

Shower Monitor

Description: Help provide 6 people with access to hot showers every hour, helping maintain the wait list, ensuring that operations go smoothly, and helping with set up and take down. Shifts are 3-6 hours.

SNAP Outreach

Description: A position that has a lot of overlap with the front desk, SNAP Outreach volunteers focus on providing food stamp access for people in need, helping them with applications and answering questions about SNAP. Shifts are about 3 hours.

Donation Pick-Up Driver

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., ability to drive cargo van, and successful completion of MVR check. Shifts are 1.5-4 hours.

Volunteer Hairstylists

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. Shifts are 2 hours or more.

Other skills we need

We are often in need of volunteers for misc. opportunities with the following skills or interests. If you are interested, please contact the vol. coordinator.

- Deep cleaning/organizing
- Computer-related skills: including data entry, writing, graphic design.

Signing up for additional shifts:

Do these opportunities pique your interest? We'd love to sign you up for additional shifts! Contact the volunteer coordinator at info@cscoregon.org or 503-771-7914 to learn more.

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. We take a mix of appointments and 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, based out of the south door of the back building. They provide clean needles in exchange for dirty ones to help reduce the spread of HIV/AIDS and other diseases. They can provide training with naloxone (life-saving anti-opiate drug that can save people from opiates).

Outside In – Outside In provides medical primary care services 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.

Example: A person is not breathing – Outside In and 911 should be called.
A person has fallen and twisted their ankle – Just call 911.

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.

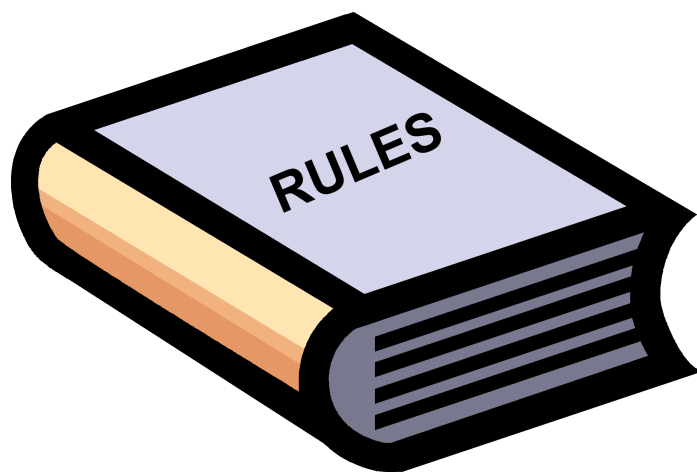
Warming Shelter – We are able to open as a warming shelter when approved by the county, or a limited number of days at our own discretion. Generally, we open when the weather.gov low temperature for Milwaukie, OR, is forecast to be 33 degrees or less as of noon. We will post if we are open, people should 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

0. CSC staff reserves the right to terminate your volunteer status at CSC at any time for any reason for any length of time. You are an-at will volunteer and may discontinue volunteering at any time.
1. The same rules that apply to the clients apply to you.
2. No taking advantage of your position as a volunteer to favor certain clients. (see discrimination policy)

3. You may use any client service as long as you go through normal processes. Please give priority to clients first for using services. Please ask a staff member before taking food for any reason.
4. 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)
5. Please wear closed-toed shoes or boots, and appropriate clothing.
6. Please provide notice if you are unable to make a shift, or unable to volunteer in the future.
7. 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.
8. Don't touch clients without their permission (even a hug – just ask first!)
9. Please respect confidentiality of client information in the CSC database as well as personal information shared with you by clients.
10. All volunteers must treat with professionalism and respect all clients, volunteers and staff of the CSC.

Screening, Dismissal, and Background Checks

In the course of some volunteer roles, CSC may require background checks. We recognize that many of our volunteers are in recovery and may not have a perfect record. However, 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.

Accompanying Children: 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 space unless there is regular supervision of staff or regular individuals from the public entering the space.

Boundaries: Adults should observe and model clear boundaries with children. Any time of inappropriate conduct with children (teasing, harassing is grounds for dismissal.

Reporting: 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.

Sex Offenses: As detailed in our background check policies, no person convicted of a sex offense 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, activate 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 Quick Screen – 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)

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