



**CLACKAMAS**  
SERVICE CENTER



# **VOLUNTEER HANDBOOK**

Updated July 16, 2018

This copy belongs to: \_\_\_\_\_

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# Staff Contact Information

General email inquiries: [info@cscoregon.org](mailto:info@cscoregon.org)

Main office phone number: (503) 771-7914

Fax number: (503) 771-8606

Website: [cscoregon.org](http://cscoregon.org)

Facebook: [ClackamasServiceCenter](https://www.facebook.com/ClackamasServiceCenter)

Twitter: [@cservicec](https://twitter.com/cservicec)

## Individual Staff Contact:

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**Michael Boldt, Program Director**

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**Krista Harper, Volunteer & Development Coordinator**

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[krista@cscoregon.org](mailto:krista@cscoregon.org)

**Tabitha Alajmi, Food Pantry Manager**

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[tabitha@cscoregon.org](mailto:tabitha@cscoregon.org)

## **After-Hours Communication**

Since CSC employees are often away from their desks throughout the workday, we use cell phones as our main form of contact with volunteers and others.

In your communications with staff, please keep in mind that everyone needs personal time.

Staff will not text or call volunteers after hours (weekends or evenings) unless necessary, and we ask that you respect staff down time in the same way. In non-urgent, after-hours situations, email is the best way to contact staff, and we will get back to you during our next working day.

# About Us

## Clackamas Service Center Mission Statement

Clackamas Service Center (CSC) improves the safety, stability and health of our members 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.**

## History

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 first 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 using industry best practices.

## Organizational Vision

Individuals and families 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 members take steps to achieve their goals of self-sufficiency. We serve anyone who needs our services, regardless of where they live. We call these participants our members.

Our vision is also referred to as the “hub and spoke” because we use the concept of being a hub for food to offer a variety of other supportive services.

## Where do volunteers come in?

The majority of our services, including core services like our food market and meal program, are run largely by volunteers with minimal staff oversight. Other services, like medical care, are operated by partner organizations such as Outside In. The staff’s role is to coordinate these services and troubleshoot problems. The entire operation is overseen by CSC’s board of directors.

As such, volunteers are essential to our mission – they operate with relative independence, while being accountable to staff, and often serve as the “face of the organization” to our members. CSC would not exist if not for our passionate, hardworking volunteers.

# Volunteer Opportunities

For more information about any position in question, contact the volunteer coordinator.

## Cooking Meals

Help prepare 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 our members with good, nutritious food and kindness. This shift is 2-4 hours long.

All individual cooks, or at least 1 person from your cooking group must have a food handlers card. There will also be a short (15 minute) Oregon Food Bank training to complete.

## Serving Meals

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.

All individual servers, or at least 1 person from your serving group must have a food handlers card. There will also be a short (15 minute) Oregon Food Bank training to complete.



## Food Market & Receiving

Our food market crew is split into two areas. The first is our receiving area that conducts intake of all food donations brought in via our donation window. Volunteers must be able to lift up to 40 lbs and can expect to be bending and lifting frequently. The second is our market area. There will be various positions in this area from stocking and organizing, to greeting and assisting members as they shop for groceries. Volunteers can still expect some bending and lifting, but this will vary by position. Shifts are 2-4 hours. There will be a short (15 minute) Oregon Food Bank training to complete.

## Front Desk

Front desk volunteers are at the front lines of CSC – they conduct food market interviews, help members access resources 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 are 2-4 hours.

### **Clothing Room Attendant**

Organize clothing and household donations, and help shoppers in our clothing room find items they need. Shifts are 3-4 hours.

### **Shower Monitor**

Help provide people with access to hot showers, maintain the wait list, ensure that operations go smoothly, and help with set up and take down. Shifts are 3-6 hours.

### **SNAP Outreach**

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**

Using CSC's cargo van, pick up donations from local grocery stores and food sources and bring them back to CSC. You will also be expected to help unload and sometimes help put away food in the market. Requires driver's license, ability to lift up to 40 lbs., ability to drive cargo van, and successful completion of MVR check. Shifts are 1.5-4 hours.

### **Volunteer Hairstylists**

Provide haircuts to our members. Haircuts help improve our members' self-esteem and increases their ability to access resources 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 miscellaneous opportunities with the following skills or interests. If you are interested, please contact the volunteer coordinator.

- Deep cleaning/organizing
- Computer-related skills: data entry, writing, graphic design, web design
- Professional vehicle mechanic to keep our donation van running
- People who are interested in running specific classes or programs – cooking, art therapy, walking groups, yoga, etc.



# Service Information

This section is useful for answering basic questions from members.

*Clothing Room* - The clothing room is open Monday, 4pm-7pm, and Tuesday, Wednesday and Thursday from 10am-2pm (echoing food market hours).

Members accessing the clothing room may receive 10 articles of clothing per person per household at a time, limits may apply to high-demand items such as coats. Members check in for the clothing room at the front desk.

*Diapers* – People in need of diapers and wipes can pick them up during food market hours by checking in at the front desk. If they can't be here during food market hours, we can sometimes arrange an alternate time. Please check if we have the size needed in stock. Diapers are stored in the Annex building (clothing room).

People do not need to provide any information other than a name and diaper size to get diapers. We generally allow each family 1 pack of diapers per child per week.

*Dental Services* – Dental services are available roughly monthly, but there is no regular date. Dental van dentists can only do extractions and (sometimes) fillings. We only start setting appointments 1-2 weeks in advance of the clinic to avoid cancellations. Up until this point, we will take patient's contact information and reach out to them 1-2 weeks from the date of the clinic. 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 members, 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 are first-come first-served.

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

*Mail service* – Anyone can use CSC as a mailing address. We return unopened mail after 30 days so it is imperative they check every 30 days (state mail is held for 60 days). There is a form authorizing CSC to handle their mail that a member will need to fill out. Members will need a photo ID to pick up mail, or will have to previously had their photo and name on file with CSC so we can verify their identity.

*Needle Exchange* – Needle Exchange is run by Outside In and is open Tuesdays from 1-4 pm, 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 temporarily delay an overdose, providing time for a responder to call an ambulance).

*Outside In* – Outside In provides medical primary care services to anyone in need on Tuesdays and Thursdays from 9am-4pm. 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, 1<sup>st</sup> come 1<sup>st</sup> 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 often 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 health issue, homelessness, or the like. BEST’s clients have dramatically higher success levels getting on disability.

*Warming Shelter* – We are able to open as a warming shelter in the winter when approved by the county, or a limited number of days at our own discretion.



# Working with Houseless and Housing-Unstable Members

All of CSC’s volunteer positions involve at least some direct interaction with members. Volunteers should expect this as part of the work. Working with people with a high incidence of houselessness, mental illness, extreme poverty and drug addiction 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 “members,” and in that vein, we want to provide good customer service. Be kind and respectful, and try to meet member’s needs as thoroughly as possible. This kind of attentive, professional behavior helps members feel valued and humanized. Don’t over promise – we can’t fix everything that’s wrong in 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. Set 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. Avoiding emotional burnout**

Our members sometimes have such large problems that it can be tempting to go above and beyond for everyone, to take on the pain of others 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. Please talk to staff if you need help supporting a member.

## **4. If it makes you feel unsafe, report it.**

At CSC, if someone’s behavior is making you feel unsafe – if they are calling you names or racial slurs, making inappropriate comments about your looks, treating you aggressively, etc. – please report this to staff immediately so we can respond appropriately. Helping guide our members through which behaviors are acceptable and which are unacceptable is a service to them in the long run. See page 11 for instructions on how to make a report.

Importantly, unless you feel extremely comfortable doing so, you should generally not try to engage with members who are upset or being aggressive. Unless you have been trained in de-escalation practices, or have strong experience in this area, it is possible 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.

# Expectations

## Expectations that apply to everyone (members 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.
- Animals that are a risk to the safety or comfort of people (or other 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.
- **Guns or other weapons** (pocket knives ok).

## 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.

## Exclusions:

Clackamas Service Center recognizes the need to sometimes “exclude” certain people from the property for the safety and comfort of all. People may be excluded for violating any rule, or for any other behavior deemed inappropriate, as determined by staff.

Members or former volunteers may be excluded from the property for any length of time at the discretion of staff. Persons excluded from the CSC property may not access any services for the duration of their exclusion. See our Exclusion Binder, located at the front desk, for more info.

## **Volunteer-Specific Expectations**

1. The same rules that apply to members also apply to you.
2. Don't take advantage of your position as a volunteer to favor certain clients (see discrimination policy). Discriminatory behavior and language is not acceptable.
3. You may use member services as long as you go through normal processes. Please give priority to members first for using services. Ask staff before taking food or clothing 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. Wear appropriate clothing. Wear closed-toed shoes if you will be working with food.
6. Give us notice if you are running late, unable to make a shift, or unable to volunteer in the future.
7. Don't intervene in arguments or fights between members or between members and volunteers, instead find a staff member, or call 911 yourself if appropriate.
8. Respect personal space - don't touch members, staff, or other volunteers without their permission (even a hug – ask first!).
9. Respect confidentiality of member information in the CSC database as well as personal information shared with you by members.
10. Remember that a positive, can-do attitude goes a long way towards building a welcoming, trauma-informed space for members, volunteers, and staff.
11. Treat other volunteers, members, and staff of CSC with professionalism and respect at all times.

## **Changing or Ending Volunteer Service**

You are an-at will volunteer and may discontinue volunteering at any time. Please give us notice of your plan to end volunteer service at your earliest convenience.

There may be situations where a volunteer role ends up not being a good fit for you. If you are struggling to perform a task or do not enjoy the role, please speak to the Volunteer Coordinator or appropriate staff member about your concerns. There may be another volunteer role that would better suit you.

Additionally, we may feel that your role is not the best fit. In this case, a staff member will reach out to you to discuss any changes in schedules/roles. However, we also reserve the right to terminate your volunteer status at CSC at any time, for any reason, for any length of time.

## **Background Checks**

In the course of some volunteer roles, CSC may require background checks. We recognize that some 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, 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 below. 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. Discrimination complaint forms are available at the front desk.

### *Abuse Prevention Policy*

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 (acting in place of a parent, e.g., a teacher or youth group leader) 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, except 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 incident of inappropriate conduct with children (teasing, harassing) is grounds for dismissal.

**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)

**Making an incident report:** Should you need to make a report about a volunteer or client's behavior you can make a report to a staff member in person or to [info@cscoregon.org](mailto: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](mailto:debramason@cscoregon.org) or (503) 929-1601. Should you not feel comfortable communicating with staff, you can contact Mark Beirwagen, President of CSC's Board of Directors, at [beirwagenm@yahoo.com](mailto:beirwagenm@yahoo.com). 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.

# Emergency procedures

## **Someone is aggressive, threatening, or violent**

If a member is being aggressive towards you or others, we prefer that you find a staff member. 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 someone’s safety (i.e. someone brandishing a knife at somebody else) call 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 communicate that you are non-threatening.

## **Someone is unresponsive / not breathing**

If a member is unresponsive and not breathing, it is imperative that 911 be called as quickly as possible *AND* that CPR be started. Contact a staff person immediately. Just performing 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.

## **Someone is unresponsive in bathroom or shower unit**

If a member is unresponsive in the bathroom, it is possible they have overdosed. Inform staff immediately - an overdose can cause death within minutes. Staff members have a key to the bathroom and are trained to administer Naloxone (a life-saving anti-opiate drug that can temporarily delay an overdose). 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

**Street Roots Rose City Resource Guide** - Typically available 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 Bulletin** – Usually available at the front desk.

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

# Training Resources

De-escalation Training – [Rightresponse.org](http://Rightresponse.org)

Domestic Violence Response Training – [Cwsor.org](http://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=usU3aiVKtS4&t=1s>

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](http://www.handsonnetwork.org/files/resources/toolki_chronically_homeless_9july13.pdf)